Standard Bidding Document

Hiring of a Management Firm for Project Management and Monitoring of the Prime Minister's Youth Chromebook Scheme (Non-Consultancy Services)

National

Single Stage-Two Envelope

November 11, 2026

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PROCUREMENT NOTICE

PROCUREMENT OF NON-CONSULTANCY SERVICES

1. The **Inter Boards Coordination Commission (IBCC) (Inter Boards Coordination Commission (IBCC))** has reserved Funds for the procurement planned for FY **2026-27**. The **Inter Boards Coordination Commission (IBCC) (Inter Boards Coordination Commission (IBCC))** intends to apply part of the proceeds of this Fund to cover eligible payments under the contract for the "**Hiring of a Management Firm for Project Management and Monitoring of the Prime Minister's Youth Chromebook Scheme**" with the reference of **"P194538"**

2. The **Inter Boards Coordination Commission (IBCC) (Inter Boards Coordination Commission (IBCC))** 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, 2026 and any Regulations, and Instructions issued by the Authority (from time to time).

4. All Bids must be accompanied by a Bid Security described in Bid Security Section in Bidding Document in the form of **Pay Order, Call at Deposit, Demand Draft** 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/194538**.

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 **Tuesday, November 24, 2026 11:00 AM**. E-bids will be opened on the same day at

Tuesday, November 24, 2026 11:30 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**

In terms of Rules 65 of Public Procurement Rules, 2026 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.gov.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 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 Procurement Notice.

3. **Fraud & Corruption**

3.1. As defined under Rule 2(1)(x) of Public Procurement Rules, 2026.

4. **Eligible Bidders**

4.1. A bidder shall be eligible to participate in a procurement process, if it—

4.1.1. possesses the technical competence, financial resources, equipment and other physical facilities, personnel, managerial capability, experience and past performance necessary to complete the procurement contract,

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

4.1.3. has not been declared bankrupt or, in the case of company or firm, insolvent or being wound up and its activities or affairs are suspended by a Competent Authority or by the Court of law;

4.1.4. is not under any legal proceedings which may result in bankruptcy or any other situation entailing the total or partial loss of the right to administer and dispose of the property;

4.1.5. has not been convicted by a final judgment of a Court of Law,

4.1.6. is not blacklisted by the procuring agency or cross-debarred by the Authority at the time of the submission of bid;

4.1.7. is not blacklisted or debarred at the time of the submission of bid by an international financial institution, international organizations, or other multilateral development Bank for the period defined by them; and

4.1.8. is not convicted in the case of a company, its owners and beneficial owners, directors or officers of a criminal offence related to-

4.1.8.1. its professional conduct; or

4.1.8.2. a prohibited practice within the period specified in the tender documents and has not, or in the case of a company, its owners and beneficial owners, directors or officers have not, been debarred from a procurement process in Pakistan.

4.2. Except as permitted under the Ordinance, rules and regulations, the procuring agency shall not establish a criterion for eligibility of a bidder that-

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

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

4.2.3. is not related to the avoidance of 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.

5. **Qualification of the Bidder**

5.1. All Bidders shall provide 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 in accordance with **ITB 6.1** include:

Section I -Invitation to Bid
Section II Instructions to Bidders (ITB)
Section III Bid Data Sheet (BDS)
Section IV Evaluation Criteria, Specifications, Schedule of Requirements, and Technical Specifications.
Section V Fraud & Corruption
Section VI General Conditions of Contract (GCC)
Section VII Special Conditions of Contract (SCC)
Section VIII 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 8 .**

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 pursuant to **ITB 8** .

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 pursuant to **ITB 8 .1** 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 after record reason in writing:

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 10 and 11;

9.1.2. Documentary evidence established in accordance with ITB 8 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 ITB 9 that the bidder is eligible and/or qualified for the subject bidding process;

9.1.4. Documentary evidence established in accordance with ITB 9.3 that the bidder has been authorized to provide the services;

9.1.5. Bid security or Bids Securing Declaration furnished in accordance with ITB 14; 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 ITB 8, the bidder shall furnish, as part of itsbid, all those documents establishing the bidder's eligibility to participate in the bidding process and/or its qualification to perform the contract if its bid is accepted.

11.2. The documentary evidence of the bidder's eligibility to bids shall establish to the satisfaction of the procuring agency that the bidder, at the time of submission of its bid, is from an eligible country.

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, provisions of services 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 in accordance with ITB 10 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 pursuant to ITB 28, unless otherwise price adjustment is permissible under Conditions of the Contract.

14. **Price Adjustment**

14.1. Price adjustment shall not be applicable on the contract with less then 12 months period.

14.2. Procuring agency may increase the remuneration of the human resources involved in non-consultancy services upto maximum 15% on annual basis.

14.3. **Procuring agency shall incorporate the provisions to allow wage rate in compliance with Federal Government's minimum wage notification, subject to the condition that clause 11.2 shall not be applicable 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.

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 Form 9 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, pursuant to ITB 14.5

17.3. The Bid Security shall be payable promptly upon written demand by the Procuring Agency in case any of the conditions listed in 14.5 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 pursuant to ITB 13. 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 pursuant to ITB 23; or

17.5.2. in the case of a successful bidder fails:

17.5.2.1. **to sign the contract in accordance with ITB 32; or**

17.5.2.2. **to furnish Performance Guarantee in accordance with ITB 33.**

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 Section V, 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.

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 accordance with ITB 8. 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**

22.1. As per Rule 10 of Public Procurement Rules, 2026
(PA to establish a Procurement Cell which shall carryout procurements a per Rule 10 of Public Procurement Rules, 2026)

23. **Opening & Evaluation of Bids by the Bid Evaluation Committee**

23.1. As per Rule 11 of Public Procurement Rules, 2026
(PA to constitute odd number Bid Evaluation Committee for the purpose of bid opening and evaluation of all procurements with an estimated value up to two billion rupees)

24. **Third Party Validation**

24.1. **In compliance with Rule 12** of Public Procurement Rules, 2026, the third-party validation committee or firm shall validate all procurements above five hundred million and up to two 2 billion rupees. The third-party validation shall be conducted at specifications, bidding documents preparation, technical (if any) & final evaluation stages.

25. **External Bid Evaluation Committee**

25.1. **As per Rule 13 of Public Procurement Rules, 2026,** procurements with an estimated value above two billion rupees shall be opened and evaluated by the Procuring Agency's notified External Bid Evaluation Committee.

26. **Opening of Bids**

26.1. 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.

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

26.3. 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**.**

26.4. 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.

27. **Confidentiality**

27.1. 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.

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

28. **Preliminary Examination of Bids**

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

28.1.1. meets the eligibility criteria defined in **ITB 3**;

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

28.1.3. is accompanied by the required securities; and

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

28.2. The procuring agency will confirm that the documents and information specified under **ITB 7,8 and 9** 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 bid shall be rejected.

28.3. 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.

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

29.1. The procuring agency shall evaluate the technical aspects of the bids submitted in accordance with **ITB 21,** to confirm that all requirements specified in **Section V – Evaluation Criteria, Technical Specifications and Schedule of Requirements**,prescribed inthe bidding document have

been met without material deviation or reservation.

29.2. 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 **ITB 21,** it shall reject the bids.

30. **Correction of Errors**

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

30.1.1. 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;

30.1.2. 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

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

30.1.4. 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.

30.2. 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 in accordance with **ITB 14.**

31. **Conversion to Single Currency**

31.1. As per Rule 42(2) of Public Procurement Rules, 2026.

32. **Evaluation of Bids**

32.1. The procuring agency shall evaluate bids in accordance with Rule 42 of Public Procurement Rules, 2026 and compare only those bids determined to be substantially responsive, pursuant to **ITB 21.**

32.2. 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.

32.3. **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.**

32.4. The Procuring agency/Employer's evaluation of a bid will take into account:

32.4.1. 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;

32.4.2. price adjustment for correction of arithmetic errors in accordance with **ITB 30;**

32.5. converting the amount resulting from applying (a) and (b) above, if relevant, to a single currency in accordance with **ITB 31**;

32.6. 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.

32.7. 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.**

33. **Determination of Most Advantageous Bids**

33.1. 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.

34. **Abnormally Low Financial Bids**

34.1. Subject to sub-rule (2), a procuring agency may, in the procurement of goods, works and services, 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.

34.2. A procuring agency shall not reject a bid as abnormally low under sub-rule (1) unless the procuring agency—

34.2.1. requested through EPADS from the bidder a written clarification of bid, including a detailed price analysis of its 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 documents; and

34.2.2. having taken into account the information provided by the bidder in response to a request under clause (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 against the offered price.

34.3. The procuring agency shall promptly communicate to the bidder concerned its decision to reject the bid, including the reasons for the decision. The procuring agency may reinitiate the bidding process after communication of such decision.

34.4. Every abnormally low bid shall be investigated in order to determine the reason for submitting the bid including whether the bid was submitted in order to remove other bidders from competition.

34.5. In case it is established after investigation that the bidder submitted an abnormally low bid to remove other bidders from competition or to frustrate the bidding process, the procuring agency may blacklist the bidder in accordance with Rule 25(1)(d).

35. **Rejection of Bids**

35.1. As per Rule 45 of Public Procurement Rules, 2026

36. **Cancellation of procurement**

36.1. As per Rule 46 of Public Procurement Rules, 2026

37. **Single Responsive Bid**

37.1. The procuring agency may consider single responsive subject to underlying conditions of Rule 50 of Public Procurement Rules, 2026.

38. **Alternate Dispute Resolution (ADR)**

38.1. As per Rule 66 of Public Procurement Rules, 2026

39. **Arbitration Clause**

39.1. (Appointing Authority for the Arbitrator shall be Chief justice of Honorable Islamabad High Court OR Managing Director (PPRA) OR Secretary (Ministry of Law & Justice),

40. **Fee of the Arbitrator**

40.1. The fee shall be specified in PKR as detrmined by the Appointing Authority and shall be shared equally by each party.

41. **Socio-economic development**

41.1. As per Rule 63 of Public Procurement Rules, 2026, PA to encourage the inclusiveness of small and medium enterprises, and marginalized groups by according preferences in line with the notified policies of the Federal Government

42. **Environmental objectives**

42.1. As per Rule 64 of Public Procurement Rules, 2026, The procuring agency may seek to procure services with a reduced environmental impact throughout their life cycle when compared to services with the same primary function that may otherwise be procured.

F. Award of Contract

43. **Appointment of Contract Manager**

43.1. The procuring agency shall designate a Contract Manager for each procurement or class of procurement who shall manage the contract as per Rule 58 & 59 of Public Procurement Rules, 2026.

44. **Criteria of Award**

44.1. 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 Successful Bid .

45. **Procuring Agency’s Right to reject All Bids**

45.1. 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).

45.2. 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.

46. **Procuring Agency’s Right to Vary Quantities at the Time of Award**

46.1. The procuring agency reserves the right, at the time of contract award, to increase or decrease not more than 15% of the original scope of related services originally specified in the Schedule of Requirements, provided that such variation does not exceed the percentage indicated in

the **Bid Data Sheet (BDS)**. This adjustment shall be made without any change in the unit price or other terms and conditions of the Bids and Bidding Documents.

47. **Notification of Award**

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

47.2. 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 Award 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).

