

Request for Proposal Document

for

**Provision of Health Insurance Services for
TransPeshawar**

Issued on.: September 29, 2023

Request for Proposal No.: TPC/HR&Admin/OCB/HIS/2023-24/002

Procuring Entity.: TransPeshawar (The Urban Mobility Company)

Preface

This Request for Proposal document is prepared by TransPeshawar (The Urban Mobility Company) and will be used for hiring Service **“Provider for Provision of Health Insurance Services for TransPeshawar”** The Bidding Procedure is Single Stage - Two Envelope.

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Section 1 - Instructions to Service Providers

This Section specifies the procedures to be followed by Service Providers in the preparation and submission of their Proposals. Information is also provided on the submission, opening, evaluation of Proposals, and on the award of contract.

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Section 1 - Instructions to Service Providers

A. General

1. Scope of Proposal

- 1.1 In connection with the Invitation for Request for Proposal (RFP) as indicated in the **Data Sheet (DS)**, the Procuring Entity, as indicated in the **DS**, issues this Request for Proposal document for the scope of Services as specified in Section 5 (Schedule of Requirements). The name, identification, and number of contracts of the open competitive bidding (OCB) are provided in the **DS**.
- 1.2 Throughout this Request for Proposal document,
- (a) the term “in writing” means communicated in written form and delivered against receipt;
 - (b) except where the context requires otherwise, words indicating the singular also include the plural and words indicating the plural also include the singular; and
 - (c) “day” means calendar day.

2. Fraud and Corruption

- 2.1 It is required that Service Providers shall observe the highest standard of ethics during the procurement and execution of contract. Khyber Pakhtunkhwa Public Procurement of Goods, Works and Services Rules, 2014 defines corrupt and fraudulent practices as follows:
- (i) “Corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, anything of value to influence improperly the actions of another party;
 - (ii) “Fraudulent practice” means any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
 - (iii) “Coercive practice” means impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
 - (iv) “Collusive practice” means an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party;
 - (v) “obstructive practice” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract or deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements before investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; or threatening, harassing or intimidating

any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or acts intended to materially impede the exercise of inspection and audit rights provided for under these rules and

- 2.2 The Procuring Entity will reject a proposal for award if it determines that the Service Provider recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices or other integrity violations in competing for the Contract apart from other remedies provided for under the relevant laws.
- 3. Eligible Service Providers**
- 3.1 A Service Provider may be a natural person or private entity, or any combination thereof with a formal intent to enter into an agreement or under an existing agreement in the form of a Joint Venture as indicated in **DS**. In the case of a Joint Venture,
- (a) all partners shall be jointly and severally liable; and
 - (b) the Joint Venture shall nominate a Representative who shall have the authority to conduct all business for and on behalf of any and all the parties of the Joint Venture during the bidding process and, in the event the Joint Venture is awarded the Contract, during contract execution.
- 3.2 A Service Provider, and all parties constituting the Service Provider, shall have the nationality of Pakistan. A Service Provider shall be deemed to have the nationality of Pakistan if the Service Provider is a citizen or is constituted, incorporated, or registered, and operates in conformity with the provisions of the laws of Pakistan.
- 3.3 A Service Provider shall not have a conflict of interest. All Service Providers found to have a conflict of interest shall be disqualified. A Service Provider may be considered to be in a conflict of interest with one or more parties in this bidding process if any of, including but not limited to, the following apply:
- (a) they have controlling partners in common; or
 - (b) they receive or have received any direct or indirect subsidy from any of them; or
 - (c) they have the same legal representative for purposes of this proposal; or
 - (d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to material information about or improperly influence the proposal of another Service Provider, or influence the decisions of the Procuring Entity regarding this bidding process; or
 - (e) a Service Provider participates in more than one proposal in this bidding process, either individually or as a partner in a joint venture, except for alternative offers permitted under ITSP 12 of the Request for Proposal Document. This will result in the disqualification of all Proposals in which it is involved; or

- (f) a Service Provider or any affiliated entity, participated as a consultant in the preparation of the design or technical specifications of the procurement that is the subject of the proposals; or
- 3.4 Service Providers shall provide such evidence of their continued eligibility satisfactory to the Procuring Entity, as the Procuring Entity shall reasonably request.
- 3.5 Apart from above, the Service Providers shall provide their eligibility satisfactory to the Procuring Entity, as indicated in **DS**.
- 4. Eligible Materials, Equipment and Services**
- 4.1 The materials, equipment, and services to be supplied under the Contract shall have their origin in eligible source countries and all expenditures under the Contract will be limited to such materials, equipment, and services. At the Procuring Entity's request, Service Providers may be required to provide evidence of the origin of materials, equipment, and services.
- 4.2 For purposes of ITSP 4.1 above, "origin" means the place where the materials and equipment are mined, grown, produced, or manufactured, and from which the services are provided. Materials and equipment are produced when, through manufacturing, processing, or substantial or major assembling of components, a commercially recognized product results that differs substantially in its basic characteristics or in purpose or utility from its components.

B. Contents of Request for Proposal Document

- 5. Sections of Request for Proposal Document**
- 5.1 The Request for Proposal document consist of Parts I, II, and III, which include all the sections indicated below, and should be read in conjunction with any addenda issued in accordance with ITSP 7.
- PART I Bidding Procedures**
 Section 1 - Instructions to Service Providers (ITSP)
 Section 2 - Data Sheet (DS)
 Section 3 – Eligibility and Technical Qualification Criteria/Evaluation Criteria (ERC)
 Section 4 - Standard Forms (SF)
- PART II Requirements**
 Section 5 – Term of Reference (ToR)
- PART III Conditions of Contract and Contract Forms**
 Section 6 - General Conditions of Contract (GCC)
 Section 7 - Particular Conditions of Contract (PCC)
 Section 8 - Contract Forms (COF)
- 5.2 The Invitation for RFP issued by the Procuring Entity is not part of the Request for Proposal document.
- 5.3 The Procuring Entity is not responsible for the completeness of the Request for Proposal document and their addenda, if they were not obtained directly from the source stated by the Procuring Entity in the

Invitation for RFP.

- 5.4 The Service Provider is expected to examine all instructions, forms, terms, and specifications in the Request for Proposal document. Failure to furnish all information or documentation required by the Request for Proposal document may result in the rejection of the Proposal.
- 6. Clarification of Request for Proposal Document, Site Visit, Pre-Bid Meeting**
- 6.1 A prospective Service Provider requiring any clarification on the Request for Proposal document shall contact the Procuring Entity in writing at the Procuring Entity's address before the date and time indicated in the **DS** or raise his inquiries during the pre-bid meeting if provided for in accordance with ITSP 6.4. The Procuring Entity will respond to any request for clarification in the manner as indicated in the **DS**. The response shall include a description of the inquiry but without identifying its source. Should the Procuring Entity deem it necessary to amend the Request for Proposal document as a result of a request for clarification, it shall do so following the procedure under ITSP 7 and ITSP 19.2.
- 6.2 The Service Provider is advised to visit and examine the Premises and its surroundings and obtain for itself, on its own risk and responsibility, all information that may be necessary for preparing the Proposal and entering into a contract. The costs of visiting the Premises shall be at the Service Provider's own expense.
- 6.3 The Service Provider and any of its personnel or agents will be granted permission by the Procuring Entity to enter its premises and lands for the purpose of such visit, but only upon the express condition that the Service Provider, its personnel, and agents will release and indemnify the Procuring Entity and its personnel and agents from and against all liability in respect thereof, and will be responsible for death or personal injury, loss of or damage to property, and any other loss, damage, costs, and expenses incurred as a result of the inspection.
- 6.4 The Service Providers are encouraged to attend a pre-bid meeting, if provided for in the **DS**. The purpose of the meeting will be to clarify issues and to answer questions on any matter that may be raised at that stage.
- 6.5 Minutes of the pre-bid meeting, including the text of the questions raised, without identifying the source, and the responses given, together with any responses prepared after the meeting, will be disseminated in a manner as indicated in **DS**. Any modification to the Request for Proposal document that may become necessary as a result of the pre-bid meeting shall be made by the Procuring Entity exclusively through the issue of an addendum pursuant to ITSP 7 and not through the minutes of the pre-bid meeting.
- 6.6 Nonattendance at the pre-bid meeting will not be a cause for disqualification of a Service Provider.

- 7. Amendment of Request for Proposal Document**
- 7.1 At any time prior to the deadline for submission of Proposals, the Procuring Entity may amend the Request for Proposal document by issuing addenda.
- 7.2 Any addendum issued shall be part of the Request for Proposal document and shall be communicated in manner as indicated in **DS**
- 7.3 To give prospective Service Providers reasonable time in which to take an addendum into account in preparing their Proposals, the Procuring Entity may, at its discretion, extend the deadline for the submission of Proposals, pursuant to ITSP 19.2.

C. Preparation of Proposals

- 8. Cost of Bidding**
- 8.1 The Service Provider shall bear all costs associated with the preparation and submission of its Proposal, and the Procuring Entity shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- 9. Language of Proposal**
- 9.1 The Proposal, as well as all correspondence and documents relating to the Proposal exchanged by the Service Provider and the Procuring Entity, shall be written in the language specified in the **DS**. Supporting documents and printed literature that are part of the Proposal may be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified in the **DS**, in which case, for purposes of interpretation of the Proposal, such translation shall govern.
- 10. Documents Comprising the Proposal**
- 10.1 The documents comprising the Proposal are listed in Section 4 (Standard Forms). Service Providers must use the Standard Forms provided to structure and submit their Proposals.
- 10.2 The Proposal shall comprise two envelopes submitted simultaneously, one called the Technical Proposal containing the documents listed in Table 1 of Section 4 (Standard Forms), and other the Financial Proposal containing the documents listed in Table 2 of Section 4 (Standard Forms). Both envelopes shall be enclosed together in a single outer envelope.
- 10.3 In addition to the requirements under ITSP 10.1, Proposals submitted by a Joint Venture shall include, in Technical Proposal, a copy of the Joint Venture Agreement entered into by all partners. Alternatively, a Letter of Intent to execute a Joint Venture Agreement in the event of a successful Service Provider shall be signed by all partners and submitted with the Technical Proposal, together with a copy of the proposed agreement.
- 11. Letters of Proposal and Schedules**
- 11.1 The Letters of Technical Proposal and Financial Proposal, along with attachments, and all documents listed under Table 1 and Table 2 of Section 4, shall be prepared using the relevant forms in Section 4 (Standard Forms), if so provided. The forms must be completed without any alterations to the text, and no substitutes shall be accepted. All blank spaces shall be filled in with the information as

required.

- 12. Alternative Proposals** 12.1 Unless otherwise indicated in the **DS**, alternative Proposals shall not be considered.
- 13. Proposal Prices** 13.1 The prices quoted by the Service Provider in the Letter of Financial Proposal and breakup of prices shall conform to the requirements specified below.
- 13.2 The Service Provider shall submit Proposal for complete scope of services as indicated in Section 5 (Schedule of Requirements) on given forms as identified in Section 4 (Standard Forms). Proposals submitted for incomplete scope will be rejected.
- 13.3 The Price to be quoted in Letter of Financial Proposal shall be the total price of the services. Absence of the total price in the Letter of Financial Proposal may result in the rejection of the Proposal.
- 13.4 The offered price shall be inclusive of taxes and Service Provider shall be liable for payment of all applicable taxes, duties, and other levies under the Contract.
- 13.5 The entered prices shall be typewritten or if written by hand, must be in indelible ink. The relevant schedule not presented accordingly may be considered nonresponsive.
- 14. Currencies of Proposal and Payment** 14.1 The rates shall be quoted by the Service Provider entirely in Pak Rupees.
- 14.2 The currency of payment of contract price shall entirely be in Pak Rupees.
- 15. Period of Validity of Proposals** 15.1 Proposals shall remain valid for the period specified in the **DS** after the Proposal submission deadline prescribed by the Procuring Entity. A Proposal valid for a shorter period shall be rejected by the Procuring Entity as nonresponsive.
- 15.2 In exceptional circumstances, prior to the expiration of the Proposals' validity period, the Procuring Entity may request Service Providers to extend the period of validity of their Proposals. The request and the responses shall be made in writing. If a bid security is requested in accordance with ITSP 16, it shall also be extended 28 days beyond the deadline of the extended validity period. A Service Provider may refuse the request without forfeiting its bid security. A Service Provider granting the request shall not be required or permitted to modify its Proposal.
- 16. Bid Security** 16.1 Unless otherwise specified in the **DS**, the Service Provider shall furnish as part of its Proposal, in original form, a bid security in the form, amount and currency as specified in the **DS**.
- 16.2 Unless otherwise specified in the **DS**, any Proposal not accompanied by a substantially compliant bid security it shall be rejected by the Procuring Entity as nonresponsive.

- 16.3 If a bid security is specified pursuant to ITSP 16.1, the bid security of unsuccessful Service Providers shall be returned promptly upon the successful Service Provider's furnishing of the performance security pursuant to ITSP 36.
- 16.4 If a bid security is specified pursuant to ITSP 16.1, the bid security of the successful Service Provider shall be returned as promptly as possible once the successful Service Provider has signed the Contract and furnished the required performance security.
- 16.5 The bid security may be forfeited, if
- (a) a Service Provider withdraws its proposal during the period of proposal validity, except as provided in ITSP 15.2; or
 - (b) the successful Service Provider fails to
 - (i) sign the Contract in accordance with ITSP 35;
 - (ii) furnish a performance security in accordance with ITSP 36;
 - (iii) accept the arithmetical correction of its Proposal in accordance with ITSP 29.
- 16.6 . The bid security of a Joint Venture shall be submitted as indicated in **DS**.

17. Format and Signing of Proposal

- 17.1 The Service Provider shall prepare one original set of the documents comprising the Proposal as described in ITSP 10 and clearly mark it "ORIGINAL." In addition, the Service Provider shall submit copies of the Proposal in the number specified in the **DS**, and clearly mark each of them "COPY." In the event of any discrepancy between the original and the copies, the original shall prevail.
- 17.2 The original and all copies of the Proposal shall be typed or written in indelible ink and shall be signed by a person duly authorized to sign on behalf of the Service Provider. This authorization shall consist of a written confirmation as specified in the **DS** and shall be enclosed in Technical Proposal. The name and position held by each person signing the authorization must be typed or printed below the signature. All pages of the Proposal, except for unamended printed literature, shall be signed or initialed by the person signing the Proposal. If a Service Provider submits a deficient authorization, the Proposal shall not be rejected in the first instance. The Procuring Entity shall request the Service Provider to submit an acceptable/valid authorization within the number of days as specified in the **DS**. Failure to provide an acceptable/valid authorization within the prescribed period of receiving such a request shall cause the rejection of the Proposal.
- 17.3 Any amendments such as interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the person signing the Proposal.