47.3. The notification of award will constitute the formation of the Contract, subject to the condition that bidder furnish the Performance Guarantee in accordance with **ITB 33** and signing of the contract in accordance with **ITB 32.**

48. **Signing of Contract**

48.1. 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.

49. **Performance Guarantee**

49.1. After the receipt of the Letter of Award, 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.

49.2. Failure of the successful bidder to comply with the requirement of **ITB 33.1** 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.

50. **Advance Payment**

50.1. The Procuring Agency will provide an Advance Payment as stipulated in the Conditions of Contract, subject to a maximum amount, as stated in the **BDS**. The Advance Payment request shall be accompanied by an Advance Payment Guarantee in the form provided in Contract Forms.

51. **Arbitration**

51.1. The Arbitrator shall be appointed by mutual consent of the both parties as per the provisions specified in the **SCC**.

52. **Corrupt & Fraudulent Practices**

52.1. 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. The Principal Accounting Officer or head of procuring agency or any authorized officer shall constitute a committee comprising of odd number of members completely outside the procuring agency from any other procuring agency or from the pool of experts maintained by the Authority and accessible through EPADS with necessary powers and authorizations, to address the complaints of bidders or parties that may occur prior to the entry into force of the procurement contract.

53.2. Any party may file a written complaint, two days prior to the proposal submission deadline, against the eligibility parameters, evaluation criteria or

any other terms and conditions described in the bidding documents, if found contrary to the provisions of the procurement regulatory framework, and the same shall be addressed by the GRC.

53.3. Any bidder or party feeling aggrieved by any act of the procuring agency after the submission of bid, may lodge a written complaint concerning his grievances within seven days of announcement of the technical evaluation report and five days after issuance of final evaluation report.

53.4. In case, the complaint is filed against the technical or final evaluation report, the GRC may suspend the procurement proceedings till the decision.

53.5. In case, the complaint is filed after the issuance of the final evaluation report, the complainant may not raise any objection on technical evaluation of the report:Provided that the complainant may raise the objection on any part of the final evaluation report in case where single stage-single envelope bidding procedure is adopted.

53.6. The GRC shall investigate and decide upon the complaint within ten days of its receipt.

53.7. Any bidder or party not satisfied with the decision of the GRC or if GRC fails to decide within ten days under sub-rule 6, may file an appeal before the Appellate Committee of the Authority, comprising odd number of members including an external member within ten days of communication of decision subject to depositing the prescribed fee and in accordance with the procedure determined by the Authority. The Appellate Committee of the Authority shall decide the appeal within 45 days from the receipt of the appeal. The Appellate Committee may suspend the process of award of contract to such period as deemed appropriate during the pendency of appeal. The decision of the Appellate Committee of the Authority shall be considered as final.

H. Blacklisting/ Debarment

55. **Procedure for Blacklisting/Debarment**

55.1. The procuring agency may initiate blacklisting proceedings against contractor/supplier in accordance with Rule-25 of the Public Procurement Rules, 2026 , Mechanism for Blacklisting, Debarment Regulations, 2026 and “procedure for filling and disposal of review petition under rule-25(6) of Public Procurement Rules, 2026.

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Bid Data Sheet

Bids Data Sheet (BDS)

The following specific data for the procurement of Goods 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
ITB Number 1.1

Name of Procuring Agency: **Inter Boards Coordination Commission (IBCC) (Inter Boards Coordination Commission (IBCC))**

The subject of procurement is: **Hiring of a Management Firm for Project Management and Monitoring of the Prime Minister's Youth Chromebook Scheme**

Expected commencement date: **Monday, December 14, 2026**

BDS Clause Number 2
ITB Number 2.1

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

Name and identification number of the Contract: **P194538**

BDS Clause Number 3
ITB Number 4.6

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

B. Bidding Documents

BDS Clause Number 4
ITB Number 7.1

The Bidders may seek clarifications through **EPADS v2.0**: Clarification Date: Saturday, November 21, 2026
Pre-Bid Meeting: Saturday, November 14, 2026 11:00 AM
Venue: IBCC, Plot # 25, St. 38, G-10/4
Meeting Link: https://us06web.zoom.us/j/85794464678?pwd=BbYc4uiV2saz8kDZ7mEOayBu6qsMU1.1

BDS Clause Number 5
ITB Number 8.1

Any addendum, in case issued, shall be published on **Inter Boards Coordination Commission (IBCC) (Inter Boards Coordination Commission (IBCC))** website and on **EPADS v2.0**.

BDS Clause Number 6
ITB Number9.1

List of documents required along with the bid: **No**

BDS Clause Number 7
ITB Number 11.1

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

see Eligibility Criteria

BDS Clause Number 8
ITB Number 7.6

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

BDS Clause Number 9
ITB Number 13.1 & 13.2

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

BDS Clause Number 10
ITB Number 7.6.2

Specifications:

see section of specifications.

C. Preparation of Bids

BDS Clause Number 11
ITB Number 13.5

The price shall be **Fixed**.

BDS Clause Number 12
ITB Number 15.1

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

BDS Clause Number 13
ITB Number 16.1

The Bids/Bid Validity period shall be: **120 Days**

BDS Clause Number 14
ITB Number 17.1

The amount of Bid Security shall be as defined in Bid Security Section for items and lots given in **BDS 6**
Instrument of Bid Security Shall be in the Name of : **Inter Boards Coordination Commission (IBCC)**
The Bid Security shall be in the form of: **Pay Order, Call at Deposit, Demand Draft**

BDS Clause Number 15
ITB Number 17.3

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 180 days so the bid security shall be valid for 180+28 = 208 days.

BDS Clause Number 16
ITB Number 18.1

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

D. Submission of Bids

BDS Clause Number 17
ITB Number 21.1

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

Plot # 25, St. 38, G-10/4, Islamabad Capital Territory

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

The deadline for Bids submission is: **Tuesday, November 24, 2026 11:00 AM**

E. Opening and Evaluation of Bids

BDS Clause Number 18
ITB Number 26.1

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

Day *: **Tuesday***

Date: ***Tuesday, November 24, 2026***

Time *: **11:30 AM***

BDS Clause Number 19
ITB Number 32.1

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

F. Award of Contract

BDS Clause Number 20
ITB Number 49.1

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

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

BDS Clause Number 21
ITB Number 51.1

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

G. Review of Procurement Decisions

BDS Clause Number 22
ITB Number 53.1

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

Eligibility Criteria

All Active Taxpayers shall be eligible to participate in the procurement process, unless expressly excluded or otherwise restricted under the Eligibility Criteria specified by the Procuring Agency.

Required Registration
NADRA CITIZENSHIP (CNIC/NICOP)
FBR (NTN)
FBR (GSTN)
SECP

Eligibility Criteria	Document
1 Legal registration: registered in Pakistan with SECP or Registrar of Firms, operating at least 5 years Certificate of incorporation/registration, partnership deed or Form-C	Yes
2 Tax registration: valid NTN, active income-tax status and applicable federal/provincial sales-tax registration with active status; provide evidence of any lawful exemption NTN and STRN certificates, ATL printouts	Yes
3 Relevant experience: at least 5 years in project management, program management, monitoring and evaluation, or inspection of ICT equipment or similar public-sector contracts Company profile, contracts or work orders	Yes

4 Similar assignments: at least 2 completed assignments of a similar nature and scale in the last 5 years (e.g., project management, monitoring, inspection, large-scale procurement, logistics or distribution in public sector or donor-funded programs), each at least the minimum value in Section 10.1 Contracts/work orders with completion certificates or client references	Yes
5 Financial capacity: average annual turnover of at least Rs. 100 million over the last 3 financial years Audited financial statements, last 3 years	Yes
6 Independence / no conflict of interest: no link with the contractors of Contracts 1 (all Lots), 2, 3 or 4 or the donors; no participation in those tenders Affidavit on stamp paper	Yes
7 No operative blacklisting, debarment or legal prohibition applicable to this procurement; disclose relevant orders and their scope Affidavit on stamp paper	Yes
8 Nationwide presence: offices in at least 3 provinces/regions, or ability to deploy field teams in all three Lots List of offices with addresses, or deployment plan	Yes
9 Bid security in the amount and form stated in the issued data sheet, within Rule 36 limits; Specified security instrument or prescribed bid securing declaration, as applicable	Yes
10 Undertakings: acceptance of ToR, confidentiality and data protection, bid validity Signed and stamped undertakings and bid form	Yes
11 Human resource capacity: ability to field the key personnel specified in Section 7.2 CVs and commitment letters	Yes

Evaluation Criteria

Quality and Cost Based Selection (QCBS)

Weightage

Technical Evaluation %	Financial Evaluation %
70	30

Technical Marks	100
Passing Marks	**70**
Technical Evaluation Criteria	
A. Firm Experience (20 Marks) A.1 Years in project management, monitoring or inspection (4 marks): 5 to less than 10 years = 2; 10 years = 3; more than 10 years = 4. A.2 Similar project management, monitoring or inspection assignments completed in the last 5 years, each of at least PKR 2 million (12 marks): 3 marks per assignment, up to 4 assignments. A.3 Experience in inspecting or testing ICT devices such as laptops, Chromebooks, tablets and computers (4 marks): 1 assignment = 2; 2 assignments = 3; 3 or more = 4. Experience shall be counted only if supported by contracts/work orders and completion certificates. (Qualitative)(Doc Required)	20

B. Approach, Methodology and Work Plan (25 Marks) B.1 Understanding of the ToR and all four contracts (4 marks). B.2 Sampling and inspection methodology: random 10% of Component A devices, 20% of Component B repairs, carry bags and MiFi checks, oversampling of risky cases, acceptance/rejection rules (7 marks). B.3 Device test checklists, grading checks and repair verification procedures (4 marks). B.4 Digital tools: data capture, photos, portal integration, dashboard (4 marks). B.5 Work plan, team deployment across all Lots, timelines (3 marks). B.6 Reporting, invoice validation and risk management approach (3 marks). Scoring for each sub-criterion, as % of its marks: Absent or unworkable = 0%; Generic coverage with major gaps = 25%; Feasible approach with incomplete responsibilities or tools = 50%; Clear workflow, resources and schedule with minor gaps = 75%; Complete, internally consistent approach supported by practical templates and risk controls = 100%. B.4 assesses inspection/data tools only; complaint handling is assessed under F. (Qualitative)(Doc Required)	25
C. Key Personnel (15 Marks) C.1 Team Leader: degree in CS/IT/Engineering, minimum 5 years' experience (7 marks): Relevant degree = 2; experience 5-9 years = 1 or 10+ years = 2; comparable assignments = 1 each, maximum 3. C.2 Three Lot Inspection Leads: IT degree/diploma, 5+ years testing or repairing laptops, Chromebooks or tablets (3 marks): 1 mark per qualified Inspection Lead. C.3 Field Inspectors: at least 4, IT-qualified, with deployment plan per Lot (3 marks): 0.75 mark per qualified field inspector with a credible deployment plan, maximum 3. C.4 Data and Reporting Analyst: degree in IT/Statistics or related discipline, at least 3 years of data analysis or MIS experience (2 marks): Relevant degree = 1; 3+ years relevant experience = 1. Signed CVs with confirmation of availability are required for all key personnel. (Qualitative)(Doc Required)	15
D. Geographic Presence and Logistics (10 Marks) D.1 Office or field team in Lot 1, Lot 2 and Lot 3, plus transport/logistics arrangements (10 marks): Lot 1 = 3; Lot 2 = 3; Lot 3 = 3; logistics arrangements = 1. (Qualitative)(Doc Required)	10
E. Financial Strength (20 Marks) E.1 Average Annual Turnover of the last three financial years (2023-24, 2024-25, 2025-26), supported by audited financial statements for all three years (20 marks): Below 2 million = 0; 2 to less than 4 million = 5; 4 to less than 6 million = 10; 6 to less than 8 million = 15; 8 million or more = 20. (Qualitative)(Doc Required)	20