D. Submission and Opening of Proposals

18. Sealing and Marking of

- 18.1 Service Providers may always submit their Proposals by mail or by hand. When so specified in the **DS**, Service Providers shall have the option of submitting their Proposals electronically. Procedures for

Proposals

submission, sealing, and marking are as follows:

- (a) Service Providers submitting Proposals by mail or by hand shall enclose the original of the Technical Proposal, the original of the Financial Proposal, and each copy of the Technical Proposal and each copy of the Financial Proposal, in separate sealed envelopes, duly marking the envelopes as "ORIGINAL - TECHNICAL PROPOSAL," "ORIGINAL - FINANCIAL PROPOSAL," and "COPY NO... - TECHNICAL PROPOSAL" and "COPY NO.... - FINANCIAL PROPOSAL." These envelopes, the first containing the originals and the others containing copies, shall then be enclosed in one single envelope per set. If permitted in accordance with ITSP 12, alternative Proposals shall be similarly sealed, marked and included in the sets. The rest of the procedure shall be in accordance with ITSP 18.2 and ITSP 18.5.
- (b) Service Providers submitting Proposals electronically shall follow the electronic Proposal submission procedures specified in the **DS**.

18.2 The inner and outer envelopes shall

- (a) bear the name and address of the Service Provider;
- (b) be addressed to the Procuring Entity as provided in ITSP 19.1; and
- (c) bear the specific identification of this bidding process indicated in ITSP 1.1;

18.3 The outer envelopes and the inner envelopes containing the Technical Proposal shall bear a warning not to open before the time and date for the opening of Technical Proposal, in accordance with ITSP 22.1.

18.4 The inner envelopes containing the Financial Proposal shall bear a warning not to open until advised by the Procuring Entity in accordance with ITSP 22.7

18.5 If all envelopes are not sealed and marked as required, the Procuring Entity will assume no responsibility for the misplacement or premature opening of the Proposal.

19. Deadline for Submission of Proposals

19.1 Proposals must be received by the Procuring Entity at the address no later than the date and time as indicated in the **DS**.

19.2 The Procuring Entity may, at its discretion, extend the deadline for the submission of Proposals by amending the Request for Proposal documents in accordance with ITSP 7, in which case all rights and obligations of the Procuring Entity and Service Providers previously subject to the deadline shall thereafter be subject to the deadline as extended.

20. Late Proposals

20.1 The Procuring Entity shall not consider any Proposal that arrives after the deadline for submission of Proposals, in accordance with ITSP 19. Any Proposal received by the Procuring Entity after the deadline for submission of Proposals shall be declared late, rejected, and returned unopened to the Service Provider.

21. Withdrawal,

21.1 A Service Provider may withdraw, substitute, or modify its Proposal –

**Substitution, and
Modification of
Proposals**

Technical or Financial – after it has been submitted by sending a written notice, duly signed by an authorized representative, and shall include a copy of the authorization in accordance with ITSP 17.2, (except that withdrawal notices do not require copies). The corresponding substitution or modification or withdrawal of the Proposal must accompany the respective written notice. All notices must be

- (a) prepared and submitted in accordance with ITSP 17 and ITSP 18 (except that withdrawal notices do not require copies), and in addition, the respective envelopes shall be clearly marked “WITHDRAWAL,” “SUBSTITUTION,” “MODIFICATION;” and
- (b) received by the Procuring Entity prior to the deadline prescribed for submission of Proposals, in accordance with ITSP 19.

21.2 Proposals requested to be withdrawn in accordance with ITSP 21.1 shall be returned unopened to the Service Providers.

21.3 No Proposal may be withdrawn, substituted, or modified in the interval between the deadline for submission of Proposals and the expiration of specified period of proposal validity.

22. Proposal Opening

22.1 The Procuring Entity shall open the Technical Proposals in public at the address, on the date and time specified in the **DS** in the presence of Service Providers` designated representatives and anyone who chooses to attend. Any specific electronic proposal opening procedures required if electronic bidding is permitted in accordance with ITSP 18.1, shall be as specified in the **DS**. The Financial Proposals will remain unopened and will be held in custody of the Procuring Entity until the specified time of their opening. If the Technical Proposals and the Financial Proposals are submitted together in one envelope, the Procuring Entity may reject the entire Proposal. Alternatively, the Financial Proposal may be immediately resealed for later evaluation.

22.2 First, envelopes marked “WITHDRAWAL” shall be opened and read out and the envelope with the corresponding Proposal shall not be opened, but returned to the Service Provider. No proposal withdrawal shall be permitted unless the corresponding withdrawal notice contains a valid authorization to request the withdrawal and is read out at proposal opening.

22.3 Second, outer envelopes marked “SUBSTITUTION” shall be opened. The inner envelopes containing the Substitution Technical Proposal and/or Substitution Financial Proposal shall be exchanged for the corresponding envelopes being substituted, which are to be returned to the Service Providers unopened. Only the Substitution Technical Proposal, if any, shall be opened, read out, and recorded. Substitution Financial Proposal will remain unopened in accordance with ITSP 22.1. No envelope shall be substituted unless the corresponding substitution notice contains a valid authorization to request the substitution and is read out and recorded at proposal opening.

- 22.4 Next, outer envelopes marked "MODIFICATION" shall be opened. No Technical Proposal and/or Financial Proposal shall be modified unless the corresponding modification notice contains a valid authorization to request the modification and is read out and recorded at the opening of Technical Proposals. Only the Technical Proposals, both Original as well as Modification, are to be opened, read out, and recorded at the opening. Financial Proposals, both Original as well as Modification, will remain unopened in accordance with ITSP 22.1.
- 22.5 All other envelopes holding the Technical Proposals shall be opened one at a time, and the following read out and recorded:
- (a) the name of the Service Provider;
 - (b) whether there is a modification or substitution;
 - (c) the presence of an affidavit stating that a bid security amounting to 2 percent of proposal price without indicating the figure in the letter, has been placed in the Financial Proposal; and
 - (d) any other details as the Procuring Entity may consider appropriate.

Only Technical Proposals and alternative Technical Proposals read out and recorded at Proposal opening shall be considered for evaluation. Unless otherwise specified in the **DS**, all pages of the Letter of Technical Proposal are to be initialed by at least three representatives of the Procuring Entity/Members of procurement committee attending Proposal opening. No Proposal shall be rejected at the opening of Technical Proposals except for late proposals, in accordance with ITSP 20.1.

- 22.6 The Procuring Entity shall prepare a record of the opening of Technical Proposals that shall include, as a minimum, the name of the Service Provider and whether there is a withdrawal, substitution, or modification; alternative proposals; and the presence or absence of an affidavit for submission of bid security. The Service Providers' representatives who are present shall be requested to sign the record. The omission of a Service Provider's signature on the record shall not invalidate the contents and effect of the record. A copy of the record may be distributed to the Service Providers if so requested.
- 22.7 At the end of the evaluation of the Technical Proposals, the Procuring Entity will invite Service Providers who have submitted substantially responsive Technical Proposals to attend the opening of the Financial Proposal.
- 22.8 The date, time, and location of the opening of Financial Proposals will be advised in writing by the Procuring Entity. Service Provider shall be given reasonable notice of the opening of Financial Proposals.
- 22.9 The Service Provider will notify Service Providers in writing who have been rejected on the grounds of their Technical Proposals being substantially nonresponsive to the requirements of the Request for Proposal Document and return their Financial Proposals unopened.

22.10 The Procuring Entity shall conduct the opening of Financial Proposals of all Service Providers who submitted substantially responsive Technical Proposals, in the presence of Service Provider representatives who choose to attend at the address, on the date, and time specified by the Procuring Entity. The Service Provider's representatives who are present shall be requested to sign the attendance.

22.11 All envelopes containing Financial Proposals shall be opened one at a time and the following read out and recorded:

- (a) the name of the Service Provider;
- (b) whether there is a modification or substitution;
- (c) Presence of requisite Bid Security;
- (d) the Proposals Prices; and
- (e) any other details as the Procuring Entity may consider appropriate.

Only Financial Proposals, and alternative offers read out and recorded during the opening of Financial Proposals shall be considered for evaluation. Unless otherwise specified in the **DS**, all pages of the Letter of Financial Proposals are to be initialed by at least three representatives of the Procuring Entity/members of procurement committee attending proposal opening. No Proposal shall be rejected at the opening of Financial Proposals.

22.12 The Service Provider shall prepare a record of the opening of Financial Proposals that shall include, as a minimum, the name of the Service Provider, the Proposal Price, any discounts, and alternative offers. The Service Providers' representatives who are present shall be requested to sign the record. The omission of a Service Provider's signature on the record shall not invalidate the contents and effect of the record.

E. Evaluation and Comparison of Proposals

23. Confidentiality

23.1 Information relating to the examination, evaluation, and comparison of Proposals and recommendation of contract award, shall not be disclosed to Service Providers or any other persons not officially concerned with such process until information on the Contract award is communicated to all Service Providers.

23.2 Any attempt by a Service Provider to influence the Procuring Entity in the evaluation of the Proposals or Contract award decisions may result in the rejection of its Proposal.

23.3 Notwithstanding ITSP 23.2, from the time of proposal opening to the time of Contract award, if any wishes to contact the Procuring Entity on any matter related to the bidding process, it may do so in writing.

24. Clarification of Proposals

24.1 To assist in the examination, evaluation, and comparison of the Technical and Financial Proposals, the Procuring Entity may, at its discretion, ask any Service Provider for a clarification of its Proposal. Any clarification submitted by a Service Provider that is not in response

to a request by the Procuring Entity shall not be considered. The Procuring Entity's request for clarification and the response shall be in writing. No change in the substance of the Technical Proposal or prices in the Financial Proposal shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Procuring Entity in the evaluation of the Financial Proposals, in accordance with ITSP 29 or as provided for under relevant rules.

24.2 If a Service Provider does not provide clarifications of its Proposal by the date and time set in the Procuring Entity's request for clarification, its Proposal may be rejected.

25. Deviations, Reservations, and Omissions

25.1 During the evaluation of Proposals, the following definitions apply:

- (a) "Deviation" is a departure from the requirements specified in the Request for Proposal Document;
- (b) "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the Request for Proposal Document; and
- (c) "Omission" is the failure to submit part or all of the information or documentation required in the Request for Proposal Document.

26. Preliminary Examination of Technical Proposals

26.1 The Procuring Entity shall examine the Technical Proposals to confirm that all documents and technical documentation requested in ITSP 10.2 have been provided, and to determine the completeness of each document submitted. Missing of any of the documents may result in rejection of the proposal.

27. Responsiveness of Technical Proposal

27.1 The Procuring Entity's determination of substantial responsiveness of Technical Proposal is to be based on the contents of the Technical Proposal itself, as defined in ITSP10.2 and in accordance with criteria provided under Clause A of Section 3 (Eligibility and Technical Qualification Criteria/Evaluation Criteria) of Request for Proposal Document.

27.2 Further, a substantially responsive Technical Proposal is one that meets the requirements of the Request for Proposal Document without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that,

- (a) if accepted, would:
 - (i) affect in any substantial way the scope, quality, or performance of the Services specified in the Contract; or
 - (ii) limit in any substantial way, inconsistent with the Request for Proposal Document, the Procuring Entity's rights or the Service Provider's obligations under the proposed Contract; or
- (b) if rectified, would unfairly affect the competitive position of other Service Providers presenting substantially responsive Proposals.

27.3 If a Proposal is not substantially responsive to the requirements of the Request for Proposal Document, it shall be rejected by the Client and may not subsequently be made responsive by correction of the

material deviation, reservation, or omission.

28. Nonmaterial Nonconformities

28.1 Provided that Technical Proposal is substantially responsive, the Procuring Entity may waive any nonconformities in the Technical Proposal that do not constitute a material deviation, reservation, or omission.

28.2 Provided that a Technical Proposal is substantially responsive, the Procuring Entity may request that the Service Provider to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities in the Technical Proposal related to documentation requirements. Requesting information or documentation on such nonconformities shall not be related to any aspect of the Financial Proposal. Failure of the Service Provider to comply with the request may result in the rejection of its Proposal.

29. Correction of Arithmetical Errors

29.1 During the evaluation of Financial Proposals, the Procuring Entity shall correct arithmetical errors on the following basis:

(a) If there is a discrepancy between the unit price 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 Service Provider there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected.

(b) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected.

(c) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a), and (b) above.

29.2 If the Service Provider that submitted the lowest evaluated Financial Proposal does not accept the correction of errors, its Proposal shall be disqualified and its bid security may be forfeited.

30. Evaluation of Proposals

30.1 A substantially responsive Technical Proposal pursuant to ITSP 27 will be put to detailed technical evaluation in accordance with criteria stipulated under Clause-B Section 3 (Eligibility and Technical Qualification Criteria). Technical Proposal obtaining minimum qualifying score in accordance with criteria will be determined as technically qualified and shall be eligible for opening of Financial Proposal.

30.2 The Procuring Entity shall evaluate Financial Proposal of substantially responsive and technically qualified proposals only. Price adjustment due to correction of arithmetic errors, if any, will be effected in accordance with ITSP 29.

31. Comparison of Proposals

31.1 The Procuring Entity shall compare all substantially responsive and technically qualified service providers/proposals for comparison of Financial Proposals to determine the lowest evaluated proposal.

- 32. Employer’s Right to Accept Any Proposal, and to Reject Any or All Proposals**
- 32.1 The Procuring Entity reserves the right to accept or reject any Proposal, and to annul the bidding process and reject all Proposals at any time prior to contract award, without thereby incurring any liability to Service Providers. In case of annulment, all Proposals submitted and specifically, bid securities, shall be promptly returned to the Service Providers.

F. Award of Contract

- 33. Award Criteria**
- 33.1 The Procuring Entity shall award the Contract to the Service Provider who is substantially responsive and technically qualified proposals and whose financial offer has been determined to be the lowest evaluated financial offer and will be declared as successful Service Provider and eligible for award of contract.
- 34. Notification of Award**
- 34.1 Prior to the expiration of the period of proposal validity, the Procuring Entity shall transmit the Letter of Award using the form included in Section 8 (Contract Forms) to the successful Service Provider, in writing, that its Proposal has been accepted.
- 34.2 Until a formal contract is prepared and executed, the Letter of award shall constitute a binding Contract.
- 35. Signing of Contract**
- 35.1 Promptly after notification, the Procuring Entity shall send the successful Service Provider the Contract Agreement.
- 35.2 Within 28 days of issuance of the Contract Agreement or as indicated in **DS**, the successful Service Provider shall sign, date, and return it to the Procuring Entity.
- 35.3 The original proposals submitted by the service providers shall be retained by the Procuring Entity
- 36. Performance Security**
- 36.1 Within 28 days, or as indicated in **DS**, of the issuance of Letter of award from the Procuring Entity, the successful Service Provider shall furnish the performance security in accordance with the Conditions of Contract, using for that purpose the Performance Security Form included in Section 8 (Contract Forms), or another form acceptable to the Procuring Entity.
- 36.2 Failure of the successful Service Provider to submit the above-mentioned Performance Security or to sign the Contract Agreement shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security. In that event, the Procuring Entity may award the Contract to the next lowest evaluated Service Provider whose offer is substantially responsive.

Section 2 - Data Sheet

A. General

ITSP 1.1	The number of the Invitation for Request for Proposal (RFP) is: TPC/HR & Admin/OCB/HIS/2023-24/002
ITSP 1.1	The Procuring Entity is: TransPeshawar (The Urban Mobility Company)
ITSP 1.1	The name of the bidding process is "Single Stage Two Envelope" The identification number of the Request for Proposal Document is: TPC/HR & Admin/OCB/HIS/2023-24/002
ITSP 3.1	A Service Provider must be a company incorporated in/registered with Security and Exchange Commission of Pakistan (SECP) for health insurance. (Joint Venture are not allowed.)
ITSP 3.5	The Service Provider must be: <ul style="list-style-type: none"> i. Single Entity registered with Security and Exchange Commission of Pakistan (SECP) for health insurance; ii. Registered with FBR for income tax and reflected on active taxpayers list; iii. Registered with KPRA for sales tax on services; iv. Minimum seven (07) number of years in business (presence) for providing health insurance services in Pakistan; v. Providing health insurance service to at least 03 companies in corporate industry/public bodies; vi. Minimum average annual turnover (AAT) for last three (03) years (2020, 2021, 2022) is PKR Three (3) Billion or more; vii. Minimum of A+ financial rating on PACRA/ JCR-VIS for health insurance for the year 2022-23; viii. An affidavit on stamp paper duly notarized to the effect that the Service Provider is neither blacklisted nor suspended by any National or Provincial public entity.

B. Contents of Request for Proposal Document

ITSP 6.1	<p>For clarification purposes only, the Procuring Entity's address is:</p> <p>Attention: Chief Executive Officer (CEO), TransPeshawar</p> <p>Address: TransPeshawar (The Urban Mobility Company), First Floor KPUMA Building Near Main BRT Depot, Chamkani, GT Road, Peshawar, KPK, Pakistan</p> <p>E-mail: To: khalil.ahmed@transpeshawar.pk</p> <p>cc: abid.mansoor@transpeshawar.pk</p> <p>Requests for clarification should be received by the Procuring Entity before the</p>
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	<p>date fix for holding Pre-bid meeting.</p> <p>Request for Clarification (s) will respond via minutes of pre-bid meeting issued by the Procuring Entity.</p>
ITSP 6.4	<p>A Pre-Bid meeting shall take place.</p> <p>Date: Date: October 05, 2023</p> <p>Time: 11:30 AM (PST)</p> <p>Place: TransPeshawar Office, 1st Floor KPUMA Building, Main BRT Depot, Chamkani Peshawar, Pakistan</p>
ITSP 6.5	<p>Minutes of pre-bid meeting will hoisted on website of the Procuring Entity and sent to all Service Providers who have attended pre-bid meeting.</p>
ITSP 7.2	<p>The addendum will be hoisted on website of the Procuring Entity or KPPRA or both and may be published in newspapers if the the Procuring Entity deems necessary and if the amendments are of substantial nature. The addendum may be sent to the services providers attended pre-bid meeting if so is conducted.</p>

C. Preparation of Proposals

ITSP 9.1	The language of the Proposal is: English
ITSP 10.3	Joint ventures are not allowed.
ITSP 12.1	Alternative Proposals are not permitted.
ITSP 15.1	The Proposal validity period shall be one hundred eighty (180) days.
ITSP 16.1	<p>Bid security shall be submitted in PKR from any scheduled bank of Pakistan to the amount of 2% of proposal price in shape of Call Deposit Receipt in the name of Chief Executive Officer (CEO) TransPeshawar.</p> <p>The bid security shall be submitted from the account of the Service Provider who submits the proposal. The original bid security shall be kept sealed in Financial Proposal.</p> <p>The Service Provider shall in addition, place an affidavit in the Technical Proposal stating that a bid security amounting to 2 percent of the proposal price, without indicating the figure in the letter, has been placed in the Financial Proposal. Otherwise, the Technical Proposal will be considered non-responsive and Financial Proposal will be returned unopened to the Service Provider.</p>
ITSP 16.6	Joint ventures are not allowed.
ITSP 17.1	In addition to the original Proposal, the number of copies is: One number of copy
ITSP 17.2	The written confirmation of authorization to sign on behalf of the Service Provider shall be provided on the format as given under Section 4 (Standard Forms) specifying the representative's authority to sign the Proposal on behalf of, and to

	legally bind, the Service Provider.
ITSP 17.2	The Service Provider shall submit an acceptable authorization within three (03) working days.

D. Submission and Opening of Proposals

ITSP 18.1	Service Providers not have the option of submitting their Proposals electronically.
ITSP 19.1	<p>For <u>Proposal submission purposes</u> only, the Procuring Entity's address is: Attention: Chief Executive Officer (CEO), TransPeshawar Address: TransPeshawar (The Urban Mobility Company), First Floor KPUMA Building Near Main BRT Depot, Chamkani, GT Road, Peshawar, KPK, Pakistan</p> <p>The deadline for Proposal submission is: Date: October 16, 2023 Time: 02:30 PM (PST)</p>
ITSP 22.1	<p>The Technical Proposal opening shall take place at: Main Board Room, TransPeshawar (The Urban Mobility Company), First Floor KPUMA Building Near Main BRT Depot, Chamkani, GT Road, Peshawar, KPK, Pakistan</p> <p>Date: October 16, 2023 Time: 02:45 PM (PST)</p>
ITSP 35.1	Within seven (07) working days of issuance of Letter of Award/contract agreement the Service Provider shall sign the contract.
ITSP 36.1	Performance Security shall be provided within seven (07) working days of issuance of Lette of Award.

Section 3 – Eligibility and Technical Qualification Criteria

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A. Responsiveness of Proposals

- i. The responsiveness of each proposal will be determined by meeting the criteria stipulated below:
 - (a) The Proposal is determined as complete in that it provides all the information in accordance with ITSP Clause 26;
 - (b) The Service Provider meets the Eligibility Criteria outlined under Clause 1 below and in term of ITSP Clause 3.
- ii. Only responsive Proposals will be considered for technical evaluation.

1. Eligibility Criteria

Criteria	Compliance Requirements			Documents	
Requirement	Single Entity	Joint Venture			Submission Requirements
		All Partners Combined	Each Partner	One Partner	

1.1 Year of Constitution and Registration with SECP

A Company incorporated in/registered with Pakistan with Security and Exchange Commission of Pakistan (SECP) for health insurance.	must meet requirement	not allowed	not allowed	not allowed	FORM ELI-1 in attachment with company profile and Certificate of Registration with Security and Exchange Commission of Pakistan (SECP)
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1.2 Registration with FBR

Registered with FBR for income tax and reflected on active taxpayer list (ATL).	must meet requirement	not allowed	not allowed	not allowed	FORM ELI-1 in attachment with Certificate of Registration with FBR and Active Tax Payer List (ATL) showing status.
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1.3 Registration with KPRA

Registered with KPRA for sales tax on Services.	must meet requirement	not allowed	not allowed	not allowed	FORM ELI-1 in attachment with Certificate of Registration with KPRA for sale tax on services
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1.4 Not Blacklisted

Not being under legal action for corrupt and fraudulent practices (blacklisted) from any federal or provincial public entity in Pakistan.	must meet requirement	not allowed	not allowed	not allowed	FORM ELI-1 in attachment with an affidavit on stamp paper duly notarized to the effect that the Service Provider is neither blacklisted nor suspended by any National or Provincial public entity.
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1.5 Financial Soundness (Financial Rating)

Criteria	Compliance Requirements			Documents	
Requirement	Single Entity	Joint Venture			Submission Requirements
		All Partners Combined	Each Partner	One Partner	
Minimum A+ financial rating on PACRA/JCR-VIS for health insurance for the year 2022-23.	must meet requirement	not allowed	not allowed	not allowed	FORM FIN-1 in attachment with PACRA/ JCR-VIS certificate/copy of document showing minimum A+ financial rating for the year 2022-23

1.6 Financial Soundness (Net worth)

Minimum average net worth to the amount of five (05) billion in last three (03) years (2020, 2021, 2022) evidence from submitted audited financial statements.	must meet requirement	not allowed	not allowed	not allowed	FORM FIN-1 in attachment with Audited Financial Statements of relevant years.
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1.6 Financial Soundness (Average Annual Turnover)

Minimum average annual turnover of three (03) billion calculated within last three years from submitted audited financial statements for year (2020, 2021,22).	must meet requirement	not allowed	not allowed	not allowed	FORM FIN-1 in attachment with Audited Financial Statements of relevant years
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1.7 Contractual Experience

i. Minimum seven (07) number of years in business (presence) for providing health insurance services to public/private entities in Pakistan. ii. Providing health insurance service to at least 03 companies in corporate industry/public bodies. Note: Presence must be verifiable from incorporation of company and experience for providing health insurance service to public/private entities.	must meet requirement	not allowed	not allowed	not allowed	FORM EXP-1 in attachments with Certificate of Registration with SECP and Letter of Award/Acceptance or contract agreement or any other credible evidence showing experience.
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B. Technical Evaluation

Technical evaluation criteria are provided below in accordance with RFP. Total Technical Score is one hundred (100) marks. Minimum seventy (70) marks in technical assessment are mandatory for the Proposal to be technically qualified. Financial Proposal of only technically qualified Service Provider will be opened.

S#	Evaluation Parameters/Sub-parameters	Maximum Points
1.	Number of Years in the Business for providing Health Insurance Services	Max. 15
1.1	15 years or above	15
1.2	10 years or above	10
1.3	07 years or above	07
2.	Total Number of Corporate/Public Clients receiving Health Insurance Services	Max. 15
2.1	200 and above	15
2.2	100 and above	10
2.3	50 and above	05
2.4	Below 50	02
3.	Total Number of Panel Hospitals under credit facility in Pakistan	Max. 15
3.1	200 and above	15
3.2	100 and above	10
3.3	50 and above	05
3.4	Below 50	02
4.	Medial Call Center / 24/7 Helpline	Max. 10
4.1	Yes (if yes provide details in accordance with Section 4)	10
4.2	No	00
5.	Number of Full-Time Doctors for Case Management in Medical & Claims Dept.	Max. 10
5.1	20 and above	10
5.2	10 and above	07
5.3	Below 10	05
6.	Financial Soundness of the Company	Max. 20
6.1	Average Annual Turnover of last three (03) years	Max. 10
6.1.1	PKR 11 billion or above	10
6.1.2	PKR 7-10 Billion	06
6.1.3	PKR 3-6 Billion	03
6.2	Net worth	Max. 10
6.2.1	PKR. 21 billion or above	10
6.2.2	PKR. 11-20 Billion	06
6.2.3	PKR. 5-10 Billion	03
7.	PACRA/JCR-VIS Rating	Max. 15
7.1	AAA Rating	15
7.2	AA+ Rating	10

7.3	A+ Rating	05
TOTAL POINTS		100

Section 4 - Standard Forms

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Contents of Technical and Financial Proposals

The bidders are required to submit their Proposals in two separate envelopes marked as “1. Technical Proposal” and “2. Financial Proposal” as provided below. The information shall be provided on form prescribe below.

1. Technical Proposal

“Technical Proposal” shall be comprised of following documents. Order/sequence of document while preparing technical proposal shall be observed to facilitate the assessment of proposals in a systematic manner.

Table-1

Order	Document Number and Information Required	Check (Y/N)	Page No.
A	Mandatory Documents		
1.	Letter of Technical Proposal		
(i)	Affidavit of Integrity Pact		
(ii)	An affidavit stating that a bid security amounting to 2 percent, without indicating the figure in the letter, has been placed in the financial proposal.		
(iii)	Authorization/Power of Attorney to represent the company		
(iv)	Attested copy of CNIC of signatory to the proposal		
B	Eligibility		
2.	FORM ELI-1		
(i)	Company profile		
(ii)	Certificate of Registration with Security and Exchange Commission of Pakistan (SECP) for health insurance.		
(iii)	Certificate of Registration with FBR and Active Tax Payer List (ATL) showing status		
(iv)	Certificate of Registration with KPRA for sale tax on services		
(v)	An affidavit on stamp paper duly notarized to the effect that the Service Provider is neither blacklisted nor suspended by any National or Provincial public entity.		
3.	FORM FIN-1		
(i)	PACRA/ JCR-VIS certificate/copy of document showing minimum of A+ financial rating for health insurance for the year 2022-23		
(ii)	Audited Financial Statements of relevant years in accordance with Form FIN-1		
4.	FORM EXP-1		
(i)	Certificate of Registration with SECP for health insurance and Letter of Award/Acceptance or contract agreement or any other credible evidence showing relevant experience to meet the requirement under 1.7 of eligibility criteria (Section 3) related to experience.		
C	Technical Evaluation Criteria		
5.	Number of Years in the Business for providing Health Insurance Services		
(i)	Certificate of Registration with SECP for health insurance and Letter of		

Order	Document Number and Information Required	Check (Y/N)	Page No.
	Award/Acceptance or contract agreement or any other credible evidence showing years in business (presence) of the company. The documentary evidence shall be attached with FORM EXP-1.		
6.	Total Number of Corporate/public Clients receiving Health Insurance Services		
(i)	List of present clients receiving Group Health Insurance services with name, contact persons, cell/telephone numbers and addresses of the clients.		
(ii)	Details of number of employees of each corporate/public client currently receiving Group Health Insurance.		
7.	Total Number of Panel Hospitals under credit facility in Pakistan & Medial Call Center/ 24/7 Helpline		
(i)	List of panel Hospitals all over Pakistan.		
(ii)	Details of Medial Call Center (24 / 7 Help Line).		
8.	Number of Full-Time Doctors for Case Management in Medical & Claims Dept.		
(i)	Details of Full-Time Doctors for Case Management in Medical & Claims Dept		
9.	Financial Soundness of the Company		
(i)	PACRA/ JCR-VIS certificate/copy of document showing minimum A+ financial rating for the year 2022-23 attached with FORM FIN 1.		
(ii)	Financial statements (balance sheets including all related notes and income statements) for the last 03 years (2020, 2021, 20220) submitted with FORM FIN 1 complying with the following conditions. <ul style="list-style-type: none"> ■ All such documents reflect the financial situation of the legal entity or entities comprising the Service Provider and not the Service Provider's parent companies, subsidiaries, or affiliates. ■ Historical financial statements must be audited by a certified accountant. ■ Historical financial statements must be complete, including all notes to the financial statements. ■ Historical financial statements must correspond to accounting periods already completed and audited (no statements for partial periods shall be requested or accepted). 		
10.	Signed Bidding Documents		
(i)	Complete Bidding Document, duly signed and stamped on each/every page by the authorized representative as token of acceptance of all terms & conditions of RFP.		