F. Complaint Handling and Grievance Portal (10 Marks) F.1 Complaint intake, routing, resolution, reporting and portal protection as per Section 4.14 (10 marks). Five elements, 2 marks each: (i) multichannel intake and tracking; (ii) committee routing, deadlines and appeals; (iii) implementation follow-up and evidenced closure; (iv) dashboard and complaint analysis; (v) security, backup, testing and handover. For each element: 0 = absent; 1 = described without a practical workflow or evidence; 2 = complete, feasible workflow supported by a sample screen, process map or template. No live system is required at bidding stage. (Qualitative)(Doc Required)	10

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Required Services

Positions Without Lots :

Position	Delivery Schedule	Quantity	Bid Security
Management Firm services for the PM’s Youth Chromebook Scheme, as per the ToR (Sections 4–9), including all staff and the Complaint Management System/Grievance Portal. Includes development, integration, hosting, maintenance and handover, plus travel,	**Address:** Across Pakistan **Schedule:** As per Bidding Document **Quantity:** 1/Year	1/Year	1200000 PKR

Related Services :

No

Services Specifications

Positions Without Lots :

Position: Management Firm services for the PM’s Youth Chromebook Scheme, as per the ToR (Sections 4–9), including all staff and the Complaint Management System/Grievance Portal. Includes development, integration, hosting, maintenance and handover, plus travel,

Specifications / Requirements:

Contracts to be managed and monitored by the Management Firm The Management Firm shall manage and coordinate the Scheme and shall monitor, inspect, verify and validate the performance of the contractors under the following four contracts of the Inter Boards Coordination Commission, Ministry of Federal Education and Professional Training, under the Prime Minister’s Youth Chromebook Scheme: 1. Contract 1: Procurement of Integrated Services for Inspection, Testing, Verification, Branding, Repair & Maintenance of Chromebooks and Media Tablets (Ref. P153282). This covers Component A (Pre-Distribution Services) and Component B (Repair, Maintenance & Replacement Services) in Lot 1, Lot 2 and Lot 3. 2. Contract 2: Provision of Storage & Courier Services for Distribution of Donated Chromebooks All Over Pakistan (Ref. P108262). 3. Contract 3: Procurement of Chromebook Bags. 4. Contract 4: Procurement of MiFi Devices with Internet Connectivity. The Management Firm shall act as the Ministry’s independent monitoring agency for all four contracts throughout their performance and warranty periods. It shall verify that services are delivered as specified, inspect a sample of the work as set out in the verification mechanism, and validate the contractors’ invoices. It shall also report non-compliance, delays and deficiencies, and recommend payment, deductions and penalties. Payment to the contractors shall be released only after verification by the Management Firm and approval by the Procuring Agency. In this document: • Management Firm or Firm means the single firm hired to manage, coordinate, monitor and verify all four contracts, from receipt of Chromebooks from the donor until delivery to the student. • Procuring Agency means IBCC, or any agency authorized by the Ministry, and Ministry means MoFEPT. • Implementing firms or contractors means the firms engaged under Contracts 1 to 4. 1. Background Under the Prime Minister’s Youth Chromebook Scheme, the Inter Boards Coordination Commission, Ministry of Federal Education and Professional Training (MoFEPT) is engaging contractors to process, distribute and maintain up to 500,000 donated Chromebooks and media tablets in 2026–27. The Scheme will be implemented by four specialized firms, whose work will be coordinated and independently monitored by an independent Management Firm, working in close coordination with IBCC and MoFEPT and reporting to them. The Firm will also check that the work under the contracts below is done as specified before payments are released. The bidding documents for Contracts 1 and 2 already require their contractors to cooperate with the Management Firm. Contracts 3 and 4 shall contain the same requirement. Contract Main services Coverage Contract 1: Integrated Services for Inspection, Testing, Verification, Branding, Repair & Maintenance of Chromebooks and Media Tablets (P153282) Component A, Pre-distribution: receiving, registration, inspection, testing, grading (A/B/C), approved

repairs, branding, QR codes, clearance for distribution. Component B, Post-distribution: call centre, complaints, fault diagnosis, donor-part repairs, 90-day repair warranty, collection and return Sindh & Balochistan; ICT, AJK, GB, KP & Rawalpindi Division; Punjab (excl. Rawalpindi Division) Contract 2: Storage & Courier Services for Distribution of Donated Chromebooks All Over Pakistan (P108262) Secure warehousing, space for inspection and branding, inventory management, nationwide delivery, proof of delivery (POD), reverse logistics, reconciliation Warehouses in Karachi, Lahore and Islamabad; delivery across Pakistan Contract 3: Carry Bags Supply of carry bags against the awarded specification and approved sample, and delivery for issue with the devices As per the awarded contract Contract 4: MiFi Devices and Internet Connectivity Supply and activation of MiFi devices and internet connectivity for beneficiaries, with support and service quality as per the awarded contract As per the awarded contract 2. Role of the Management Firm The Management Firm shall act as the single point of coordination for the Scheme and shall be responsible for: • ensuring end-to-end integration of the activities of donors, implementing firms, Boards and government stakeholders; • independently monitoring and verifying the performance of all implementing firms against their contractual obligations; • promptly identifying and reporting risks, delays and deviations to IBCC and MoFEPT, together with recommended corrective measures; and • maintaining complete, auditable records of all consignments, payments, beneficiaries and decisions. The Firm shall have no authority to alter the contractual terms of any implementing firm; such authority remains with the Procuring Agency

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Scope of Work

4. Scope of Work

The Management Firm shall perform the following services, as a minimum, in all three Lots and at all warehouse and service-centre locations.

4.1 Inception and set-up

- Review all four contracts, the SOWs, SLAs and the approved grading and repair procedures.
- Prepare a verification manual: sampling plan, inspection checklists, test procedures, scoring and reporting formats. The Ministry must approve it before fieldwork starts.
- Prepare a work plan, monitoring framework and risk register.
- To avoid duplication of efforts, read-only access to the contractors' online portals, inventory systems, ticketing systems and tracking systems will be obtained by the management firm

4.2 Donor liaison, import and customs

- Maintain regular liaison with donors regarding shipment schedules, quantities, specifications and documentation.
- Arrange and follow up customs clearance of all consignments, including coordination with relevant government departments for exemptions, permits and related documentation.

- Coordinate with donors for the delivery of Chromebooks to the designated warehouses in Islamabad, Lahore and Karachi and other designated locations.

4.3 Receiving Chromebooks and coordinating distribution

- Receive Chromebooks from the donor on behalf of the Ministry, jointly with the storage and courier contractor: count consignments, check them against the donor’s packing lists and serial numbers, and sign the receiving record.
- Monitor inspection, quality checks, branding and packaging of devices, and ensure accurate, up-to-date stock and serial number records at all times.
- Coordinate the movement of devices from receipt, through storage, inspection and branding, to dispatch and delivery, until each Chromebook is handed over to the student.
- Coordinate and monitor dispatch and delivery to Boards and, ultimately, to students. Verify receipt and handover at each stage and maintain proof-of-delivery records.
- Manage the distribution schedule, and promptly resolve bottlenecks with the concerned firms, institutions, IBCC, Boards, Madaris boards and local committees.

4.4 Contract 1, Component A: Pre-distribution validation

- Physically re-inspect and re-test **10% of Chromebooks/tablets** that the contractor has cleared, selected randomly (see Section 5).
- Check hardware specifications (CPU, RAM, storage, screen, AUE status), battery health, charging, display/touchscreen, keyboard, touchpad, ports, camera, audio, connectivity and the removal of device-management locks.

- Confirm that the grade (A/B) is correct, that pre-distribution repairs and donor-part use are recorded, and that the branding and QR-code stickers meet the approved standard.
- Match each sampled device with its portal record (serial number, asset ID, test results, status, allocated institution).
- Check that the numbers received, inspected, repaired, cleared, rejected and dispatched reconcile.
- Review faults reported within 10 days of handover and confirm that the contractor fixed them at its own cost.

4.5 Contract 1, Component B: Repair and maintenance validation

- Physically inspect and test **20% of completed repair jobs (repaired Chromebooks)**, selected randomly (see Section 5).
- Verify each sampled ticket: complaint registration, verification of eligibility, technical fault vs user-damage classification, diagnosis report, pre-authorization and repair performed.
- Confirm that donor parts came from Ministry approved donor devices and that donor and recipient serial numbers are recorded, and check the donor-part inventory.
- Check SLA compliance: acknowledgement (2 days), initial diagnosis (5 days), minor repair (6 days), major repair (10 days).
- Confirm that users were not charged for diagnosis or repairs, that courier charges for user damage were at approved rates with receipts, and that the Ministry was not also billed for them.
- Track repeat faults within the 90-day warranty and confirm they were repaired at the contractor’s cost.
- Run mystery caller checks on the call centre and spot visits to service centres.

4.6 Contract 2: Storage and courier validation

- Inspect warehouses in Karachi, Lahore and Islamabad, along with other designated areas of the vendor within Pakistan: security, CCTV (30-day retention), fire safety, temperature (15–30°C), insurance and the dedicated inspection and branding space.
- Conduct surprise physical stock counts and reconcile them against the digital inventory.
- Verify a random sample of deliveries and PODs (recipient, address, tracking number, date, condition, signature or thumb impression), including phone or field confirmation with recipients.
- Coordinate courier deliveries with the contractor, and track dispatch, delivery, failed deliveries and returns.
- Check delivery timelines against the SLA (at least 95% on time), failed delivery attempts, returns and reverse logistics.
- Review loss, theft and damage incidents and confirm they were reported within 24 hours.

4.7 Contract 3: Carry bags validation

- Carry out sample based monitoring and verification of carry bags against the approved sample and awarded specification, as set out in Section 5.
- Reconcile quantities supplied, accepted, rejected, dispatched and handed over.

4.8 Contract 4: MiFi devices and connectivity validation

- Coordinate with the firm providing MiFi devices and internet connectivity to ensure timely activation and service quality for beneficiaries.
- Carry out sample-based monitoring and verification of devices, activations and connectivity, as set out in Section 5.

- Reconcile device, SIM and beneficiary records and invoices against the contract.

4.9 Payment validation and financial records

- Check each invoice from all four contractors against verified work orders, tickets, PODs, activation records and the Management Firm’s findings.
- Recommend payment, partial payment or withholding for approval by the Procuring Agency, and calculate SLA penalties and deductions under the contracts.
- Maintain complete financial and supporting records in a form suitable for internal and external audit.

4.10 Audit, monitoring and evaluation of implementing firms

- Audit, monitor and evaluate the performance of each firm against its contractual obligations, service levels and timelines, as set out in this Section and Section 5.
- Verify inventory records in the warehouses and in the contractors’ portals against physical stock.
- Convene regular coordination meetings with all firms, IBCC and MoFEPT. Attend monthly review meetings, record decisions, and follow up on corrective actions until they are closed.