Table-2

2. Financial Proposal

Order	Document Number and Information Required	Check (Y/N)	Page No.
1.	Letter of Financial Proposal		
2	Break up of proposal prices		

Order	Document Number and Information Required	Check (Y/N)	Page No.
3.	Original Bid Security to the amount of 2% of annual quoted premium in accordance with ITSP Clause 16.		

Letter of Technical Proposal

The service provider must accomplish the Letter of Technical Proposal on its letterhead clearly showing the service provider's complete name and address.

Date:

Request for Proposal Document No.:

To

Chief Executive Officer (CEO), TransPeshawar,
First Floor, KPUMA Building,
Main BRT Depot, Near NHA Complex,
Chamkani, Peshawar.

We, the undersigned, declare that:

- (a) We have examined and have no reservations to the Request for Proposal Document, including Addenda issued in accordance with Instructions to Service Providers (ITSP) Clause 7.
- (b) We offer to execute in conformity with the Request for Proposal Document the following Services:

“Provision of Health Insurance Servies for TransPeshawar”
- (c) Our Proposal consisting of the Technical Proposal and the Financial Proposal shall be valid for a period of one hundred eighty (180) days from the date fixed for the Proposal submission deadline in accordance with the Request for Proposal Document, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
- (d) If our proposal is accepted, we commit to obtain a performance security in accordance with the Request for Proposal Document.
- (e) We are incorporated/registered in Pakistan.
- (f) We do not have any conflict of interest.
- (g) We are not participating, as a Service Provider in more than one Proposal in this bidding process.
- (h) We have never been blacklisting from any provincial or federal public entity.

- (i) We agree to permit the Procuring Entity or its representative to inspect our accounts and records and other documents relating to the bid submission.
- (j) We understand that this Proposal, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us, until a formal contract is prepared and executed.
- (k) We understand that you are not bound to accept the lowest evaluated Proposal or any other Proposal that you may receive.

Name of Authorized Representative

Designation

Sign of Authorized Representative

Name of Service Provider with Seal.....

Date

FORM ELI-1 (Eligibility)

Service Provider's Information Sheet	
Service Provider's legal name	
Service provider's Year of Registration/constitution with SECP	
Service provider's Year of registration with FBR for income tax.	
Service provider's Year of registration with KPRA for sales tax on service	
Service provider's legal address in country of constitution	
Service provider's authorized representative's name, address, contract number and email.	
<p>Attached are copies of the following documents.</p> <ol style="list-style-type: none"> 1. Authorization/Power of Attorney to represent the company; 2. Certificate of registration/incorporation with Security and Exchange Commission of Pakistan; 3. Certificate of Registration with FBR for income tax and reflected on Active Taxpayer List (ATL); 4. Certificate of Registration with KPRA for Sales Tax on Services; 5. non-blacklisting certificate on stamp paper duly notarized to the effect that the Service Provider is neither blacklisted nor suspended by any National or Provincial public entity in Pakistan. 	

FORM FIN-1 (Financial Soundness)

Each Service Provider must fill out this form.

Financial Data for Previous 03 Years		
Year 1: 2020	Year 2: 2021	Year: 2022

Information from Balance Sheet

Total Assets (TA)			
Total Liabilities (TL)			
Net Worth = TA – TL			

Information from Income Statement

Total Revenues			
Profits Before Taxes			
Profits After Taxes			

Attached are copies of the following documents.

- () PACRA/ JCR-VIS certificate/copy of document showing minimum A+ financial rating for the year 2022-23
- () Attached are copies of financial statements (balance sheets including all related notes and income statements) for the last 03 years, as indicated above, complying with the following conditions. In case joint venture financial statements shall be submitted by both members.
 - Unless otherwise required by Section 3 of the Request for Proposal Document, all such documents reflect the financial situation of the legal entity or entities comprising the Service Provider and not the Service Provider's parent companies, subsidiaries, or affiliates.
 - Historical financial statements must be audited by a certified accountant.
 - Historical financial statements must be complete, including all notes to the financial statements.
 - Historical financial statements must correspond to accounting periods already completed and audited (no statements for partial periods shall be requested or accepted).

FORM EXP-1 (Contractual Experience)

Each Service Provider must fill out this form.

Contract No of	Contract Name	
Award Date		On Going/Completion Date:
Total Contract Amount	PKR.	
If partner in a Joint Venture or subcontractor, specify participation of total contract amount	Percent of Total	Amount
Employer's name Address Telephone number Fax number E-mail		
Description		
<p>Attached are copies of the following documents.</p> <p><input type="checkbox"/> Certificate of registration/incorporation as a company with SECP;</p> <p><input type="checkbox"/> Letter of Award/Acceptance or contract agreement or any other credible evidence to substantiate information provided in Form EXP-1.</p>		

Affidavit of Integrity Pact

_____ [Name of Service Provider] hereby declares its intention not to obtain or induce 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 (Government of Pakistan) through any corrupt and fraudulent business practice.

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

_____ [Name of Service Provider] 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 Government of Pakistan and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

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

Notwithstanding any rights and remedies exercised by Government of Pakistan in this regard, [Name of Service Provider] agrees to indemnify Government of Pakistan for any loss or damage incurred by it on account of its corrupt and fraudulent business practices and further pay compensation to Government of Pakistan in an amount equivalent to ten time the sum of any commission, gratification, bribe, finder’s fee or kickback given by [Name of Service Provider] 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 Government of Pakistan.

Name of Authorized Representative

Designation

Sign of Authorized Representative

Name of Service Provider with Seal

Date.....

Authorization/Power of Attorney

I, [Name of of person authorizing the signatory of proposal], hereby depose and state that:

I am a citizen of the Islamic Republic of Pakistan, of legal age and a resident of Pakistan;

I am the [duly elected Corporate Secretary or equivalent officer] of [name of Service Provider], a Corporation organized and existing under and by virtue of the laws of Pakistan;

At a regular/special meeting of the Board of Directors of the service provider, held on [date] at [place], in which meeting a quorum was present and acting throughout, the following resolutions were unanimously passed and approved:

1. That [name of Service Provider] be, and is, authorized to participate in the Bidding Process and to submit proposal for **Provision of Health Insurance Services for TransPeshawar**;
2. That [name of Representative] be and is hereby appointed as the authorized representative of the [Name of Service Provider] during the Bidding Process, authorized to submit bid, execute, sign, and receive documents/contract, and otherwise act for and on behalf of the bidder; and
3. That any and all acts done and/or performed by [Name of Representative] under and by virtue of this authorization be, as they are hereby, confirmed and ratified.

This authorization has not been revoked, amended or modified and remain valid and binding on the Service Provider;

That the above resolutions are in accordance with the records of the Service Provider.

Name of person authorizing the signatory

Position

Sign of person authorizing the signatory

Name of Service Provider with Seal.....

Date:

Letter of Financial Proposal

The service provider must accomplish the Letter of Financial Proposal on its letterhead clearly showing the service provider's complete name and address.

Date:

Request for Proposal Document No.:

To:

Chief Executive Officer (CEO), TransPeshawar,
 First Floor, KPUMA Building,
 Main BRT Depot, Near NHA Complex,
 Chamkani, Peshawar.

We, the undersigned, declare that:

- (a) We have examined and have no reservations to the Request for Proposal Documents, including Addenda issued in accordance with Instructions to Service Providers (ITSP) 7.
- (b) We offer to execute in conformity with the Request for Proposal Documents for the following Services:

“Provision of Health Insurance Servies for TransPeshawar”

- (c) The total price of our Proposal is:

SR.#	DESCRIPTIONS	Number of Lives Insured	Total Yearly Premium /Proposal Price in PKR (inclusive of all applicable taxes)
1.	Gross Premium	260	<i>[amount in PKR in words], [amount in PKR in figures]</i>

The total premium from the breakup of quoted premium should be entered by the service provider in the above table. Absence of the total premium in the Letter of Financial Proposal may result in the rejection of the Proposal.

The premium calculation shall contain all cost and there shall not be any hidden or additional cost to the premium.

Gross rates to be quoted, including all applicable taxes and also incorporate the impact of Sales Tax. TransPeshawar shall made payments after deduction of all applicable taxes

- (d) Our Proposal shall be valid for a period of one hundred eighty (180) days from the date fixed for the proposal submission deadline in accordance with the Request for Proposal Documents,

and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

- (e) If our Proposal is accepted, we commit to obtain a performance security in accordance with the Request for Proposal Document.
- (f) We understand that this proposal, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us, until a formal contract is prepared and executed.
- (g) We understand that you are not bound to accept the lowest evaluated proposal or any other proposal that you may receive.
- (h) We agree to permit the Procuring Entity or its representative to inspect our accounts and records and other documents relating to the proposal submission.

Name of Authorized Representative
Designation
Sign of Authorized Representative
Name of Service Provider (in case of JV, Name of JV and with Seal of all partners)
Date

Breakup of Total Yearly Premium

(To be submitted on Official Company Letterhead Duly Signed & Stamp)

S. No	Category [A]	Age Group [B]	Number of Persons [C]	Monthly Premium per Life (Inclusive of taxes) [D]	Monthly Premium (Inclusive of taxes) E = [Cx D]	Yearly Premium (Inclusive of taxes) F = Ex12
01	Male Employee	18-25				
02	Male Employee	26-35				
03	Male Employee	36-45				
04	Male Employee	46-55				
05	Male Employee	56-60				
06	Male Employee	Above 60				
07	Female Employee	18-25				
08	Female Employee	26-35				
09	Female Employee	36-45				
10	Female Employee	46-55				
11	Female Employee	56-60				
12	Female Employee	Above 60				
13	Male Spouse	18-25				
14	Male Spouse	26-35				
15	Male Spouse	36-45				
16	Male Spouse	46-55				
17	Male Spouse	56-60				
18	Male Spouse	Above 60				
19	Female Spouse	18-25				
20	Female Spouse	26-35				
21	Female Spouse	36-45				
22	Female Spouse	46-55				
23	Female Spouse	56-60				
24	Female Spouse	Above 60				
25	Sons & Daughters	25 or below				
26	Daughters (Unmarried)	25 & above				
27	Parents	60 or below				
28	Parents	61-80				
29	Parents	Above 80				
Total Monthly Premium (inclusive of all taxes)						
Total Yearly Premium /Proposal Price (inclusive of all taxes)						

Section-5

Schedule of Requirement

I. General Terms and Conditions

1. All the lives insured under the policy shall be given full indoor-patient (IPD) medical coverage (including pre-existing, congenital, special investigation, eye treatment and day care cases) of any physical or mental disease/disorder.
2. In case of injuries to the covered lives insured by the Service Provider due to Military or Air Force, Police or security forces operations or due to terrorism shall be covered as per assigned limits.
3. The Service Provider shall not refuse any admission request from panel hospital, where the attending specialist doctor or doctor on duty has in writing intimated that the concerned patient needs to be admitted for treatment. However, in case any TPC employee insists to get himself or his/her dependent patient admitted (where the admission is not required), the statement of attending specialist doctor only regarding for hospitalization shall be considered for final decision/approval. But admission for control of blood pressure and diabetes are also allowed and covered.

As OPD facility will be managed by TPC on its own. The terms & conditions specifically exclude all admissions for observation and diagnosis purpose only. This is applicable even if the doctor has suggested admission without any evidence of justification for admission. No reimbursement will be made for these cases.

4. All kind of treatment for removal of kidney/ gallbladder stones etc. (including lithotripsy) shall be settled. Specialized test like MRI, CT-Scan, etc. shall be covered. For this purpose, admission condition shall not apply.
5. Treatment and diagnostic test for Hepatitis B, C, treatment of Cancer and all kinds of open-heart surgeries shall be covered.
6. No deductions on items such as multivitamins, minerals used during hospitalization.
7. The Service Provider shall ensure that all kind of approvals to panel hospitals in respect of Insurance coverage shall be given well in time, to the person or dependents as and when demanded by hospital, so the admitted patients and their dependents should not suffer due to non-availability of full approval or delayed approvals.
8. All the available limits as per coverage plan shall be printed on Insurance cards for information and record of the employees.
9. The Service Provider shall ensure that all kind of objections shall be intimated to TPC Representative only once. Once live objection is to be replied in the form of documentary evidence of information, it shall be settled without any further objection and delay. **Maximum response period for the focal person & Service Provider is 15 days.**
10. Maximum time for settlement of reimbursement claims shall be 15 days, subject to fulfilment of minimum required formalities and provided that processing of claim shall commence within two (02) days of submission thereof. The Service Provider shall not demand any unrealistic document for processing of claims. In case of any unjustified delay on the part of the Service Provider, it will be adjustable against Quarterly Invoices deposited by the service provider. In case, documentation requirement cannot be submitted by the employee within 3 month of intimation or till the expiry of

contract whichever is earlier, the case will be considered as finally closed and will not be reconsidered later on any pretext.

11. There shall be no age restriction for the employees/ dependents at inception and for additions.
12. All kind of coverages & reimbursements shall not be made conditional for settlement of endorsement premium dues.
13. Insurance coverage to neonatal babies shall be provided as per no waiting period and according to the assigned limits of the employee.
14. Pre-Existing ailments of the parents shall be covered in the health insurance contract.
15. In case of non-issuance of insurance card to an existing employee/ dependent, due to non-provision of employee data required for issuance of health insurance card, the reimbursement shall be made to the concerned employee after the issuance of fresh health insurance card. In this respect intimation shall be forwarded by the TPC Representative regarding the status of employee/ dependents. However, the name of the person and or dependents must be available in the updated list forwarded for renewal or in the previous list of the expired policy. Otherwise the company has the right to refuse all claims incurred before coverage. In this regard, all the concerned TPC employees have the sole responsibility to get their dependents members insured with Service Provider through concerned focal person.
16. The agreed per person premium will be payable in full irrespective of the time of coverage during the policy. Accordingly, all kind of claims shall be settled in full as per assigned limits.
17. Any time interval restriction shall not be made in case of same ailment but this will not be allowed for limit enhancement purpose only (The treating specialist doctor statement/ certificate subject to accepted medical practice, shall be the criteria for decision). Employee's decision to change hospital without any reason may not be allowed or approved.
18. The Service Provider shall not ask for the reason of availing non panel hospital facilities. Elective non panel utilization without prior approval is allowed. No deductions shall be made in this regard.

A non-panel hospital /clinic must comprise all necessary medical/ surgical facilities and standards of billing and record keeping constituting a hospital/ clinic and duly registered with local health authority. A list of black listed hospitals will be shared and updated periodically by the service provider.
19. The Service Provider shall ensure that claim verification shall be done within 15 days after the claim submission.
20. Any type of excess payments if requested in writing by the TPC shall only be settled. However, the reimbursement shall be made by the TPC after proper submission of bills and relevant record.
21. No person other than TPC's Representative will deal and communicate with the Service Provider for all matters. TPC will circulate and inform all the employees accordingly.
22. Any type of deduction from reimbursement claims on account of percentage of surgeon fee or any other fee etc. shall not be made (except for black listed hospitals, the list of which will be shared, its inception and from time to time).
24. The IPD health insurance cards and necessary documents listed under Schedule of Requirements shall be provided by the Service Provider within 15 days of Date of Commencement provided final

updated list of employees and dependents is received from TPC. The responsibility of timely coverage of dependents and spouse rests entirely on TPC.