4.11 Event management

- Plan and manage launch, Chromebook distribution ceremonies and other functions at designated locations and at provincial and regional level, in coordination with the Ministry: venue, logistics, invitations, student attendance and protocol.

- Submit a short report with attendance, devices handed over and photographs after each event.

4.12 Media projection and publicity

- Coordinate media projection and publicity of the Scheme, its functions and events with the Ministry: press releases, photographs and videos, social media content, and coordination with print and electronic media.
- All publicity material is released only with the Ministry’s approval.

4.13 Student data, PMDYH registration and beneficiary database

- Develop and maintain a comprehensive, secure and regularly updated database of beneficiary students, linked to device serial numbers, distribution records and support history.
- Receive student data from institutions, IBCC, the Madaris boards and the Ministry in the approved format.
- Check the data for completeness, duplicates and eligibility, and correct errors with the source institution.
- Register every eligible student on PMDYH, and link each registration to the allocated Chromebook (serial number and QR code), institution and delivery address.
- Keep PMDYH records updated with delivery, handover and complaint status, and reconcile them with the contractors’ records every month.
- Stay in contact with students through calls, SMS, the portal or other approved channels, to confirm receipt of devices, share information and collect feedback.

- Ensure data protection, access control and regular backups, and provide data extracts to IBCC and MoFEPT as required. Keep all student data confidential and secure, and use it only for this Scheme.

4.14 Complaint Management System and Grievance Portal

- Development and Integration: The Management Firm shall design, develop, integrate, operate and maintain a comprehensive Complaint Management System (CMS) and Grievance Redressal Portal within the existing Call Centre Module/System provided by the Repair and Maintenance Contractors, rather than establishing a separate or parallel platform. The integration shall ensure a unified complaint registration, processing, escalation and resolution mechanism, eliminating duplication of efforts and enabling end-to-end tracking of all complaints and grievances. The system shall be accessible through web and mobile interfaces and integrated with the approved beneficiary database and PMDYH, where authorized. The Management Firm shall submit the proposed system design, integration architecture and workflows within 15 calendar days of contract signing and ensure operational deployment within 30 calendar days, subject to IBCC acceptance testing. All development, integration, hosting (where applicable), maintenance, communication and handover costs shall be included in the quoted fee.

- Centralized Complaint Registration and Tracking: The integrated system shall consolidate complaints received through the contractors' call centres, grievance portal, helplines and written submissions into a single centralized complaint register, accessible to authorized stakeholders. Each complaint shall be assigned a unique tracking number and linked to the relevant beneficiary/device record, with details including receipt date and time, complaint category, supporting documentation, assigned responsibility and resolution status. Complaints shall be acknowledged within 24 hours, with provision for complainants to track their status. Complaint categories shall include eligibility/merit, allocation, delivery, device faults, repairs and other Scheme-related services.

- Refer complaints within two working days to the notified board/local Tier-I committee or responsible service provider. Configure the approved decision deadlines, reminders, overdue escalation and appeal to the notified provincial or regional Tier-II

committee. The Firm shall facilitate and track decisions without deciding eligibility or replacing the competent committee. Maintain follow-up until corrective action is implemented and the complainant is notified; record confirmation or a reasoned committee-authorized closure.

- Provide role-based access for complainants, board focal persons, committees, the grievance team and authorized IBCC/Ministry officers; protect personal data through access controls, encryption, audit trails and daily backups. Maintain a helpline/manual fallback during outages. Test workflow, access, notifications, escalation and backup restoration before acceptance.
- Coordinate with the GRCs at board and provincial levels. Report received, pending, overdue, appealed and resolved cases, resolution times and recurring issues monthly.
- Transfer government-owned data, project-developed code, documentation and administrative access at completion; disclose third-party licences and ensure continued government use. The student grievance portal is separate from the statutory bidder complaint process under Rule 65.

4.15 Coordination with provincial and district committees

- Act as the link between IBCC, the Ministry and the provincial and district committees for distribution, events, verification of beneficiaries and grievances.
- Attend committee meetings, share progress data, and follow up on the decisions taken.

4.16 Coordination with IBCC and the Madaris boards

- Coordinate with IBCC, Boards and the Madaris to obtain and verify student data, and confirm the eligibility of students.
- Coordinate with them on distribution schedules, events and the handover of devices to students.

- Prepare the final evaluation report in coordination with IBCC and the Madaris boards.

4.17 Periodic reports and final evaluation

- **Weekly and fortnightly progress reports:** current progress, together with exception reports on deviations, risks and delays.
- **Monthly progress report:** devices received, stored, inspected, delivered and repaired; carry bags and MiFi status; events held; media coverage; grievances; issues and actions needed.
- **Quarterly report:** progress against targets, performance of all contractors, and recommendations.
- **Final evaluation report** at the end of the project, prepared in coordination with IBCC and the Madaris boards, assessing coverage, delivery to students, contractor performance, use of devices, outcomes, lessons learned and recommendations.

4.18 Closure of contracts and the Scheme

- Manage the orderly closure of all contracts, including final reconciliation of inventory, payments and records.
- Hand over all records, databases and documentation to IBCC/MoFEPT.

Brief Description

5. Verification Mechanism

The Management Firm will verify a random sample of the contractors' completed work every month. Payment for each batch is released only after the Management Firm's report recommends acceptance and the Procuring Agency approves it.

5.1 Sampling

Contract / component	What is sampled	Sample size	Where
Contract 1, Component A	Chromebooks/tablets inspected, graded and cleared for distribution	**10% of each batch**, at least 10% in every Lot	Warehouses in Karachi, Lahore and Islamabad, before dispatch
Contract 1, Component B	Repaired Chromebooks (completed repair jobs)	**20% of completed repair jobs** in each monthly invoice	Service centres and on return to users
Contract 1, Component B	Rejected complaints and user-damage classifications	10% of cases	Portal records and devices
Contract 2, Storage & courier	Deliveries and PODs	15% of deliveries	Phone or field check with recipients
Contract 2, Storage & courier	Warehouse stock	Full surprise count at least once a month	Karachi, Lahore and Islamabad

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Contract 3, Carry bags	Delivered bag batches, against the approved sample and specification	10% of each batch, plus 100% quantity reconciliation	Delivery locations
Contract 4, MiFi	New activations, devices and service records	10% of new activations monthly, plus 100% electronic record and billing checks	Field and operator records, covering each operator and region

5.2 Selection method

- The sample is drawn at random by the Management Firm from the contractor’s portal or batch list, by serial number, and the contractor is not told in advance.
- The sample must cover every Lot, every warehouse or service centre, every device model and every grade, in proportion to volume.
- Devices graded B or C and repairs that used donor parts are oversampled.

5.3 Inspection steps for each sampled device

1. Match the serial number, asset ID and QR code with the portal record.
2. Physically check condition, specifications and branding.

3. Run the functional test checklist approved in the verification manual.

4. Compare the Management Firm’s results with the contractor’s recorded results and grade, or with the repair report.

5. Record pass or fail with photos and test logs, and have the contractor’s representative sign the inspection sheet.

5.4 Acceptance and rejection

These thresholds apply only to the extent consistent with the signed implementing contracts. The Management Firm shall recommend acceptance, correction or withholding; payment approval and contractual remedies remain with the Procuring Agency. No existing contractor obligation is amended by these ToRs.

Failure rate found in the sample	**Recommended result**
Up to 2%	Batch accepted. Failed devices are corrected by the contractor at its own cost.
Above 2% and up to 5%	Batch accepted conditionally. Sample for that batch or Lot is doubled the next month, and payment for failed devices is withheld until corrected.
Above 5%	Batch rejected. The contractor re-inspects or re-repairs 100% of the batch at its own cost, the Management Firm re-checks it, and payment is withheld until acceptance. Penalties apply under the contract.

5.5 Disputes

If the contractor disputes a finding of the Management Firm, a joint re-test is held within 3 working days in the presence of the Ministry’s designated committee, whose findings guide verification, without prejudice to contractual dispute resolution and arbitration rights.

5.6 Verification flow

Every batch (Component A and carry bags), repair invoice (Component B), delivery invoice (Contract 2) and MiFi invoice goes through this loop. A batch that fails goes back to the contractor and is re-checked by the Management Firm before any payment is made.

6. Deliverables and Reporting

All deliverables shall be submitted to IBCC and MoFEPT.

Sr. No.	Deliverable	Timing
1	Inception report with work plan, monitoring framework, risk register, verification manual, sampling plan, checklists and reporting templates	Within 15 calendar days of signing

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2	Batch verification report for Component A (10% sample), with pass/fail by device	Start within 2 working days of clearance notice; report within 3 working days of start, before dispatch, consistent with Section 9
3	Monthly repair verification report for Component B (20% sample), with SLA compliance	Monthly, before the contractor’s invoice is processed
4	Monthly storage, delivery and POD verification report for Contract 2, with stock count results	Monthly
5	Monthly carry bags and MiFi verification report for Contracts 3 and 4	Monthly
6	Invoice validation note for each contractor invoice, recommending payment, withholding and penalties	Within 5 working days of receiving the invoice
7	Online dashboard showing samples checked, failure rates, SLA performance and open issues by Lot, with weekly progress report	Updated weekly
8	Fortnightly progress report	Fortnightly

9	Monthly progress report	10th day of the following month
10	Evaluation of the work of each implementing firm	Monthly and on milestone completion
11	Immediate alert on serious findings (fraud, loss, data breach, systemic defects), and deviation and exception reports with corrective recommendations	Within 24 hours of detection
12	Inventory, distribution and beneficiary database records	Regular submission as per agreed schedule
13	Operational Complaint Management System and Grievance Portal, acceptance tests, user guidance and monthly complaint analysis	Design by day 15; operational acceptance by day 30; monthly reporting and final handover
14	Quarterly performance review of all contractors	10 calendar days after the end of each quarter
15	Event report	3 working days after each event
16	Final completion and evaluation report, contract closure report and handover of records	Within 30 calendar days after the end of the assignment, consistent with Section 9

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]		

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General Conditions of Contract

A. General

1. **Definitions**

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

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

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

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

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

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

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

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

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

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

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

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

1.1.12. “Government” means the Government of Pakistan;

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

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

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

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

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

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

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

2. **Applicable Law**

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

3. **Language**

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

4. **Notices**

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

5. **Location**

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

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

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

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

7. **Effectiveness of Contract**

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

8. **Commencement of Services**

8.1. The Contractor shall confirm availability of required resources 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 thirty (30) 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 thirty (30) 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 Service Provider 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 Service Provider 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**

32.1.1. **Alternate Dispute Resolution (ADR),** After coming into force of the procurement contracts, disputes, between the parties to the contract may be settled by one or more alternate dispute resolution methods including
Arbitration. Where an Alternate Dispute Resolution process other than Arbitration may not lead to an amicable settlement of dispute, Arbitration shall be resorted to.

32.1.2. The procuring agency shall specify mechanism for the appointment of an arbitrator expressly in the contract and the competent authority who shall appoint the arbitrator.

32.1.3. The laws of Pakistan shall apply to an arbitration unless specifically agreed to otherwise in the contract.

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: Inter Boards Coordination Commission (IBCC) (Inter Boards Coordination Commission (IBCC)), Procurement Officer Plot # 25, St. 38, G-10/4, Islamabad Capital Territory

Contractor is:

The title of the subject procurement is:Hiring of a Management Firm for Project Management and Monitoring of the Prime Minister's Youth Chromebook Scheme

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:

Inter Boards Coordination Commission (IBCC) (Inter Boards Coordination Commission (IBCC)), Procurement Officer
Plot # 25, St. 38, G-10/4, Islamabad Capital Territory
+92-314-523-3632
procurement@ibcc.edu.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:

Inter Boards Coordination Commission (IBCC) (Inter Boards Coordination Commission (IBCC)), Procurement Officer
Plot # 25, St. 38, G-10/4, Islamabad Capital Territory
+92-314-523-3632
procurement@ibcc.edu.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 Goods 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 goods or services due to a conflict of a nature described in Clause GCC 16**.**

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 **0.50%** 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:
Instrument of Performance Guarantee shall be in the Name of : **Inter Boards Coordination Commission (IBCC)**

The amount of performance guarantee shall be 10.00% of the contract price in acceptable form of Pay Order

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 28

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 29

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.

Inspections & Tests Requirements

For being Brand New, bearing relevant reference numbers of the equipment (Certificate from supplier)

For Physical Fitness having No Damages (Certificate from supplier)

For the Country of Origin as quoted by the Supplier (Certificate from manufacturer)

For conformance to specifications and performance parameters, through Prior to delivery inspection (Inspection Report by Procurement Committee / Inspection Team)

For successful operation at site after complete installation, testing and commissioning of the equipment (Installation, Testing and Commissioning Report by Procurement Committee / Inspection Team)

Delivery & Documents

Copies of the Supplier's invoice showing Goods' description, quantity, unit price, and total amount;

Original and two copies of the usual transport document (for example, a negotiable bill of lading, a non-negotiable sea waybill, an inland waterway document, an air waybill, a railway consignment note, a road consignment note, or a multimodal transport document) which the buyer may require to take the goods;

Copies of the packing list identifying contents of each package;

Insurance Certificate;

Manufacturer's or Supplier's Valid Warranty Certificate;

Inspection Certificate issued by the Nominated Inspection Agency (if any), and the Supplier's Factory Inspection Report;

Certificate of Origin.

The above documents would be required even if the equipment has already been imported and is available with the supplier ex-stock

Number of GC Clause 31

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.:***P194538***

To: **Inter Boards Coordination Commission (IBCC) (Inter Boards Coordination Commission (IBCC)), Procurement Officer Plot # 25, St. 38, G-10/4, Islamabad Capital Territory**

We, the undersigned, declare that:

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

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

1. have withdrawn or modified our Bid during the period of Bid Validity specified in the Form of Bid;

2. Disagreement to arithmetical correction made to the Bid price; or

3. having been notified of the acceptance of our Bid by the Procuring Agency during the period of Bid Validity, (i) failure to sign the contract if required by Procuring Agency to do so or (ii) fail or refuse to furnish the Performance Security or to comply with any other condition precedent to signing the contract specified in the Bidding Documents.

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

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

Contract Form

SECTION IX: CONTRACT FORMS

THIS AGREEMENT made the _____ day of _____ 20_____ between **Inter Boards Coordination Commission (IBCC) (Inter Boards Coordination Commission (IBCC)), Procurement Officer Plot # 25, St. 38, G-10/4, Islamabad Capital Territory**

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

WHEREAS the Procuring Agency invited Bids for provision of goods, viz., **Hiring of a Management Firm for Project Management and Monitoring of the Prime Minister's Youth Chromebook Scheme (*P194538*)** and has accepted a Bids by the Bidder for the provision of Services 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: ……

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

Integrity Pact

Integrity Pact

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

Contract Number: Contract Value: Contract Title:

Dated:

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

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

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

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

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

Performance Guarantee Form

Performance Guarantee Form

To: **Inter Boards Coordination Commission (IBCC) (Inter Boards Coordination Commission (IBCC)), Procurement Officer Plot # 25, St. 38, G-10/4, Islamabad Capital Territory**

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

Detailed Terms and Conditions

Detailed Terms and Conditions

Information (Read-Only)

See Form Under Additional Forms and Documents: **Detailed Terms and Conditions** (page number: 90)

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

Procurement Forms

Financial Capacity and Net Worth Evaluation Form

See Form Under Additional Forms and Documents: **Financial Capacity and Net Worth Evaluation Form** (page number: 111)

Average Annual Turnover

See Form Under Additional Forms and Documents: **Average Annual Turnover** (page number: 113)

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

PUBLIC PROCUREMENT REGULATORY AUTHORITY
(PPRA)
EPADS

Additional Forms and Documents

TERMS OF REFERENCE

Hiring of a Management Firm for Project Management and Monitoring of the Prime Minister's Youth Chromebook Scheme

Inter Boards Coordination Commission (IBCC), Ministry of Federal Education and Professional Training (MoFEPT), or any agency authorized by the Ministry

Contracts to be managed and monitored by the Management Firm

The Management Firm shall manage and coordinate the Scheme and shall monitor, inspect, verify and validate the performance of the contractors under the following four contracts of the Inter Boards Coordination Commission, Ministry of Federal Education and Professional Training, under the Prime Minister's Youth Chromebook Scheme:

1. **Contract 1: Procurement of Integrated Services for Inspection, Testing, Verification, Branding, Repair & Maintenance of Chromebooks and Media Tablets** (Ref. P153282). This covers Component A (Pre-Distribution Services) and Component B (Repair, Maintenance & Replacement Services) in Lot 1, Lot 2 and Lot 3.
2. **Contract 2: Provision of Storage & Courier Services for Distribution of Donated Chromebooks All Over Pakistan** (Ref. P108262).
3. **Contract 3: Procurement of Chromebook Bags**.
4. **Contract 4: Procurement of MiFi Devices with Internet Connectivity**.

The Management Firm shall act as the Ministry's independent monitoring agency for all four contracts throughout their performance and warranty periods. It shall verify that services are delivered as specified, inspect a sample of the work as set out in the verification mechanism, and validate the contractors' invoices. It shall also report non-compliance, delays and deficiencies, and recommend payment, deductions and penalties. Payment to the contractors shall be released only after verification by the Management Firm and approval by the Procuring Agency.

In this document:

- **Management Firm** or **Firm** means the single firm hired to manage, coordinate, monitor and verify all four contracts, from receipt of Chromebooks from the donor until delivery to the student.
- **Procuring Agency** means IBCC, or any agency authorized by the Ministry, and **Ministry** means MoFEPT.
- **Implementing firms** or **contractors** means the firms engaged under Contracts 1 to 4.

1. Background

Under the Prime Minister's Youth Chromebook Scheme, the Inter Boards Coordination Commission, Ministry of Federal Education and Professional Training (MoFEPT) is engaging contractors to process, distribute and maintain up to **500,000 donated Chromebooks and media tablets** in 2026–27. The Scheme will be implemented by four specialized firms, whose work will be coordinated and independently monitored by an independent **Management Firm**, working in close coordination with IBCC and MoFEPT and reporting to them. The Firm will also check that the work under the contracts below is done as specified before payments are released. The bidding documents for Contracts 1 and 2

already require their contractors to cooperate with the Management Firm. Contracts 3 and 4 shall contain the same requirement.

Contract	Main services	Coverage
Contract 1: Integrated Services for Inspection, Testing, Verification, Branding, Repair & Maintenance of Chromebooks and Media Tablets (P153282)	**Component A, Pre-distribution:** receiving, registration, inspection, testing, grading (A/B/C), approved repairs, branding, QR codes, clearance for distribution. **Component B, Post-distribution:** call centre, complaints, fault diagnosis, donor-part repairs, 90-day repair warranty, collection and return	Sindh & Balochistan; ICT, AJK, GB, KP & Rawalpindi Division; Punjab (excl. Rawalpindi Division)
Contract 2: Storage & Courier Services for Distribution of Donated Chromebooks All Over Pakistan (P108262)	Secure warehousing, space for inspection and branding, inventory management, nationwide delivery, proof of delivery (POD), reverse logistics, reconciliation	Warehouses in Karachi, Lahore and Islamabad; delivery across Pakistan
Contract 3: Carry Bags	Supply of carry bags against the awarded specification and approved sample, and delivery for issue with the devices	As per the awarded contract
Contract 4: MiFi Devices and Internet Connectivity	Supply and activation of MiFi devices and internet connectivity for beneficiaries, with support and service quality as per the awarded contract	As per the awarded contract

Stakeholders

Stakeholder	Role in the Scheme
MoFEPT	Policy direction, overall ownership of the Scheme, approvals and inter-governmental coordination.
IBCC	Lead implementing body; coordination with Boards of Intermediate and Secondary Education and with beneficiary students.
Management Firm	Overall project management, coordination, monitoring, reporting, payment recommendations and record-keeping for the Scheme.
Implementing firms (four)	Specialized service providers: (i) inspection, repair and maintenance; (ii) storage and courier; (iii) carry bags; and (iv) MiFi devices and internet connectivity.
Donors	Suppliers of Chromebooks and counterparts for consignment scheduling, documentation and delivery.

Stakeholder	Role in the Scheme
Boards and Grievance Redressal Committees (GRCs)	Distribution to students, verification of beneficiaries and resolution of complaints at board and provincial levels.

2. Role of the Management Firm

The Management Firm shall act as the single point of coordination for the Scheme and shall be responsible for:

- ensuring end-to-end integration of the activities of donors, implementing firms, Boards and government stakeholders;
- independently monitoring and verifying the performance of all implementing firms against their contractual obligations;
- promptly identifying and reporting risks, delays and deviations to IBCC and MoFEPT, together with recommended corrective measures; and
- maintaining complete, auditable records of all consignments, payments, beneficiaries and decisions.

The Firm shall have no authority to alter the contractual terms of any implementing firm; such authority remains with the Procuring Agency.

3. Objectives

The Management Firm will give the Ministry an independent, evidence-based check of contractor performance. Its specific objectives are to:

1. Confirm that devices are inspected, tested, graded, repaired and branded to the technical standards in Contract 1.
2. Confirm that post-distribution repairs are real, correctly classified (technical fault or user damage), done within the SLA and properly closed.
3. Confirm that warehousing, inventory, deliveries, PODs and returns under Contract 2 are accurate and reconciled.
4. Confirm that carry bags under Contract 3 and MiFi devices and connectivity under Contract 4 are supplied, activated and serviced as specified.
5. Validate contractor invoices against verified work, so that payment is made only for approved, completed and verified services.
6. Identify poor work, delays, overbilling, duplicate claims and data gaps early, and recommend corrective action, deductions and penalties.

4. Scope of Work

The Management Firm shall perform the following services, as a minimum, in all three Lots and at all warehouse and service-centre locations.

4.1 Inception and set-up

- Review all four contracts, the SOWs, SLAs and the approved grading and repair procedures.

- Prepare a verification manual: sampling plan, inspection checklists, test procedures, scoring and reporting formats. The Ministry must approve it before fieldwork starts.
- Prepare a work plan, monitoring framework and risk register.
- To avoid duplication of efforts, read-only access to the contractors' online portals, inventory systems, ticketing systems and tracking systems will be obtained by the management firm

4.2 Donor liaison, import and customs

- Maintain regular liaison with donors regarding shipment schedules, quantities, specifications and documentation.
- Arrange and follow up customs clearance of all consignments, including coordination with relevant government departments for exemptions, permits and related documentation.
- Coordinate with donors for the delivery of Chromebooks to the designated warehouses in Islamabad, Lahore and Karachi and other designated locations.