25. The Service Provider shall ensure the delivery of Insurance Card and complete details about the Panel Hospitals, available facilities at those hospitals, telephone numbers, claim filing process and other relevant information to TPC within 15 days of Date of Commencement.
26. All the Health Insurance Cards (In case of new employees or additions/revision cases would be provided **within 7 days** from the date of submission of information and letter.
27. In case of fake/fraudulent and inflated claim, a formal letter or email would be required from the Service Provider along with relevant facts/proof. Re-verification and reversal of statements at any later stage will not be acceptable once initial verification has been completed and conveyed to the Service Provider. The TPC will also have the right to reject the inflated amount of the claim only and to charge actual verification charges or 10% of the amount fraudulently claimed, from the individual as a penalty. However actual incurred claim shall be liable to be paid by the Service provider.

All kind of matters not covered above or dispute if any regarding approval for admissions and settlement of claims will be settled mutually and amicably between TPC and Service Provider nominated officials.

28. Pre-existing condition will be fully covered up to limits for disclosed/ undisclosed.

II. Scope of Services

- a) TPC has 52 employees with a total of 260 lives, subject to increase or decrease, to be insured for hospitalization. The employees of TPC have been distributed in 06 different categories with following coverage:
 - i. Employees of TPC either Male or Female covered with no age restrictions.
 - ii. Dependent Spouse(s) covered. Maternity up to 50 years of age. (Max. 03 birth cases)
 - iii. Dependent Son(s) covered up to 25 years of age.
 - iv. Dependent Daughter(s) covered till marriage.
 - v. Parents covered with no age restrictions.
- b) Currently TPC has presence in Peshawar; however, services will be required all over Pakistan.
- c) The detail of employees and its dependents in all 06 categories shall be provided on request. The number of lives is subject to increase or decrease.
- d) Eligible Medical Expenses (including but not limited) to be covered from ANNUAL HOSPITALIZATION LIMITS shall include Hospitalization & Day Care Treatment as Follows

HOSPITALIZATION	DAY CARE
<ul style="list-style-type: none">  Daily Room & Board Charges  In-Hospital Consultation Charges  Surgical Fee  Diagnostic Investigations  OT Charges  Blood & Oxygen Supplies 	<ul style="list-style-type: none">  Lithotripsy  Endoscopy  Colonoscopy  Excision Biopsy  Gastroscopy  Partial Mastectomy

<ul style="list-style-type: none"> ■ ICU/CCU/SCU/HDU/ NICU (Neonatal Intensive Care Unit) Charges ■ Organ Transplant ■ Local Ambulance Charges ■ Burns ■ Stroke/CVA ■ Cancer (up to hospitalization limit) ■ Pre & Post Hospitalization including OPD, Medicines, Consultation & Diagnostic Tests before & after (30 Days). ■ Angioplasty / By-Pass Surgery/Stunts ■ Thyroid Dichotomy ■ Miscellaneous Hospital Services and Supplies ■ Emergency Room Treatment leading to Hospitalization. ■ Other Operative Procedures. 	<ul style="list-style-type: none"> ■ Tonsillectomy / Adenoidectomy ■ Veins / Varicose ■ Non-Malignant Tumors/Abscess ■ Cholecystectomy ■ Herniorrhaphy ■ Appendectomy ■ Cataract Surgery (eye Lense up to 100k) ■ Angiography ■ MRI ■ CT Scan ■ PET Scan ■ Bone Scan ■ Thallium Scan ■ Kidney Dialysis ■ Circumcision ■ Treatment of Cancer (including Radiotherapy/ Chemotherapy with pre & post cover) up to full Hospitalization Limits. ■ Other day care procedures.
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e) Details of the employees according to their categories covered under the hospitalization coverage are given below:

Details	Category						TOTAL
	A	B	C	D	E	F	
Employees	3	7	3	10	25	4	52
Spouse	3	7	3	9	16	4	42
Child	9	20	8	26	14	9	86
Parents	5	7	5	16	40	7	80
TOTAL	20	41	19	61	94	24	260

f) The categorized hospitalization benefit plan of TPC as under:

Sr. #	Benefits / Coverage	Categories and Annual Entitlements in Rs.					
		A	B	C	D	E	F
1.	Hospitalization (Employees, Spouses & Children)	1,000,000	800,000	600,000	400,000	300,000	200,000
2.	Daily Room & Board Limits	25,000	20,000	18,000	12,000	8,000	5,000
3.	Normal Delivery & Miscarriage.	100,000	80,000	75,000	60,000	50,000	40,000

4.	Caesarean Section & Multiple Births.	150,000	130,000	120,000	100,000	80,000	60,000
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III. Liquidated Damages

Liquidated Damages shall be imposed per day of delay of any Key Performance Indicator, explicit or implied, or timelines provided or otherwise deduced in/from Schedule of Requirement. The rate of liquidated damages shall be 0.05% of Quarterly Invoice, payable respective quarter, per day of delay of any Key Performance Indicator, explicit or implied, or timelines. Maximum limit of Liquidated Damages is 10% of Quarterly Invoice for three (03) consecutive quarters. Once the maximum is reached the delay shall constitute material breach and shall be dealt under GC Clause 10.1.

Services Agreement
for
Provision of Health Insurance Services for TransPeshawar

Between

TransPeshawar (The Urban Mobility Company)

AND

[Service Provider]

Dated of, [Year]

SERVICES AGREEMENT

THIS SERVICES AGREEMENT is made at Peshawar on this..... day of, [Year] (hereinafter called “this Agreement” or the “Agreement” or the “Contract” and shall be used interchangeably)

BY & BETWEEN

TransPeshawar (The Urban Mobility Company), a company existing under the laws of Pakistan, has its registered office TransPeshawar Building, Second Floor, Near Chamkani BRT Depot Peshawar, KPK, Pakistan (hereinafter referred to as “**the Company or TPC**”, which expression shall, where the context so admits, be deemed to include its authorized representatives, successors in interest, executors and permitted assigns) of the **First Part**;

AND

<Insert name of Company>, incorporated in [.....], with company registration no. [.....] and whose registered address is at [.....] (hereinafter referred to as the “**Service Provider**”, which expression, where the context so admits, shall include its successors in title and permitted assigns of the Other Part.

(All capitalized terms used herein shall have the same meaning ascribed to them in Article 1.1, unless otherwise specified.)

RECITALS

WHEREAS:

- A.** TPC is a corporate entity established by the Government of Khyber Pakhtunkhwa, Pakistan responsible for the design, procurement, implementation, and executing of ongoing BRT operations in the Peshawar BRT System. TPC intends to hire a Service Provider for the Services as named in **PC**. TPC intends to enter into the Agreement with the Service Provider, selected through a competitive bidding process, who will provide the Services as part of the Agreement.
- B.** The Service Provider has submitted a proposal with the TPC and has represented that it is possessed of the necessary skills, knowledge, equipment, experiences, capabilities, and qualified personnel requisite for performing the Services and matters ancillary and incidental to the provision of the Services, and that it is in a position to provide the Services in a more effective and efficient manner whereby the Services and other related activities can be achieved in a more timely and efficient manner (hereinafter referred to as the “Service Provider’s Representation”).
- C.** Based on the Proposal and Service Provider’s Representation, the Service Provider has offered to TPC for the provision of the Services and TPC, with a view to achieving the Services in a timely and efficient manner and relying upon the Service Provider’s Representation, is keen to accept the offer of the Service Provider on the following terms and conditions.
- E.** The covenants provided for in the main body (ARTICLE I to ARTICLE XVII) are called General Conditions of the Agreement (hereinafter called “GC”). The GC are amended/supplemented with Particular Conditions of the Agreement (hereinafter called “PC”). Whenever there is a conflict between the two the provisions contained in PC shall prevail.

NOW, THEREFORE, in consideration of the mutual promises and agreements of the Parties expressed herein, the Parties agree as follows:

ARTICLE – I**DEFINITIONS & RULES OF INTERPRETATION****1.1. DEFINITIONS:**

In this Agreement, the capitalized terms shall, unless otherwise specified, have the meaning ascribed to them as under:

- 1) **“Additional Service Notice”** shall have the same meaning ascribed to it in Clause 3.5 of this Agreement.
- 2) **“Agreement”** shall mean this agreement between TPC and the Service Provider, as amended from time to time and contains General Conditions of the Agreement, Particular Conditions of the Agreement and Appendices attached thereof as provided for under Clause 2.2 of this Agreement.
- 3) **“Breach”** shall have the same meaning ascribed to it in Clause 10.1.
- 4) **“The Premium”** shall have the same meaning ascribed to it in Article 4.1.
- 5) **“Commencement Date”** the date on which both the parties to the Contract affix their signatures to the Contract.
- 6) **“Completion Certificate”**, means the written certificate to be issued by TPC to the Service Provider for completion of the Services in accordance with the Contract.
- 7) **“Contract Price”** means total yearly premium to be paid by the TPC to the Service Provider for provision of the Services for the Term of the Contract or any extension thereof including an increase therein or decrease therefrom due to change in number of lives inclusive of all applicable taxes.
- 8) **“TPC’s Representative”** shall mean the person or persons appointed by TPC from time to time as its representatives by virtue of the Instructions.
- 9) **“Consents”** shall mean all approvals, consents, authorizations, notifications, concessions, acknowledgments, licenses, permits, decisions, or similar items required to be obtained under the Laws of Pakistan.
- 10) **“Service Provider’s Representation”** shall have the same meaning ascribed to it in Recital B of this Agreement.
- 11) **“Service Provider’s Representative”** shall mean the person or persons appointed by the Service Provider from time to time as its representative to receive the Instructions and other correspondence from TPC.
- 12) **“Day”** shall mean Calendar Day.
- 13) **“Instructions”** shall mean the instructions and directions given by TPC from time to time to the Service Provider for the purposes of this Agreement.
- 14) **“License”** means any license, consent, or permit required by the Service Provider from the Government of Pakistan or Government of Khyber Pakhtunkhwa as the case may be to enable it to provide the Services under the Agreement.
- 15) **“Liquidated Damages”** means the amounts to be deducted from the Quarterly Invoice of Service Provider pursuant to particular service level failures as set out in Schedule of Requirements.
- 16) **“Laws of Pakistan or Applicable Laws”** shall mean the Constitution of the Islamic Republic of Pakistan, 1973, the federal, provincial and local laws of Pakistan, including all orders, rules, regulations, statutory rules and regulatory orders “S.R.O.’s”, executive orders, decrees, policies, judicial decisions, notifications, guidelines, or other similar directives issued pursuant thereto, as any of the foregoing may be in effect or amended from time to time, including, without limitation, the labor laws of Pakistan.

- 17) **“Quarterly Invoice”** shall mean an invoice on letterhead of the Service Provider to be raised for each quarter against provision of the Services.
- 18) **“Parties”** shall mean collectively TPC and the Service Provider and the term “Party” shall mean any one of them, as the context so requires.
- 19) **“Personnel”** shall mean the personnel employed or otherwise engaged by the Service Provider to perform the Services hereunder.
- 20) **“PKR”** shall mean the official currency of Pakistan and the term “Rupees” shall mean accordingly.
- 21) **“Quality & Delivery Requirements”** shall have the meaning ascribed to it in Clause 3.4 of this Agreement.
- 22) **“Services”** shall mean the services (including the additional services where applicable) which are set out in Appendix – A of this Agreement and shall have the same meaning ascribed to it in Recital A of this Agreement (hereinafter called the “Services”).
- 23) **“Term”** shall have the same meaning ascribed to it in Clause 2.4.

1.2. **RULES OF INTERPRETATION:**

Save to the extent that the context or the express provisions of this Agreement otherwise requires:

- (i) Words importing the singular include the plural and vice versa.
- (ii) Headings and sub-headings shall not be deemed parts of this Agreement and shall not be taken into consideration in the interpretation or construction hereof.
- (iii) References to Articles, Clauses, Sub-Clauses, Schedules, and Annexes shall be construed as references to articles, clauses, sub-clauses, schedules, and annexes of this Agreement unless otherwise stated.
- (iv) References to: (a) natural persons include reference to corporate bodies; (b) persons include their successors and any permitted transferees, assigns, and legal heirs; (c) dates and periods relate to the Gregorian calendar; and (d) one gender including neuter shall include reference to all genders.
- (v) Where the words “include” or “including” appear they are to be construed without limitation.
- (vi) All references to any statute or statutory provision shall include references to any statute or statutory provision which amends, extends, consolidates, or replaces the same and shall include any orders, regulations, instruments, or other subordinate legislation made under the relevant statute.
- (vii) The invalidity or unenforceability of any provision of this Agreement shall not affect the validity or enforceability of the remaining provisions.
- (viii) a reference to a gender includes the other genders;
- (ix) This Agreement shall be read as a whole for the purposes of interpretation. However, in the event of any inconsistency among different provisions of this Agreement and its Annexes, or other documents which form an integral part of this Agreement, the terms of the Agreement shall prevail.

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THE REMAINING PROVISIONS TO CONTINUE ON THE NEXT PAGE

ARTICLE – II
TERM OF THE AGREEMENT

- 2.1 The defined words and expressions set out in Clause 1.1 [Definitions] hereof and the provisions relating to the construction and interpretation of the Agreement set out in Clause 1.2 [Rules of Interpretation] hereof shall apply to the Agreement.
- 2.2 In the event of any inconsistency between the provisions of the body of this Agreement and the Annexes, or between any of the Annexes, the conflict shall be resolved according to the following descending order of priority:
- a) the body of this Agreement, including Article-I
 - b) Letter of Award;
 - c) Technical and Financial Proposal Submission Letters along with Breakup of Total Yearly Premium submitted by the Service Provider;
 - d) Appendix-A [Schedule of Requirements];
 - e) Appendix-B [The Premium];
 - f) Appendix-C [Performance Security];
 - g) Appendix-D [Integrity Pact]; and
 - h) Any other document considers relevant.

2.3 Effect of this Agreement

The Parties hereby agree that this Agreement shall immediately be binding on them as of the Commencement Date.

2.4 Commencement of the Services and Term

2.4.1. The Service Provider shall continuously provide the Services contemplated under this Agreement for a period as provided under **PC** (hereinafter called the “Term”) which may be extended for additional Terms as provided under **PC**, with sole discretion of the TPC and on same terms and conditions or otherwise, commencing from the Commencement Date, unless the Agreement is terminated earlier as per terms and conditions of the Agreement.