4.3 Receiving Chromebooks and coordinating distribution

- Receive Chromebooks from the donor on behalf of the Ministry, jointly with the storage and courier contractor: count consignments, check them against the donor's packing lists and serial numbers, and sign the receiving record.
- Monitor inspection, quality checks, branding and packaging of devices, and ensure accurate, up-to-date stock and serial number records at all times.
- Coordinate the movement of devices from receipt, through storage, inspection and branding, to dispatch and delivery, until each Chromebook is handed over to the student.
- Coordinate and monitor dispatch and delivery to Boards and, ultimately, to students. Verify receipt and handover at each stage and maintain proof-of-delivery records.
- Manage the distribution schedule, and promptly resolve bottlenecks with the concerned firms, institutions, IBCC, Boards, Madaris boards and local committees.

4.4 Contract 1, Component A: Pre-distribution validation

- Physically re-inspect and re-test **10% of Chromebooks/tablets** that the contractor has cleared, selected randomly (see Section 5).
- Check hardware specifications (CPU, RAM, storage, screen, AUE status), battery health, charging, display/touchscreen, keyboard, touchpad, ports, camera, audio, connectivity and the removal of device-management locks.
- Confirm that the grade (A/B) is correct, that pre-distribution repairs and donor-part use are recorded, and that the branding and QR-code stickers meet the approved standard.
- Match each sampled device with its portal record (serial number, asset ID, test results, status, allocated institution).
- Check that the numbers received, inspected, repaired, cleared, rejected and dispatched reconcile.
- Review faults reported within 10 days of handover and confirm that the contractor fixed them at its own cost.

4.5 Contract 1, Component B: Repair and maintenance validation

- Physically inspect and test **20% of completed repair jobs (repaired Chromebooks)**, selected randomly (see Section 5).
- Verify each sampled ticket: complaint registration, verification of eligibility, technical fault vs user-damage classification, diagnosis report, pre-authorization and repair performed.
- Confirm that donor parts came from Ministry approved donor devices and that donor and recipient serial numbers are recorded, and check the donor-part inventory.
- Check SLA compliance: acknowledgement (2 days), initial diagnosis (5 days), minor repair (6 days), major repair (10 days).
- Confirm that users were not charged for diagnosis or repairs, that courier charges for user damage were at approved rates with receipts, and that the Ministry was not also billed for them.
- Track repeat faults within the 90-day warranty and confirm they were repaired at the contractor's cost.
- Run mystery caller checks on the call centre and spot visits to service centres.

4.6 Contract 2: Storage and courier validation

- Inspect warehouses in Karachi, Lahore and Islamabad, along with other designated areas of the vendor within Pakistan: security, CCTV (30-day retention), fire safety, temperature (15–30°C), insurance and the dedicated inspection and branding space.
- Conduct surprise physical stock counts and reconcile them against the digital inventory.
- Verify a random sample of deliveries and PODs (recipient, address, tracking number, date, condition, signature or thumb impression), including phone or field confirmation with recipients.
- Coordinate courier deliveries with the contractor, and track dispatch, delivery, failed deliveries and returns.
- Check delivery timelines against the SLA (at least 95% on time), failed delivery attempts, returns and reverse logistics.
- Review loss, theft and damage incidents and confirm they were reported within 24 hours.

4.7 Contract 3: Carry bags validation

- Carry out sample based monitoring and verification of carry bags against the approved sample and awarded specification, as set out in Section 5.
- Reconcile quantities supplied, accepted, rejected, dispatched and handed over.

4.8 Contract 4: MiFi devices and connectivity validation

- Coordinate with the firm providing MiFi devices and internet connectivity to ensure timely activation and service quality for beneficiaries.
- Carry out sample-based monitoring and verification of devices, activations and connectivity, as set out in Section 5.
- Reconcile device, SIM and beneficiary records and invoices against the contract.

4.9 Payment validation and financial records

- Check each invoice from all four contractors against verified work orders, tickets, PODs, activation records and the Management Firm's findings.
- Recommend payment, partial payment or withholding for approval by the Procuring Agency, and calculate SLA penalties and deductions under the contracts.
- Maintain complete financial and supporting records in a form suitable for internal and external audit.

4.10 Audit, monitoring and evaluation of implementing firms

- Audit, monitor and evaluate the performance of each firm against its contractual obligations, service levels and timelines, as set out in this Section and Section 5.
- Verify inventory records in the warehouses and in the contractors' portals against physical stock.
- Convene regular coordination meetings with all firms, IBCC and MoFEPT. Attend monthly review meetings, record decisions, and follow up on corrective actions until they are closed.

4.11 Event management

- Plan and manage launch, Chromebook distribution ceremonies and other functions at designated locations and at provincial and regional level, in coordination with the Ministry: venue, logistics, invitations, student attendance and protocol.
- Submit a short report with attendance, devices handed over and photographs after each event.

4.12 Media projection and publicity

- Coordinate media projection and publicity of the Scheme, its functions and events with the Ministry: press releases, photographs and videos, social media content, and coordination with print and electronic media.
- All publicity material is released only with the Ministry's approval.

4.13 Student data, PMDYH registration and beneficiary database

- Develop and maintain a comprehensive, secure and regularly updated database of beneficiary students, linked to device serial numbers, distribution records and support history.
- Receive student data from institutions, IBCC, the Madaris boards and the Ministry in the approved format.
- Check the data for completeness, duplicates and eligibility, and correct errors with the source institution.
- Register every eligible student on PMDYH, and link each registration to the allocated Chromebook (serial number and QR code), institution and delivery address.
- Keep PMDYH records updated with delivery, handover and complaint status, and reconcile them with the contractors' records every month.
- Stay in contact with students through calls, SMS, the portal or other approved channels, to confirm receipt of devices, share information and collect feedback.

- Ensure data protection, access control and regular backups, and provide data extracts to IBCC and MoFEPT as required. Keep all student data confidential and secure, and use it only for this Scheme.

4.14 Complaint Management System and Grievance Portal

- Development and Integration: The Management Firm shall design, develop, integrate, operate and maintain a comprehensive Complaint Management System (CMS) and Grievance Redressal Portal within the existing Call Centre Module/System provided by the Repair and Maintenance Contractors, rather than establishing a separate or parallel platform. The integration shall ensure a unified complaint registration, processing, escalation and resolution mechanism, eliminating duplication of efforts and enabling end-to-end tracking of all complaints and grievances. The system shall be accessible through web and mobile interfaces and integrated with the approved beneficiary database and PMDYH, where authorized. The Management Firm shall submit the proposed system design, integration architecture and workflows within 15 calendar days of contract signing and ensure operational deployment within 30 calendar days, subject to IBCC acceptance testing. All development, integration, hosting (where applicable), maintenance, communication and handover costs shall be included in the quoted fee.
- Centralized Complaint Registration and Tracking: The integrated system shall consolidate complaints received through the contractors' call centres, grievance portal, helplines and written submissions into a single centralized complaint register, accessible to authorized stakeholders. Each complaint shall be assigned a unique tracking number and linked to the relevant beneficiary/device record, with details including receipt date and time, complaint category, supporting documentation, assigned responsibility and resolution status. Complaints shall be acknowledged within 24 hours, with provision for complainants to track their status. Complaint categories shall include eligibility/merit, allocation, delivery, device faults, repairs and other Scheme-related services.
- Refer complaints within two working days to the notified board/local Tier-I committee or responsible service provider. Configure the approved decision deadlines, reminders, overdue escalation and appeal to the notified provincial or regional Tier-II committee. The Firm shall facilitate and track decisions without deciding eligibility or replacing the competent committee. Maintain follow-up until corrective action is implemented and the complainant is notified; record confirmation or a reasoned committee-authorized closure.
- Provide role-based access for complainants, board focal persons, committees, the grievance team and authorized IBCC/Ministry officers; protect personal data through access controls, encryption, audit trails and daily backups. Maintain a helpline/manual fallback during outages. Test workflow, access, notifications, escalation and backup restoration before acceptance.
- Coordinate with the GRCs at board and provincial levels. Report received, pending, overdue, appealed and resolved cases, resolution times and recurring issues monthly.
- Transfer government-owned data, project-developed code, documentation and administrative access at completion; disclose third-party licences and ensure continued government use. The student grievance portal is separate from the statutory bidder complaint process under Rule 65.

4.15 Coordination with provincial and district committees

- Act as the link between IBCC, the Ministry and the provincial and district committees for distribution, events, verification of beneficiaries and grievances.
- Attend committee meetings, share progress data, and follow up on the decisions taken.

4.16 Coordination with IBCC and the Madaris boards

- Coordinate with IBCC, Boards and the Madaris to obtain and verify student data, and confirm the eligibility of students.
- Coordinate with them on distribution schedules, events and the handover of devices to students.
- Prepare the final evaluation report in coordination with IBCC and the Madaris boards.

4.17 Periodic reports and final evaluation

- **Weekly and fortnightly progress reports:** current progress, together with exception reports on deviations, risks and delays.
- **Monthly progress report:** devices received, stored, inspected, delivered and repaired; carry bags and MiFi status; events held; media coverage; grievances; issues and actions needed.
- **Quarterly report:** progress against targets, performance of all contractors, and recommendations.
- **Final evaluation report** at the end of the project, prepared in coordination with IBCC and the Madaris boards, assessing coverage, delivery to students, contractor performance, use of devices, outcomes, lessons learned and recommendations.

4.18 Closure of contracts and the Scheme

- Manage the orderly closure of all contracts, including final reconciliation of inventory, payments and records.
- Hand over all records, databases and documentation to IBCC/MoFEPT.

5. Verification Mechanism

The Management Firm will verify a random sample of the contractors' completed work every month. Payment for each batch is released only after the Management Firm's report recommends acceptance and the Procuring Agency approves it.

5.1 Sampling

Contract / component	What is sampled	Sample size	Where
Contract 1, Component A	Chromebooks/tablets inspected, graded and cleared for distribution	**10% of each batch**, at least 10% in every Lot	Warehouses in Karachi, Lahore and Islamabad, before dispatch
Contract 1, Component B	Repaired Chromebooks (completed repair jobs)	**20% of completed repair jobs** in each monthly invoice	Service centres and on return to users

Contract / component	What is sampled	Sample size	Where
Contract 1, Component B	Rejected complaints and user-damage classifications	10% of cases	Portal records and devices
Contract 2, Storage & courier	Deliveries and PODs	15% of deliveries	Phone or field check with recipients
Contract 2, Storage & courier	Warehouse stock	Full surprise count at least once a month	Karachi, Lahore and Islamabad
Contract 3, Carry bags	Delivered bag batches, against the approved sample and specification	10% of each batch, plus 100% quantity reconciliation	Delivery locations
Contract 4, MiFi	New activations, devices and service records	10% of new activations monthly, plus 100% electronic record and billing checks	Field and operator records, covering each operator and region

5.2 Selection method

- The sample is drawn at random by the Management Firm from the contractor's portal or batch list, by serial number, and the contractor is not told in advance.
- The sample must cover every Lot, every warehouse or service centre, every device model and every grade, in proportion to volume.
- Devices graded B or C and repairs that used donor parts are oversampled.

5.3 Inspection steps for each sampled device

1. Match the serial number, asset ID and QR code with the portal record.
2. Physically check condition, specifications and branding.
3. Run the functional test checklist approved in the verification manual.
4. Compare the Management Firm's results with the contractor's recorded results and grade, or with the repair report.
5. Record pass or fail with photos and test logs, and have the contractor's representative sign the inspection sheet.

5.4 Acceptance and rejection

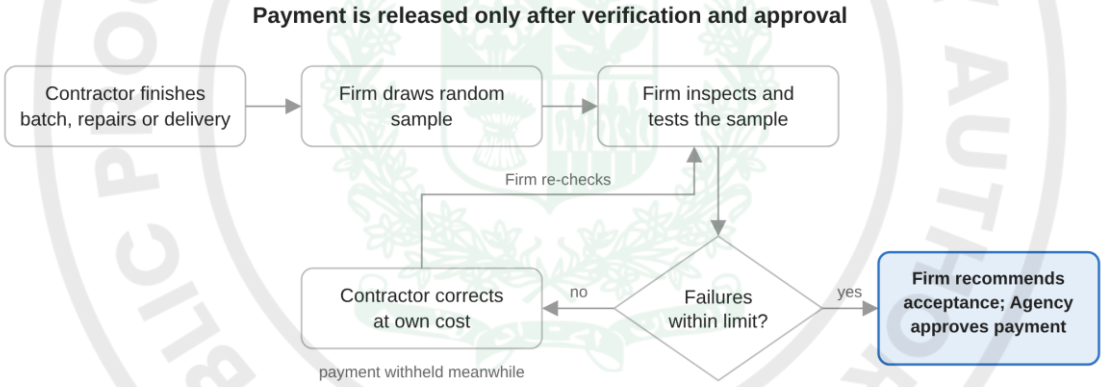
These thresholds apply only to the extent consistent with the signed implementing contracts. The Management Firm shall recommend acceptance, correction or withholding; payment approval and contractual remedies remain with the Procuring Agency. No existing contractor obligation is amended by these ToRs.

Failure rate found in the sample	Recommended result
Up to 2%	Batch accepted. Failed devices are corrected by the contractor at its own cost.
Above 2% and up to 5%	Batch accepted conditionally. Sample for that batch or Lot is doubled the next month, and payment for failed devices is withheld until corrected.
Above 5%	Batch rejected. The contractor re-inspects or re-repairs 100% of the batch at its own cost, the Management Firm re-checks it, and payment is withheld until acceptance. Penalties apply under the contract.

5.5 Disputes

If the contractor disputes a finding of the Management Firm, a joint re-test is held within 3 working days in the presence of the Ministry's designated committee, whose findings guide verification, without prejudice to contractual dispute resolution and arbitration rights.

5.6 Verification flow



Every batch (Component A and carry bags), repair invoice (Component B), delivery invoice (Contract 2) and MiFi invoice goes through this loop. A batch that fails goes back to the contractor and is re-checked by the Management Firm before any payment is made.

6. Deliverables and Reporting

All deliverables shall be submitted to IBCC and MoFEPT.

Sr. No.	Deliverable	Timing
1	Inception report with work plan, monitoring framework, risk register, verification manual, sampling plan, checklists and reporting templates	Within 15 calendar days of signing

Sr. No.	Deliverable	Timing
2	Batch verification report for Component A (10% sample), with pass/fail by device	Start within 2 working days of clearance notice; report within 3 working days of start, before dispatch, consistent with Section 9
3	Monthly repair verification report for Component B (20% sample), with SLA compliance	Monthly, before the contractor's invoice is processed
4	Monthly storage, delivery and POD verification report for Contract 2, with stock count results	Monthly
5	Monthly carry bags and MiFi verification report for Contracts 3 and 4	Monthly
6	Invoice validation note for each contractor invoice, recommending payment, withholding and penalties	Within 5 working days of receiving the invoice
7	Online dashboard showing samples checked, failure rates, SLA performance and open issues by Lot, with weekly progress report	Updated weekly
8	Fortnightly progress report	Fortnightly
9	Monthly progress report	10th day of the following month
10	Evaluation of the work of each implementing firm	Monthly and on milestone completion
11	Immediate alert on serious findings (fraud, loss, data breach, systemic defects), and deviation and exception reports with corrective recommendations	Within 24 hours of detection
12	Inventory, distribution and beneficiary database records	Regular submission as per agreed schedule
13	Operational Complaint Management System and Grievance Portal, acceptance tests, user guidance and monthly complaint analysis	Design by day 15; operational acceptance by day 30; monthly reporting and final handover
14	Quarterly performance review of all contractors	10 calendar days after the end of each quarter
15	Event report	3 working days after each event
16	Final completion and evaluation report, contract closure report and handover of records	Within 30 calendar days after the end of the assignment, consistent with Section 9

7. Firm Requirements, Offices and Staffing

7.1 Eligibility, independence and presence

- A registered firm with at least 5 years of experience in project management, monitoring or inspection of ICT equipment or similar public sector contracts. Full eligibility criteria are in Section 10.2.
- No conflict of interest. The firm, its affiliates, partners and staff must have no link with any contractor or donor, and must sign a declaration of independence and confidentiality.
- Field presence or the ability to deploy teams in all three Lots: Sindh & Balochistan, ICT/AJK/GB/KP & Rawalpindi Division, and Punjab.
- **Islamabad office (mandatory):** a fully functional office in Islamabad, which will serve as the project head office and the main point of contact with the Ministry.
- **Capital and provincial representation:** a representative office or a dedicated focal person in the Islamabad Capital Territory, Punjab, Sindh, Khyber Pakhtunkhwa, Balochistan, Azad Jammu & Kashmir and Gilgit-Baltistan.

7.2 Key staff (minimum 14 persons)

- **Team Leader (1):** degree in Computer Science, IT or Engineering, with 5 years in ICT quality assurance, project management or monitoring.
- **Lot Inspection Leads (4):** IT diploma or degree, with experience in testing and repairing laptops, Chromebooks or tablets.
- **Lot Field Inspectors (4):** BA/BSC or relevant education, with experience in field inspection enough to meet the 10% and 20% sample volumes in every Lot.
- **Data and Reporting Analyst (1):** BA/BSC or relevant education with experience in data collection and reporting and analysis, manages the dashboard, sampling and reconciliations.
- **Finance & Admin Officer (1):** BBA/MBA or relevant education, handles payment documentation, the asset registers and audit support.
- **Grievance and Beneficiary Support Officers (4):** BA/BSC or relevant education with relevant experience, complaint routing, follow-up, POD calls and communications.

7.3 Functions and geographical coverage

Position	Location	Main responsibilities
Project Director / Team Leader	Islamabad	Overall management of the assignment and liaison with the Ministry, IBCC, Madaris boards and all contractors
Capital and Provincial / Regional Representatives	ICT and each province and region	Coordination of receiving, distribution, events and grievances in their area, and liaison with local committees
IT and Coordination staff	Islamabad, with regional support	Student (PMDYH) data, portals and dashboard, communication with students, and coordination between offices

Position	Location	Main responsibilities
Monitoring and Evaluation staff (including Lot Inspection Leads and Field Inspectors)	All three Lots	Audits, inventory verification, inspection of 10% of Component A and 20% of Component B, carry bags and MiFi checks, delivery checks and reporting
Events and Media Coordinator	Islamabad	Planning of events and functions, and media projection and publicity
Grievance Coordinator	Islamabad, with district focal points	Grievance log, referral to local committees and follow-up
Data and Reporting Analyst	Islamabad	Monthly, quarterly and final reports, and reconciliation of records

The number of staff in each position will be proposed by the firm in its technical proposal, and must be enough to cover the workload in all provinces and regions. Section 7.2 specifies the minimum core staffing of 14 persons, including four field inspectors and one Data and Reporting Analyst. This Section lists functions and geographical coverage; proposals shall identify which functions are covered by these staff and separately price any additional personnel. No additional post is implied merely by a functional title.

7.4 Selection of personnel

The Firm shall deploy a dedicated, adequately qualified team for the full duration of the contract. Personnel will be selected in consultation with the Ministry, by providing 3 CVs against each vacancy.

8. Duration, Payment and Data

8.1 Duration

The contract will be for an initial period of one (01) year from the date of signing. If the firm performs satisfactorily, the Procuring Agency may extend it for up to two (02) further years on a need basis, on the same terms, conditions and rates. Any extension will be made by mutual written agreement. Any extension is subject to a lawful procurement basis, approved funding and written authorization before expiry; satisfactory performance and mutual agreement alone do not confer an automatic right to extension. Any advertised extension option shall be included in the procurement valuation and common pricing basis.

Throughout this period, the assignment runs alongside all four contracts, from their mobilization until the end of their performance and warranty periods, including any extension for the additional 250,000 devices.

8.2 Payment

- **Monthly payment:** the firm will be paid a fixed monthly fee, quoted in its financial proposal, in arrears for each month of service.

- **Invoice:** after the end of each month, the firm submits its invoice with that month's verification reports for all four contracts, the invoice validation notes and the monthly progress report.
- **Approval:** the Procuring Agency's designated committee reviews and approves the reports. Payment is released within **30 days** of receiving a correct invoice with approved reports.
- **Inception:** the first monthly payment is released only after the inception report and verification manual have been approved.
- **Deductions (see Section 9 for the full list):** 0.5% of the monthly fee for each day a required report is late; 1% of the monthly fee for each device or repair job passed by the firm that is later found faulty because of negligent verification. Total deductions in any month are capped at 10% of that month's fee. If deductions reach this cap in two consecutive months, the Procuring Agency may treat it as unsatisfactory performance and take action under the contract, including termination.
- **Final payment:** the final report and handover shall be reviewed promptly, with specific deficiencies communicated in writing. Issue closure certificates and pay undisputed final amounts within the applicable periods under Rule 62; no indefinite withholding of unrelated accepted services is permitted.
- **Taxes:** all applicable taxes are withheld at source under the prevailing laws.

8.3 Data and confidentiality

All data, photos and reports belong to the Ministry. Beneficiary personal information must be kept confidential and used only for this assignment.

9. Service Level Agreement (SLA)

The firm's monthly fee is subject to the service levels below. Deductions are a percentage of that month's fee and are made from the monthly invoice.

Deductions shall be supported by evidence and a written calculation, with five working days for the Firm to respond before a reasoned determination. No duplicate deduction shall apply for the same failure. The monthly cap applies to ordinary SLA deductions.