2.4.2. This Agreement shall come into full force and effect from the Commencement Date and shall remain in full force and effect up to the Term of the Contract, or as may be extended by the TPC, unless terminated earlier in accordance with the terms and conditions of the Agreement.

ARTICLE – III
THE SERVICES

- 3.1 The Service Provider shall perform the Services in strict compliance with the terms of this Agreement; with the utmost diligence and efficiency; to the highest professional standards, strictly in accordance with the Instructions. The Service Provider shall observe sound and good practices prevalent in the Service Provider’s industry.
- 3.2 The Service Provider understands and agrees that TPC has relied upon the Service Provider’s Representation and that the Service Provider shall principally be responsible for provision of the Services and ensure successful delivery of the Services in a timely and efficient manner.

- 3.3 Without prejudice to the generality of the above, the Service Provider shall provide the Services to TPC, as per the description set out in Schedule of Requirements- **Appendix A** of this Agreement. The Services being provided by the Service Provider shall, in addition to the requirements and description set out in **Appendix A**, comply with the professional standards in the Service Provider's industry, the TPC's express and implied Instructions, regarding the quality of the Services and the timelines in which Services are to be completed (hereinafter the "**Quality & Delivery Requirements**") and the Service Provider's Representation.

3.4 SPECIFIC OBLIGATIONS RELATING TO QUALITY & DELIVERY REQUIREMENTS

- 3.4.1 The Service Provider, in order to specifically comply with the Quality & Delivery Requirements and **Appendix A**, shall, in addition to and without prejudice to its other obligations under this Agreement, comply with the following:
- i) Without prejudice to the TPC's rights set out in Clause 3.4.1 above, the Service Provider acknowledges and agrees that TPC has the right to audit record of the Service Provider in accordance with the audit procedure set out in **Article-VI**.

3.5 ADDITIONAL SERVICES

- 3.5.1 During the Term of the Agreement, TPC may require the Service Provider to provide additional services. For the purposes of obtaining the additional services from the Service Provider, TPC's Representative shall, from time to time, in the form of a letter on TPC's official letterhead addressed to the Service Provider's Representative, specify the information in respect of a particular additional Services required by TPC (hereinafter, "the **Additional Service Notice**").
- 3.5.2 Within Fifteen (15) Days from the date of each of the Additional Services Notices, the Service Provider shall ensure the provision of the additional services in an efficient manner and within the timelines and quality requirements as set out in the Instructions.
- 3.5.3 In respect of the additional services, TPC shall issue separate Instructions in respect of the quality and specifications of the additional services and the timelines in which the additional services are to be completed. The Parties shall amend **Appendix A** of this Agreement as and when TPC requires the additional services and such amendment shall reflect the complete description and the specifications of the additional services. Without prejudice to the provisions of Clause 3.5, TPC's right to penalize the Service Provider shall apply equally in respect of the additional services.
- 3.5.4 In the case of additional services, the Premium of additional services shall be in accordance with the procedure defined by TPC.

3.6 GENERAL OBLIGATIONS

Without prejudice to the above-stated provision of **Article III** of this Agreement, the Service Provider shall:

- 3.6.1 provide the Services and/or additional services in a professional and efficient manner and to the highest standard and with all due care, speed and diligence and using all reasonable skill and care in the performance thereof and in accordance with the terms and conditions of this Agreement.
- 3.6.2 ensure that the Services and/or additional services are performed in accordance with any agreed timetable as may be set out in the Instructions and in accordance with Clause 3.4 of this Agreement. If no such timetable is set out, then the Services shall be performed within a reasonable time, consistent with good practice in the Service Provider's industry standards internationally.
- 3.6.3 at all times act in the best interest of TPC and will in all aspects diligently and faithfully observe all directions of TPC.

- 3.6.4 ensure that sufficient time is devoted to providing the Services to meet its obligations under this Agreement.
- 3.6.5 ensure that each member of the Personnel shall perform the Services diligently and use due skill and care in the exercise thereof.
- 3.6.6 be solely responsible to ensure that the Services rendered in terms of this Agreement are of objectively acceptable quality.
- 3.6.7 comply with the Instructions of TPC given from time to time.

3.7 COMPLIANCE WITH COMPANY POLICIES

- 3.7.1 The Service Provider represents that he fully understands the relevant TPC policies and procedures and shall ensure complete compliance with such policies and procedures in the provision of the Services and/or additional services.
- 3.7.2 In the event TPC is of the view that the Service Provider has failed to comply with the relevant policies and procedures, then such non-compliance shall be considered a material breach of the Agreement and shall entitle TPC to claim any and all damages suffered by TPC, due to the Service Provider's non-compliance, and/or to terminate this Agreement with immediate effect.
- 3.7.3 All actions, activities, consents, approvals, and other undertakings of the Service Provider in this Agreement shall be performed in a reasonable and timely manner, it is expressly acknowledged and understood that time is of the essence in the performance of obligations required to be performed by a date expressly specified herein. Except as specifically set forth herein, for the purpose of this Clause 3.7 the normal standards of performance within the service industry in the relevant market shall be the measure.

ARTICLE – IV

PAYMENT OF PREMIUM & TAXES

- 4.1 **THE PREMIUM:** The premium for the purposes of this Agreement for the Services and/or the additional services shall be in accordance with prices set out in **Appendix-B** (hereinafter, "the **Premium**").
 - 4.1.1 All amounts to be claimed by the Service Provider and to be paid by TPC for the Services performed by the Service Provider in terms of this Agreement shall be made on quarterly basis against invoices to be raised by the Service Provider (hereinafter, "the Quarterly Invoice (s)"). The documents to be submitted with the Quarterly Invoice are listed in **PC**.
 - 4.1.2 The Monthly Premium per Life provided under (**Appendix-B**) shall remain firm and fix during Term of this Agreement or any extension thereof and shall not subject to change. Total Monthly Premium shall be reached by multiplying the Monthly Premium per Life by number of lives in respective month and shall be subject to change with an increase or decrease in number of lives in given month. The Total Quarterly Premium shall be calculated by multiplying Total Monthly Premiums of respective quarter with three (03).
- 4.2 All payments of the Premium to be made by TPC to the Service Provider shall be subject to the deduction of all applicable taxes in accordance with Tax Law of Pakistan unless the Service Provider produces the original certificate of exemption granted to it under the Laws of Pakistan.
- 4.3 TPC shall not be obliged to pay in respect of any Quarterly Invoice (or any proportion of such Quarterly Invoice) which is disputed by TPC, pending for resolution of such dispute in accordance with this Agreement.
- 4.4 TPC shall be entitled to deduct any amounts payable by Service Provider to TPC including Liquidated Damages.

- 4.5** To the extent that the Services or any additional services offered by the Service Provider pursuant to this Agreement are taxable, the Service Provider agrees to bear all Applicable taxes, charges, duties, and/or tariffs by itself and, upon request from TPC, provide proof that such obligations have been satisfied in full.
- 4.6** The payment by TPC of the Premium against the Quarterly Invoices shall not be deemed approval and/or acceptance by TPC of any Services or matters in respect of which such Quarterly Invoice is issued and will be subject to TPC's rights and remedies under this Agreement or in any other law or in equity in respect of any failure or delay on the part of the Service Provider to perform its obligations.

ARTICLE – V

PERSONNEL

- 5.1** The Service Provider shall ensure that during currency of this Agreement, it has a proper structure in place for the proper and timely performance of the Services in terms of this Agreement. The Service Provider shall ensure that the Services are carried out by the Personnel on a day-to-day basis as per the timetable communicated by TPC to the Service Provider from time to time.
- 5.2** The Service Provider shall be responsible and accountable to TPC, in terms of this Agreement, for all actions of the Personnel including, inter alia, ensuring that the Personnel perform the Services and/or additional services in a manner as to avoid disputes, infractions, infringement, lapses, interference, and delays. The Service Provider shall at all times take all reasonable precautions to prevent any unlawful riotous or disorderly conduct by or amongst the Personnel.
- 5.3** The Service Provider is an independent entity and the Personnel shall be the Service Provider's employees and not those of TPC. The Service Provider hereby indemnifies and agrees to hold harmless TPC, its director, officer, and its respective employees, agents, and representatives to the fullest extent from and against any loss, cost, damage, claim (including, without limitation, court costs and legal fees and expenses) and consequential losses in respect of any of the foregoing.

ARTICLE – VI

AUDIT & EVALUATION

- 6.1** The Service Provider acknowledges the fact that TPC has relied on the Service Provider's Representation to enter into this Agreement. Therefore, a high standard of quality in the supply of the Services is of the essence of this Agreement. The Parties agree that throughout currency of this Agreement, TPC shall have an absolute right to carry out audits and evaluations (including external independent audits by TPC's recognized audit advisors) as set out in this **Article VI**.
- 6.2** **AUDITS:**
- 6.2.1** TPC or its representatives shall on giving reasonable notice have the right to inspect and audit, at a frequency determined at the sole discretion of TPC including for up to two (2) years post expiry or termination of this Agreement, any and all documents, records, books or accounts in the possession of control of the Service Provider relating in any way whatsoever in the performance of this Agreement.
- 6.2.2** Without prejudice to any other rights or remedies of TPC under this Agreement, if any inspection or audit reveals that the Service Provider has not complied with any of its obligations under this Agreement, the Service Provider shall, at its own expense, immediately comply and take all necessary steps and actions to ensure that it has complied with all obligations as and when they accrued, all to the reasonable satisfaction of TPC. The Service Provider shall provide all such information and documents as TPC may request to demonstrate its compliance.

ARTICLE – VII

REPRESENTATION AND WARRANTIES

- 7.1** The Service Provider represents, warrants, and undertakes that:
- 7.1.1 it shall discharge its obligations in the provision of the Services with all reasonable skill and care in accordance with good industry practice;
 - 7.1.2 the Services shall conform in all respects with any specifications and other requirements or descriptions as stated;
 - 7.1.3 any non-conformity of the Services notified to it shall be rectified within a time-scale provided under Schedule of Requirements or any other time as agreed to between the Parties in writing;
 - 7.1.4 it will neither do nor omit to do anything which results or in the reasonable opinion of TPC may result, in damage to the reputation, good name, and market perception of TPC;
 - 7.1.5 it is properly constituted and incorporated in accordance with the Applicable Law;
 - 7.1.6 it has the power, authority, and legal capacity to enter into and exercise its rights and perform its obligations under this Agreement;
 - 7.1.7 it has taken all necessary action to authorize the execution, delivery, and performance of this Agreement;
 - 7.1.8 the obligations expressed to be assumed by the Service Provider under this Agreement are legal, valid, binding, and enforceable to the extent permitted by Laws of Pakistan;
 - 7.1.9 satisfied himself with all the economic, financial, and legal variables including but not limited to foreign exchange rates, inflation rates, minimum wage rates, customs, and tax rates, and all related labor and legal obligations;
 - 7.1.10 it is and will be in compliance with all Applicable Laws;
 - 7.1.11 all information disclosed by or on behalf of the Service Provider to TPC is true, complete, and accurate in all material respects and the Service Provider is not aware of any material facts or circumstances not disclosed to TPC which would, if disclosed, be likely to have an adverse effect on TPC's decision (acting reasonably) to award this Agreement to the Service Provider;
 - 7.1.12 if during the Term of this Agreement, the Service Provider gains the knowledge of any special method by which the business of TPC can benefit, it shall neither divulge it to any other company or business concern nor shall it make use of the same for its own business purposes directly or indirectly; and,
 - 7.1.13 it is an independent entity, engaged in the business of, inter alia, providing end-to-end solutions to organizations and that the Service Provider is not an employee of TPC or any of its subsidiaries or affiliates. Similarly, the Personnel are not employees of TPC or any of its subsidiaries or affiliates.
- 7.2** Each of the warranties given by the Service Provider under this **Article VII** shall be deemed to be given on a continuing basis throughout the Term of this Agreement and any breach shall entitle TPC to terminate this Agreement pursuant to **Article-X**.

ARTICLE – VIII**INDEMNITY**

8.1 The Service Provider agrees and acknowledges that by entering into this Agreement, TPC is relying upon the skill, expertise, knowledge, and experience of the Service Provider and the Personnel in the provision of the Services (more specifically the Service Provider's Representation) and, accordingly, the Service Provider hereby indemnifies and keep TPC, its directors, officers, employees, agents and representatives fully and effectively indemnified against any and all losses, damages, liabilities, penalties, fines, and expenses resulting from or arising out of proceedings, claims, actions or demands, brought or made against TPC as a result of any breach of this Agreement or negligence including any negligent act or omission in connection with the performance of the Services on the part of the Service Provider and the Personnel.

8.2 **DEFENCE OF CLAIMS:**

8.2.1 The Service Provider shall be entitled, at its option and expense and with counsel of its selection, to assume and control the defence of such claim, action, suit or proceedings in respect of, resulting from, relating to or arising out of any matter for which it is obligated to indemnify TPC hereunder, subject to the prior approval of such counsel by TPC.

8.2.2 Notwithstanding the provisions of Clause 8.2.1, unless and until the Service Provider acknowledges in writing its obligation to indemnify TPC and assumes control of the defence of a claim, suit, action, or proceeding in accordance with Clause 8.2.1, TPC shall have the right, but not the obligation, to contest, defend and litigate, with counsel of its own selection, any claim, action, suit or proceeding by any third party alleged or asserted against TPC in respect of, resulting from, related to or arising out of any matter for which it is indemnified hereunder, and the reasonable costs and expense thereof shall be subject to the indemnification obligations of the Service Provider hereunder.

8.2.3 Upon assumption by the Service Provider of the control of the defence of a claim, suit, action, or proceeding, the Service Provider shall reimburse TPC for the reasonable costs and expenses of TPC incurred in the defence of the claim, suit, action, or proceeding prior to the Service Provider's acknowledgement of the indemnification and assumption of the defence.

8.2.4 The Service Provider shall not be entitled to settle or compromise any claim, action, suit, or proceeding without the prior written consent of TPC.

8.2.5 Following the acknowledgement of the indemnification and the assumption of the defence by the Service Provider, TPC shall have the right to employ its own counsel and such counsel may participate in such activities, but the fees and expenses of such counsel shall be at the expense of the Service Provider, when and as incurred, unless

- i. TPC shall have reasonably concluded that there may be a conflict of interest between the Service Provider and TPC in the conduct of the defence of such action;
- ii. the Service Provider shall not in fact have employed independent counsel reasonably satisfactory to TPC to assume the defence of such action and shall have been so notified by TPC; or
- iii. TPC shall have reasonably concluded and specifically notified the Service Provider either that there may be specific defences available to it which are different from or additional to those available to the Service Provider or that such claim, action, suit or proceeding involves or could have a material adverse effect upon it beyond the scope of this Agreement. If Clauses (i) and/or (ii) shall be applicable, then counsel for TPC shall have the right to direct the defence of such claim, action, suit, or proceeding on behalf of TPC and the reasonable fees and disbursements of such counsel shall constitute legal or other expenses hereunder.