#	Service	Required service level	Timeline	Deduction
1	Mobilization and inception report	Inception report with verification manual, sampling plan, checklists, staffing and offices	15 calendar days from contract signing	0.5% per day of delay
2	Receiving Chromebooks from the donor	Consignment counted, checked against packing lists and receiving record signed	Within 24 hours of arrival of each consignment	0.5% per day of delay
3	Start of Component A batch verification	Sampling of 10% of the cleared batch begun	2 working days from the contractor's notice that a batch is cleared	0.5% per day of delay

#	Service	Required service level	Timeline	Deduction
4	Component A batch verification report	Pass/fail report for every sampled device, before dispatch	3 working days from the start of verification	0.5% per day of delay
5	Component B repair verification report	20% of completed repair jobs verified, with SLA compliance	7th day of the following month	0.5% per day of delay
6	Contract 2 verification report	Storage, inventory, delivery, POD and stock-count verification	7th day of the following month	0.5% per day of delay
7	Contracts 3 and 4 verification report	Carry bags and MiFi sample, reconciliation and billing checks	7th day of the following month	0.5% per day of delay
8	Invoice validation note	Recommendation on payment, withholding and penalties for each contractor invoice	5 working days from receiving the invoice	0.5% per day of delay
9	Sample coverage	100% of the required sample checked (Section 5.1)	Every calendar month	1% of monthly fee per percentage-point shortfall in completion of the required sample, subject to the monthly cap
10	Verification accuracy	No device or repair passed by the firm later found faulty because of negligent verification	Throughout the contract	1% per device or repair job
11	Monthly progress report	Report as per Section 4.17	10th day of the following month	0.5% per day of delay
12	Quarterly report	Report as per Section 4.17	10 calendar days after the end of each quarter	0.5% per day of delay
13	Event report	Attendance, devices handed over and photographs	3 working days after each event	0.25% per day of delay
14	Grievance handling	Complaint logged, acknowledged, referred and followed up through the portal; overdue cases escalated. Independent committee decision delays are excluded.	Recorded within 24 hours; referred within 2 working days	0.25% per late case

#	Service	Required service level	Timeline	Deduction
15	Alert on serious findings	Written alert on fraud, loss, theft, data breach or systemic defects	24 hours from detection	1% per incident not reported on time
16	Online dashboard and weekly/fortnightly progress reports	Progress, samples checked, failure rates, grievances and open issues	Dashboard updated at least weekly; reports as per Section 6	0.25% per missed update
17	Response to Ministry instructions	Written response or action taken	Urgent: 4 hours. Routine: 1 working day	0.25% per late response
18	Key staff and offices	Approved key staff deployed and Islamabad and provincial offices functional; any replacement approved within 15 days	Throughout the contract	1% per week a key position or office is vacant
19	Final evaluation report	Prepared in coordination with IBCC and Madaris boards	30 calendar days after the end of the project	Withhold only the amount properly attributable to incomplete final obligations; apply Section 8.2 and Rule 62
20	Grievance portal delivery	Operational portal accepted against the Section 4.14 tests	Within 30 calendar days of signing	0.5% per day of attributable delay, within the existing 10% monthly cap

- Total deductions in any month are capped at **10% of that month's fee**. Reaching the cap in two consecutive months may be treated as unsatisfactory performance, leading to a show-cause notice, refusal of extension or termination.
- A data breach, collusion with a contractor or false reporting is outside the cap, and may lead to forfeiture of the performance security, termination and referral for blacklisting under the PPRA Rules. Such action requires an established contractual or legal basis, notice and opportunity to respond; blacklisting shall follow Rule 25 and applicable regulations. Avoid double recovery for the same loss.
- No deduction is made for delays caused by the contractors denying access (if reported in writing within 24 hours), by the Ministry, or by force majeure.
- The firm submits a monthly SLA compliance statement with its invoice, which the designated committee verifies before payment.

10. Eligibility and Evaluation Criteria

Evaluation follows the Single Stage Two Envelope procedure, with 70% technical and 30% financial weighting.

10.1 Evaluation parameters

Parameter	Value	Basis
Technical weight	70%	Evaluation method (70:30)
Financial weight	30%	Evaluation method (70:30)
Minimum qualifying technical score (out of 100)	70	Minimum qualifying technical score
Minimum value of each similar assignment (PKR million)	2 million	Minimum 2 million
Minimum average annual turnover, last 3 financial years (PKR million)	100 Million	Section 10.2, criterion 5
Minimum number of field inspectors	4	Section 7.2
Joint ventures allowed? (Yes/No)	No	

10.2 Mandatory eligibility criteria (Pass / Fail)

A single Fail makes the bid non-responsive; its technical proposal is not scored.

#	Criterion	Required documents
1	Legal registration: registered in Pakistan with SECP or Registrar of Firms, operating at least 5 years	Certificate of incorporation/registration, partnership deed or Form-C
2	Tax registration: valid NTN, active income-tax status and applicable federal/provincial sales-tax registration with active status; provide evidence of any lawful exemption	NTN and STRN certificates, ATL printouts
3	Relevant experience: at least 5 years in project management, program management, monitoring and evaluation, or inspection of ICT equipment or similar public-sector contracts	Company profile, contracts or work orders
4	Similar assignments: at least 2 completed assignments of a similar nature and scale in the last 5 years (e.g., project management, monitoring, inspection, large-scale procurement, logistics or distribution in public sector or donor-funded programs), each at least the minimum value in Section 10.1	Contracts/work orders with completion certificates or client references

#	Criterion	Required documents
5	Financial capacity: average annual turnover of at least Rs. 100 million over the last 3 financial years	Audited financial statements, last 3 years
6	Independence / no conflict of interest: no link with the contractors of Contracts 1 (all Lots), 2, 3 or 4 or the donors; no participation in those tenders	Affidavit on stamp paper
7	No operative blacklisting, debarment or legal prohibition applicable to this procurement; disclose relevant orders and their scope	Affidavit on stamp paper
8	Nationwide presence: offices in at least 3 provinces/regions, or ability to deploy field teams in all three Lots	List of offices with addresses, or deployment plan
9	Bid security in the amount and form stated in the issued data sheet, within Rule 36 limits;	Specified security instrument or prescribed bid securing declaration, as applicable
10	Undertakings: acceptance of ToR, confidentiality and data protection, bid validity	Signed and stamped undertakings and bid form
11	Human resource capacity: ability to field the key personnel specified in Section 7.2	CVs and commitment letters

10.3 Technical evaluation criteria (100 marks)

#	Criterion	Max marks	Scoring basis
A	**Firm experience**	**20**	
A.1	Years in project management, monitoring or inspection	4	10 years = 3; more than 10 years = 4. Less than 10 years does not meet the mandatory relevant-experience requirement.
A.2	Similar project management, monitoring or inspection assignments completed in last 5 years (each at least the minimum value in Section 10.1)	12	3 marks per assignment, up to 4 assignments
A.3	Experience inspecting or testing ICT devices (laptops, Chromebooks, tablets, computers)	4	1 assignment = 2; 2 = 3; 3 or more = 4
B	**Approach, methodology and work plan**	**25**	
B.1	Understanding of the ToR and all four contracts	4	Apply the methodology rubric in Section 10.4 to this subcriterion's maximum marks.

#	Criterion	Max marks	Scoring basis
B.2	Sampling and inspection methodology: random 10% of Component A devices, 20% of Component B repairs, carry bags and MiFi checks, oversampling of risky cases, acceptance/rejection rules	7	Apply the methodology rubric in Section 10.4 to this subcriterion's maximum marks.
B.3	Device test checklists, grading checks and repair verification procedures	4	Apply the methodology rubric in Section 10.4 to this subcriterion's maximum marks.
B.4	Digital tools: data capture, photos, portal integration, dashboard	4	Apply the methodology rubric in Section 10.4 to this subcriterion's maximum marks.
B.5	Work plan, team deployment across all Lots, timelines	3	Apply the methodology rubric in Section 10.4 to this subcriterion's maximum marks.
B.6	Reporting, invoice validation and risk management approach	3	Apply the methodology rubric in Section 10.4 to this subcriterion's maximum marks.
C	**Key personnel (CVs attached)**	**15**	
C.1	Team Leader: degree in CS/IT/Engineering; minimum 5 years under Section 7.2, with additional experience assessed below	7	Relevant degree = 2; experience 5–9 years = 1 or 10+ years = 2; comparable assignments = 1 each, maximum 3. Total maximum 7.
C.2	Three Lot Inspection Leads: IT degree/diploma, 5+ years testing or repairing laptops, Chromebooks or tablets	3	1 mark per Inspection Lead
C.3	Field Inspectors: at least the minimum number in Section 10.1, IT-qualified, with deployment plan per Lot	3	0.75 mark per qualified field inspector with a credible deployment plan; maximum 3 marks for four inspectors
C.4	One Data and Reporting Analyst: degree in IT/Statistics or related discipline and at least 3 years of data analysis or MIS experience	2	Relevant degree = 1; at least 3 years of relevant experience = 1; maximum 2
D	**Geographic presence and logistics**	**10**	
D.1	Office or field team in Lot 1, Lot 2 and Lot 3, plus transport/logistics arrangements	10	Lot 1 = 3; Lot 2 = 3; Lot 3 = 3; logistics = 1

#	Criterion	Max marks	Scoring basis
E	**Financial strength**	**20**	
E.1	Average Annual Turnover (AATO) of the last three financial years (2023-24, 2024-25, 2025-26). Audited financial statements for all three years to be provided	20	Below 2 million = 0 2 million to less than 4 million = 5 4 million to less than 6 million = 10 6 million to less than 8 million = 15 8 million or more = 20
F	**Complaint handling and Grievance Portal**	**10**	
F.1	Complaint intake, routing, resolution, reporting and portal protection (Section 4.14)	10	Five elements, 2 marks each: (i) multichannel intake and tracking; (ii) committee routing, deadlines and appeals; (iii) implementation follow-up and evidenced closure; (iv) dashboard and complaint analysis; (v) security, backup, testing and handover. For each: 0 = absent; 1 = described but without a practical workflow or evidence; 2 = complete, feasible workflow supported by a sample screen, process map or template. No live system is required at bidding.
	Total technical marks	**100**	

Notes: experience counts only if backed by contracts/work orders and completion certificates. Key personnel must sign CVs and confirm availability.

10.4 Methodology rubric for B.1–B.6

0% of the available marks for absent or unworkable content; 25% for generic coverage with major gaps; 50% for a feasible approach with incomplete responsibilities or tools; 75% for a clear workflow, resources and schedule with minor gaps; 100% for a complete, internally consistent approach supported by practical templates and risk controls. Record reasons and evidence; apply no unpublished criteria. B.4 assesses inspection/data tools; F.1 separately assesses complaint handling, without duplicate marks.

10.5 Combined score: 70% technical / 30% financial

Only bidders that are Responsive and technically Qualified are scored; other bidders' financial envelopes are returned unopened.

St = (technical marks ÷ 100) × 70; **Sf** = (lowest evaluated price among qualified bidders ÷ bidder's price) × 30; **Combined score** = St + Sf.

Bidder	Eligibility	Technical marks (/100)	Qualified?	Evaluated price (PKR)	St (70)	Sf (30)	Combined (100)	Rank
Bidder 1								
Bidder 2								
Bidder 3								
Bidder 4								
Bidder 5								

Recommended bidder (highest combined score): _____

TERMS OF REFERENCE (TOR) – CONFLICT OF INTEREST

All bidders are required to disclose any actual, potential, or perceived conflict of interest with other firms, organizations, or individuals that may affect fair competition or the transparency of the tendering process.

Bidders must declare any financial, business, professional, or personal relationships with competing firms or the procuring agency.

Failure to disclose any relevant conflict of interest or submission of false information may result in disqualification or other action in accordance with applicable procurement rules.

Declaration

I/We hereby declare that there is no undisclosed conflict of interest with any other firm or organization that may affect our participation in this tender. All information provided is true and complete.

Name of Firm: _____

Authorized Representative: _____

Signature & Stamp: _____

Date: _____

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 statements[1] 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**
[indicate calendar year]	*[insert amount and indicate currency]*		
		Average Annual Turnover **	

* Refer ITA for date and source of exchange rate.

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