- 8.3** Service Provider hereby indemnifies and keep the TPC, its directors, officers, employees, agents, and representatives fully and effectively indemnified against any and all direct losses, damages, liabilities, penalties, fines, and expenses resulting from or arising out of proceedings, claims, actions or demands, brought or made against the TPC as a result of any willful breach of this Agreement or negligence including any negligent act or omission in connection with the obligations set out in this Agreement.

ARTICLE – IX

FORCE MAJEURE

- 9.1** **Definition:** A “Force Majeure Event” shall mean any event or circumstance or combination of events or circumstances that is beyond the reasonable control of a Party and that on or after the Commencement Date materially and adversely affects the performance by such affected Party of its obligations or the enjoyment by that Party of its rights under or pursuant to this Agreement; provided, however, that such event or circumstance or combination of events or circumstances shall not constitute a “Force Majeure Event” hereunder to the extent that it or such material and adverse effect could have been prevented, overcome or remedied in whole or in part by the affected Party through the exercise of diligence and reasonable care, it being understood and agreed that reasonable care includes acts and activities which are within the affected Party’s power and resources to protect the Project from a casualty or other reasonably foreseeable event which are reasonable in light of the likelihood of such event, the probable effect of such event if it should occur and the likely efficacy of such protection measures. Without limiting the generality of the foregoing, “Force Majeure Events” hereunder shall include each of the following events and circumstances, but only to the extent that each satisfies the above requirements:
- 9.1.1 political events that occur inside or directly involve Pakistan (each, a “Pakistan Political Force Majeure Event”),
 - 9.1.2 any act of war (whether declared or undeclared), invasion, armed conflict or act of a foreign enemy, blockade, embargo, revolution, riot, insurrection, civil commotion, act or campaign of terrorism, or sabotage;
 - 9.1.3 any Lapse of Consent that (a) shall itself have existed for twenty-six (26) Days or more, (b) together with any and all other Lapses of Consents that have occurred in the same Year, shall have existed in the aggregate for thirty (30) Days or more in such Year, or (c) together with any and all other Lapses of Consents that have occurred in the same and in the two immediately preceding Agreement Years, shall have existed, in the aggregate, for thirty-five (35) Days or more;
 - 9.1.4 radioactive contamination or ionizing radiation originating from a source in Pakistan or resulting from another Pakistan Political Force Majeure Event; or
 - 9.1.5 other events beyond the reasonable control of the affected Party (each an “Other Force Majeure Event”), including, but not limited to:
 - i. lightning, earthquake, tsunami, drought, flood, torrential rain, storm, cyclone, typhoon, or tornado;
 - ii. fire, explosion, or chemical contamination (other than resulting from an act referred to in Clause 9.1.4, in which case it shall be a Pakistan Political Force Majeure Event);
 - iii. epidemic or plague;
 - iv. a Lapse of Consent unless such Lapse of Consent is a Pakistan Political Force Majeure Event;

9.2 Notification Obligations:

9.2.1 If by reason of a Force Majeure Event a Party is wholly or partially unable to carry out its obligations under this Agreement, the affected Party shall:

- i. give the other Party notice of the Force Majeure Event as soon as practicable, but in any event, no later than the later of three (3) Days after the affected Party becomes aware of the occurrence of the Force Majeure Event or one (1) Day after the resumption of any means of providing notice between the Parties, and
- ii. give the other Party a second notice, describing the Force Majeure Event(s) in reasonable detail and, to the extent that can be reasonably determined at the time of the second notice, providing a preliminary evaluation of the obligations affected, a preliminary estimate of the period of time that the affected Party will be unable to perform such obligations and other relevant matters as soon as practicable, but in any event not later than seven (7) Days after the initial notice of the occurrence of the Force Majeure Event(s) is given by the affected Party. When appropriate or when reasonably requested to do so by the other Party, the affected Party shall provide further notices to the other Party more fully describing the Force Majeure Event(s) and its cause(s) and providing or updating information relating to the efforts of the affected Party to avoid and/or to mitigate the effect(s) thereof and estimates, to the extent practicable, of the time that the affected Party reasonably expects it will be unable to carry out any of its affected obligations due to the Force Majeure Event(s).

9.2.2 The affected Party shall provide notice to the other Party of:

- i. the cessation of the Force Majeure Event, and
- ii. its ability to recommence performance of its obligations under this Agreement,

in each case as soon as possible and in any event not later than seven (7) Days after the occurrence of (i) and (ii) above.

9.2.3 Failure by the affected Party to give written notice of a Force Majeure Event to the other Party within the three (3) Day period or the one (1) Day period required by Clause 9.2 shall not prevent the affected Party from giving such notice at a later time; provided, however, that in such case the affected Party shall not be excused pursuant to Clause 9.5 for any failure or delay in complying with its obligations under or pursuant to this Agreement until the notice required by Clause 9.2.2 has been given. If said notice is given within the three (3) Day period or one (1) Day period required by Clause 9.2.1, the affected Party shall be excused for such failure or delay pursuant to Clause 9.4 from the date of commencement of the relevant Force Majeure Event.

9.3 Duty To Mitigate: The affected Party shall use all reasonable efforts to mitigate the effects of a Force Majeure Event, including but not limited to the payment of all reasonable sums of money by or on behalf of the affected Party in light of the likely efficacy of the mitigation measures.

9.4 Delay Caused By Force Majeure:

9.4.1 So long as the affected Party has, at all times since the occurrence of the Force Majeure Event, complied with the obligations of Clauses 9.2 and 9.3 and continues to so comply, then:

- i. the affected Party shall not be liable for any failure or delay in performing its affected obligations under or pursuant to this Agreement during the existence of a Force Majeure Event and;
- ii. any affected performance deadline that the affected Party is obligated to meet under this Agreement shall be extended; and

- iii. the Expiry Date is extended provided, however, that no relief, including the extension of performance deadlines, shall be granted to the affected Party pursuant to this Clause 9.4 to the extent that such failure or delay would have nevertheless been experienced by the affected Party had the Force Majeure Event not occurred.

9.4.2 Without limiting either Party's:

- i. liability for breaches of this Agreement, or
- ii. right to indemnification pursuant to **Article VIII**;

the other Party shall not bear any liability for any loss suffered by the affected Party as a result of a Force Majeure Event.

- 9.5 Termination For Force Majeure Event:** Should a Force Majeure Event or the direct consequence thereof persist for a continuous period of sixty (60) Days or should a Force Majeure Event, together with other Force Majeure Events (or the direct consequences thereof) originating from the same or related circumstances and which have occurred in the preceding two (2) Years, have persisted for an aggregate of ninety (90) Days, then either Party may, upon giving the other a thirty (30) Day notice to terminate, Terminate this Agreement and the Parties shall consequently be excused from performing their obligations in terms of this Agreement, unless the Force Majeure Event (and the direct consequence thereof) has at the expiry of the said thirty (30) Day period ceased to exist.

ARTICLE – X

TERMINATION

- 10.1 Notwithstanding anything contained elsewhere in this Agreement, this Agreement may be terminated forthwith by TPC if the Service Provider commits a material breach. For the purposes of this Clause 10.1, the term "material breach" shall mean to include:
- 10.1.1 fails to provide or maintain the Performance Security; and/or
 - 10.1.2 delegates, cedes, or sub-contracts this Agreement or part thereof in contravention of the provision hereof without having obtained TPC's prior written consent; and/or
 - 10.1.3 fails to obtain or maintain as required any of necessary operating licenses to be used in the rendering of the Services or has such necessary licenses withdrawn, cancelled, suspended or revoked; and/or
 - 10.1.4 violates or attempts to violate any Applicable Law or otherwise commits any criminal act; and/or
 - 10.1.5 Abandons, suspend services, or otherwise repudiates the Services or any of its obligations under this Agreement; and/or
 - 10.1.6 consistently fails to observe any provision of this Agreement or the Schedule of Requirements (despite being given notice in relation thereto), whether or not Liquidated Damages have been imposed, with the result that the Services may be regarded by TPC as being materially defective; and/ or
 - 10.1.7 if the ownership and/or control of the Service Provider is transferred or changed; and/or
 - 10.1.8 Liquidated Damages imposed by Service Provider are continuously 10% of the Quarterly Invoice for three (03) consecutive quarters.
- 10.2 In the event of termination of this Agreement, all correctly rendered Quarterly Invoices shall be honoured up to the point of termination subject to any reductions to reflect any payments made in advance in accordance with **Article IV** (Payment of Premium and Taxes) or owing to any delays in the performance of the Services in accordance with the Quality & Delivery Requirements for Services and/or additional

services. Where such advance payments exceed the Premium owed to the Service Provider, the Service Provider shall immediately refund such an amount by way of a cheque in favor of TPC.

- 10.3 Any expiry of or termination of this Agreement (howsoever arising) shall not affect any accrued rights or liabilities of either Party nor shall it affect the coming into force or the continuance in force of any provision of this Agreement.

ARTICLE – XI

CONFIDENTIALITY

- 11.1 For the purposes of this **Article XI “Confidential Information”** means in respect of TPC (the “**Disclosing Party**”) any information that relates to the Disclosing Party’s business, products, financial and management affairs, price lists, customers, suppliers, employees, or authorized agents, plans, proposals, strategies, technical processes, computer software, and systems or trade secrets, Target Consumers, and the Data, which comes into the possession of the Service Provider (the “**Receiving Party**”) by virtue of this Agreement and which the Disclosing Party regards, or could reasonably be expected to regard, as confidential, in each case whether written or oral and in whatever medium and whether or not marked in writing as “confidential”, and any and all information which has been or may be derived or obtained from or which otherwise reflects such information.
- 11.2 The Receiving Party shall at all times, both while this Agreement remains in force and thereafter:
- 11.2.1 keep the Confidential Information of the Disclosing Party confidential;
- 11.2.2 use the Confidential Information of the Disclosing Party solely in the performance of its obligations or the exercise of its rights under this Agreement; and
- 11.2.3 not disclose it to any third party without the prior written consent of the Disclosing Party.
- 11.3 The obligations of confidentiality contained in Clause 11.2 shall not apply to:
- 11.3.1 any Confidential Information which is now or hereafter becomes available to the public otherwise than by a breach of this Agreement; or
- 11.3.2 any Confidential Information which the Receiving Party can show (by evidence in writing) was in its possession free from obligations of confidentiality prior to such receipt; or
- 11.3.3 any Confidential Information which the Receiving Party has received from a third party who has lawfully obtained the Confidential Information free of any restriction which would prohibit the disclosure of such Confidential Information; or
- 11.3.4 disclosures which the Receiving Party is required to make by law or pursuant to an order of a competent court provided that (where practicable) the Receiving Party notifies the other Party sufficiently in advance of such a requirement so that it may seek a protective order (or equivalent) with respect to such disclosure with which the Receiving Party shall fully comply.

ARTICLE – XII

DISPUTE RESOLUTION MECHANISM

12.1 Dispute

12.1.1 For the purposes of this clause, the term “dispute” shall be interpreted in its widest sense and shall include any dispute or difference in connection with or in respect of the conclusion or existence of this Agreement, the carrying into effect of this Agreement, the interpretation or application of the provisions of this Agreement, the Parties’ respective rights and obligations in accordance with and arising out of this Agreement or the validity, enforceability, rectification, termination or cancellation, whether in whole or in part, of this Agreement.

12.1.2 Save as otherwise provided for in this Agreement, any dispute between the Parties arising in connection with this Agreement shall be resolved in accordance with the provisions of this clause.

12.2 Resolution by Chief Executives

12.2.1 Any dispute arising in connection with this Agreement may be referred by either Party to the Chief Executive of the Service Provider and the Chief Executive Officer of the TPC (or such other senior executives as the relevant Parties may determine) who shall attempt to resolve the matter within ten (10) Days of the dispute being so referred to them or within such other time as may be agreed between the Parties.

12.3 Arbitration

12.3.1 If the Parties are unable to resolve the dispute pursuant to clause 0.1, either Party shall be entitled to refer a dispute to arbitration in accordance with this clause by notifying the other Party in writing of its intention to do so.

12.3.2 The arbitration proceedings shall be carried out under the procedures, rules and regulations of Arbitration Act, 1940 and its successors, and such procedures, rules and regulations shall be deemed to be incorporated into this clause by reference. Any such arbitration shall be subject to the Applicable Law.

12.3.3 The seat of the arbitration shall be Pakistan and all arbitration hearings shall be held in Peshawar unless otherwise agreed in writing by the Parties.

12.3.4 Unless otherwise required by the TPC, such arbitration shall be conducted in the English language and the award of any arbitrator or arbitral panel, together with the reasons for the determination, shall be written in the English language.

12.3.5 Unless otherwise required by the TPC, all evidence, submissions or documents presented at the arbitration in a language other than in the English language shall be accompanied by a simultaneous English language translation thereof, if oral, or if written, a certified English language translation.

12.3.6 The arbitrator or arbitral panel shall have full power to open up, review and revise any determinations, decisions or findings in relation to the dispute.

12.3.7 The obligations of the Parties shall not be altered by reason of the arbitration being conducted during the Term of the Agreement.

12.3.8 Any monetary award in any arbitration shall be denominated and payable in PKR.

12.3.9 The Parties agree that all interim or final decisions and/or awards of the arbitrator or arbitral panel shall: be binding on the Parties and shall be given effect and implemented forthwith by them; and be subject to the confidentiality restrictions in this Agreement and except as provided by agreement between the Parties, may not be publicized or otherwise disclosed provided always that nothing in this clause shall prevent either Party from applying to any court of competent jurisdiction to enforce the award.

12.3.10 the Parties hereby expressly agree irrevocably to waive all rights and recourse to appeal or challenge, and neither Party shall request the local courts to open up, revise or review, the final award of the arbitrator or arbitral panel save and except in the specific instances set out in Arbitration Act, 1940.

12.3.11 Reference of a dispute to arbitration shall not in any way vitiate nor invalidate the Agreement neither shall it be grounds for the Service Provider to cease performing its obligations nor for the TPC to terminate the engagement of the Service Provider under the Agreement and the Service Provider shall proceed with its obligations with all due diligence.

12.4 Injunction: Notwithstanding any contained to the contrary in this Agreement, the Service Provider acknowledges that:

12.4.1 in the event of a breach of this Agreement by the Service Provider:

- i. TPC would suffer irreparable loss and injury and monetary damages alone would not be adequate compensation to TPC; and

- ii. the balance of inconvenience for the purposes of an injunction against the Service Provider would be in TPC's favor; and
- 12.4.2 TPC may seek an injunction from a court of competent jurisdiction if:
- i. the Service Provider fails to comply or threatens to fail to comply with this Agreement; or
 - ii. TPC has reason to believe that the Service Provider will not comply with this Agreement.

ARTICLE – XIII

NOTICES

- 13.1 The addresses, telex, and facsimile numbers of the Parties hereto are as provided in the **PC**.
- 13.2 All notices, consents, confirmations, requests, approvals, and other communications under this Agreement by TPC to Service Provider or by the Service Provider to TPC shall be in writing addressed to TPC or the Service Provider as the case may be, at the given address, and shall be given by registered mail, postage prepaid, courier service or by telegraph, telex or telecopier with confirmatory copies by registered mail. Either Party may, by notice to the other Party in writing, change its contact details.

ARTICLE – XIV

COMPLIANCE WITH THE LAWS OF PAKISTAN

- 14.1 The Service Provider hereby represents, warrants and agrees that in the performance of the Services and its other obligations under this Agreement it has complied with and will comply with any and all applicable Laws of Pakistan including, without limitation, Governmental regulations, rules, bye-laws, rulings, decrees and orders and that if it should be determined that the Service Provider has violated any of the foregoing, the Service Provider shall save TPC harmless from all expenses, damages or penalties resulting from any violation thereof committed by the Service Provider or the Personnel in the performance of their obligations under this Agreement.
- 14.2 The Service Provider shall, at its cost, acquire, obtain and maintain in full force and effect all permits, approvals, sanctions, and licenses from all local, municipal, Provincial, or Federal Government authorities or public service undertakings or professional bodies or other relevant authorities which are necessary or desirable for the performance of this Agreement by the Service Provider. -----

15. ASSIGNMENT

Neither Party shall assign this Agreement without the written consent of the other Party.

16. GOVERNING LAW

This Agreement shall be governed by the Laws of Pakistan and the courts in Peshawar shall have exclusive jurisdiction.

ARTICLE – XVII

PERFORMANCE SECURITY

- 17.1 The Service Provider, within seven (07) days of issuance of Letter of Award, shall ensure that it maintains with TPC a valid and enforceable Performance Security, in the type, amount and form as specified in **PC**, until the Service Provider has fulfilled all its obligations under the Agreement. The Performance Security shall be valid for Term of the Agreement or any extension of the Term thereof.
- 17.2 If the Performance Security is partially liquidated, the Service Provider is obliged to replenish the Performance Security in full within seven (07) working days of the date of any liquidation thereof. If the Service Provider fails to replenish the Performance Security in accordance with this clause, this shall constitute a material breach of the Agreement and the TPC shall be entitled to liquidate the remainder of the Performance Security and terminate the Agreement pursuant to relevant provision.

17.3 Subject to the fulfilment by the Service Provider of all of its obligations under the Agreement, the Performance Security shall be released by TPC within thirty (30) days after the issuance of Completion Certificate by the TPC.

17.4 All fees, taxes and expenses associated with preparing, providing, issuing, extending, replacing, replenishing or stamping (if applicable) of the Performance Security shall be borne by the Service Provider.

17.5 In the following cases, including but not limited to, the Performance Security shall be forfeited partially or fully:

- a) Termination of Agreement;
- b) Liquidated Damages are consecutively 10% of the Quarterly Invoice for consecutive three (03) months; and
- c) Any amount payable by the Service Provider.

ARTICLE – XVIII

LIQUIDATED DAMAGES

18.1 TPC shall be entitled to impose Liquidated Damages on the Service Provider in accordance with the provisions of this Article and the Schedule of Requirements for the Service Provider's failure to achieve certain Key Performance Indicators (KPIs), explicit or implied, in the Schedule of Requirements.

18.2 To the extent that TPC discovered an instance of the Service Provider's failure to achieve a particular KPI, explicit or implied, TPC shall notify the Service Provider with details of the particular KPI, the details of the failure, and the applicable Liquidated Damages as indicated in the Schedule of Requirements. TPC may at its discretion specify the period and type of certain failure which should be cured/rectified in a specific period.

18.3 If Liquidated Damages are imposed, then TPC shall be entitled to withhold and/or deduct the imposed amounts from the Service Provider's next payable Quarterly Invoice, any subsequent Quarterly Invoice, or in increments from several subsequent Quarterly Invoices.

18.4 The procedure and maximum number of Liquidated Damages that may be imposed on the Service Provider in any given month/quarter is as indicated in the Schedule of Requirements.

ARTICLE – XIX

MISCELLANEOUS

19.1 Saverance

In the event that any provision of the Agreement is held by any judicial or other competent authority to be illegal, invalid or unenforceable that provision shall be severed to the extent necessary to make the Agreement enforceable, and it shall not affect or impair the validity, legality or enforceability of any of the other provisions of the Agreement.

19.2 Entire Agreement

This Agreement constitutes the entire agreement between the Parties in relation to all matters contained herein, including all understandings, rights, responsibilities, duties and obligations and supersedes all prior arrangements, representations, communications, negotiations, agreements and contracts (whether written or oral) made between or entered into by the Parties with respect thereto prior to the Commencement Date. None of the Parties shall have any claim or right of action arising from any undertaking, representation or warranty not included in this Agreement.

19.3 Amendment

Except as set out elsewhere in the Service Agreement, no modification, amendment, addendum or variation to the Service Agreement shall be effective or binding, unless it is (i) made in writing; and (ii) expressly sets out the modification, amendment, addendum or variation to the agreement; and (iii) refer to the Service Agreement; (iv) not detrimental to the rights and interests of the TPC; and (v) signed and dated by an authorized representative of each Party.

19.4 Indulgences

The grant of any indulgence, extension of time or relaxation of any provision by a Party under this Agreement shall not constitute a waiver of any right by the grantor or prevent or adversely affect the exercise by the grantor of any existing or future right of the grantor.

19.5 Language

Unless expressly notified in advance by TPC, the primary language of the Agreement shall be English. All documents and communications issued between the Parties shall be in English. Unless expressly notified in advance by TPC, all minutes of meetings shall be issued in English.

19.6 Independent advice

Each of the Parties hereby respectively agrees and acknowledges that:

- a) it has been free to secure independent legal advice as to the nature and effect of each provision of this Agreement and that it has either taken such independent legal advice or has dispensed with the necessity of doing so; and
- b) each provision of this Agreement (and each provision of the Annexes) is fair and reasonable in all the circumstances and is part of the overall intention of the Parties in connection with this Agreement.

19.7 Good faith

The Parties shall, at all times, act in good faith towards each other and shall not bring the other Party into disrepute.

IN WITNESS WHEREOF the Parties above named have executed this Agreement on the day, month, and year first above written.

For and on behalf of

TransPeshawar

(The Urban Mobility Company)

(Company)

For and on behalf of:

XXXXXXXXXXXXXXXXXX

(Service Provider)

Signatures: _____

Signatures: _____

Name: _____

Name: _____

Designation: _____

Designation: _____

CNIC: _____

CNIC: _____

WITNESS 1

WITNESS 2

Signatures: _____

Signatures: _____

Name: _____

Name: _____

CNIC: _____

CNIC: _____

APPENDIX-B “The Premium”

The Service Provider shall be entitled to payment on quarterly basis against number of lives insured in a particular quarter by aggregating Total Monthly Premium of three (03) months constituting respective quarter. Calculation of Total Monthly and/or Total Quarterly Premium shall be based on fixed Monthly Premium per Life in PKR inclusive of all applicable taxes provided below.

S. No	Category [A]	Age Group [B]	Monthly Premium per Life (Inclusive of taxes) [D]
01	Male Employee	18-25	
02	Male Employee	26-35	
03	Male Employee	36-45	
04	Male Employee	46-55	
05	Male Employee	56-60	
06	Male Employee	Above 60	
07	Female Employee	18-25	
08	Female Employee	26-35	
09	Female Employee	36-45	
10	Female Employee	46-55	
11	Female Employee	56-60	
12	Female Employee	Above 60	
13	Male Spouse	18-25	
14	Male Spouse	26-35	
15	Male Spouse	36-45	
16	Male Spouse	46-55	
17	Male Spouse	56-60	
18	Male Spouse	Above 60	
19	Female Spouse	18-25	
20	Female Spouse	26-35	
21	Female Spouse	36-45	
22	Female Spouse	46-55	
23	Female Spouse	56-60	
24	Female Spouse	Above 60	
25	Sons & Daughters	25 or below	
26	Daughters (Unmarried)	25 & above	
27	Parents	60 or below	
28	Parents	61-80	
29	Parents	Above 80	

PARTICULAR CONDITION OF AGREEMENT

The following Particular Conditions of Agreement (PC) shall supplement the General Conditions of Agreement (GC). Whenever there is a conflict, the provisions herein shall prevail over those in the GC.

Clause No	Details
RECITALS (A)	Name of the Services: Provision of Health Insurance Services for TransPeshawar
2.4.1	Term of the Agreement: The initial Term of the Contract is one (01) year. Additional Term of the Agreement: The Term of the Contract may be extended for additional two (02) years, extended on year-to-year basis.
4.1.1	The Service Provider shall submit the following documents along with the the Quarterly Invoice: <ul style="list-style-type: none"> ■ Original Invoice. ■ Month wise list of Insured Employees / Dependents ■ Complete details of claims received, paid, pending during the quarter. ■ Complete details of pending claims with reason of pendency.
13.1	TPC: Name: Designation: Telephone: Email: THE SERVICE PROVIDER: Name: Designation: Telephone: Email:
17.1	The Service Provider shall provide duly executed Performance Security in PKR to the amount of ten (10) % of Total Yealy Premium/Proposal Price quoted by the Service Provider on a prescribed form from any scheduled bank in Pakistan or in shape of CDR/DD in the name of CEO TransPeshawar, at the option of the successful Service Provider.

Section 8 - Contract Forms

This section contains forms which, once completed, will form part of the Contract. The forms for Performance Security, when required, shall only be completed by the successful Bidder after contract award.

Table of Forms

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Letter of Award

[on letterhead paper of the Procuring Entity]

[date]

To: [Name and address of Service Provider]

Subject: [Notification of Award Contract No.]

This is to notify you that your proposal dated ----- for [name of the contract and identification number, as given in the Bid Data Sheet] for a proposal price of [amount in words and figures and name of currency] is hereby accepted by TransPeshawar (The Urban Mobility Company) as per breakup provided in the proposal on terms and conditions mentioned in the Agreement.

2. Further, as per Clause 17.1 of the Agreement, the Service Provider shall maintain with TransPeshawar a valid and enforceable Performance Security to the amount of 10% of contract price in shape of Bank Guarantee issued by a Schedule Bank of Pakistan in prescribe form or in shape of CDR/DD in the name of CEO TransPeshawar at the option of the successful Service Provider as per terms and conditions of the Agreement.

3. You are therefore, required to deliver to TransPeshawar, within 07 days of issuance of this Letter of Award, the duly executed Performance Security to the amount of 10% of the total contract price i.e., PKR ----. In case of Bank Guarantee it shall have for a term of one (01) year and shall be renewed or replaced not later than thirty (30) days before its expiry.

Authorized Signature:

Name and Title of Signatory:

Name of Procuring Entity:

Attachment: Contract Agreement

Performance Security

[TO BE ISSUED ON JUDICIAL PAPER OF PRESCRIBED FEE BY BANK?INSURANCE COMPANY LICENSED TO CONDUCT BUSINESS IN THE ISLAMIC REPUBLIC OF PAKISTAN]

This **Performance Guarantee No.** *<Insert No.>* is made on *<Insert date>* (the “**Guarantee**”)

Ref: Letter of Award for **[Name of Service]** dated *<Insert date>* (the “**Agreement**”) Beneficiary: TRANSPESHAWAR (THE URBAN MOBILITY COMPANY), a Public Limited Company incorporated with Security Exchange Commission of Pakistan in February 09, 2017, with company registration No.0105691 and whose registered address is at TransPeshawar Building, Chamkani, GT Road, Peshawar, KPK. (“employer”)

1. GUARANTEE

We *<Insert name of Bank>* Bank (the “**Guarantor**”) have been informed that *<Insert name of the Company>* (the “**Service Provider**”) has been awarded the Agreement relating to **[Name of Service]** (the “**Services**”).

- 1.1 The Guarantor hereby irrevocably and unconditionally undertakes to pay to employer on its first demand for payment, without regard to any objections or defences to employer’s demand from the Service Provider or any other person, an amount or amounts not exceeding in total **PKR ----- (in words)**.

2 TIME FOR PAYMENT

- 2.1 Any amount demanded by employer shall be paid by Guarantor to employer within seven (07) days of receipt of the employer’s demand for payment stating that the Service Provider is in breach of its obligations arising under, out of or in connection with the Agreement and the Guarantor shall have neither the right nor the duty or obligation to challenge the accuracy or sufficiency of such statement or the amount specified in the demand.

3 VALIDITY OF GUARANTEE

- 3.1 This Guarantee shall come into force on the date hereof and shall remain valid until *<insert date>* whereupon this Guarantee shall expire and be returned to the Guarantor.

4 PAYMENT FREE OF DEDUCTIONS AND WITHHOLDINGS

- 4.1 Any payment under this Guarantee shall be made free and clear of, and without deduction for or on account of, any present or future taxes, levies, imposts, duties, charges, fees, deductions or withholdings of any nature whatsoever and by whomsoever imposed.

5 Notices and Demands for Payment

- 5.1 Any demand for payment made under this Guarantee shall be delivered by hand or registered courier and be deemed to be duly made at the time of, and on the date of, delivery.

- 5.2 Any notice given under this Guarantee shall be deemed to be duly given:
 - A. in the case of facsimile transmission, on the date and at the time shown on the transmission report by the machine from which the facsimile was sent, subject to the machine producing a report that the facsimile was sent in its entirety to the contact details of the addressee stated in Schedule 1 (the “**Contact Details**”); and
 - B. in the case of email:
 - (A) at the time of receipt by the sender of an email acknowledgement from the intended addressee’s information system showing that the email has been delivered to the email address of that addressee; or
 - (B) if no email acknowledgement is received, then at the time the email enters an information system which is under the control of the intended addressee (and the addressee shall make available at the request of the sender, evidence of such time); and
 - C. in the case of delivery by hand or registered courier, at the time of and on the date of delivery.
- 5.3 Any notice or demand given or made by employer or the Guarantor relating to this Guarantee shall be in English.

6 DISPUTE RESOLUTION

- 6.1 This Guarantee shall be governed by, interpreted and construed in accordance with the laws of the Islamic Republic of Pakistan. Each Party consents to the jurisdiction of the courts in the Islamic Republic of Pakistan.

EXECUTED for and on behalf of
[**GUARANTOR**]

.....

(signed)

.....

Name

SCHEDULE TO THE PERFORMANCE GUARANTEE

<p>For employer:</p> <p>Transpeshawar Company <Address line1> <Address line2> <Address line3> Tel: <Insert employer's telephone number> Fax: <Insert employer's fax number> Email: <Insert employer's email address> For the Attention of <_____></p>
<p>For the Guarantor:</p> <p><Insert Guarantor's Name> <Address line1> <Address line2> <Address line3> Tel: <Insert Guarantor's telephone number> Fax:<Insert Guarantor's fax number> Email:<Insert Guarantor's email address> For the Attention of <_____></p>