



**TENDER**  
**FOR**  
***HIRING OF SERVICE PROVIDER FOR SCANNING OF POLICY***  
***FILES***  
***(CENTRAL REGION)***

**Name of the Bidder:** \_\_\_\_\_

**Address for Bidder:** \_\_\_\_\_

\_\_\_\_\_

**Telephone No:**

**Fax No:**

**Email:**

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Regional In-Charge (Personnel & General Service),  
State Life Insurance Corporation of Pakistan,  
Central Region, Lahore  
Phone: 042-99205128, email:pngscro@gmail.com

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## SECTION I: INVITATION FOR PROPOSAL

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1. State Life Insurance Corporation of Pakistan intends to hire a Service Provider/Bidder/Firm for “**SCANNING OF POLICY FILES**” OF CENTRAL REGION COMPRISING OF 06 ZONES.
2. State Life Insurance Corporation of Pakistan (hereinafter referred to as “State Life”) is seeking sealed proposals under **Single Stage Two envelope** procedure as per PPRA Rules 2004 from qualified Services Providers (hereinafter referred as “the Bidder”) registered with the Sales Tax and Income Tax departments.
3. State Life reserves the right to accept or reject any proposal, and to annul the process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for such decision as per PPRA rules
4. Tender Schedule

A	Date of advertisement	<b>24/02/2024</b>
B	Date & Time for Submission (Technical & Financial Proposals)	<b>12/03/2024 at 10:30 AM</b>
C	Date of Opening of Technical Proposal of Bidders	<b>12/03/2024 at 11:00 AM</b>

5. Address for Submitting, Clarification and Opening of Proposal:

Regional In-Charge (Personnel & General Service),  
State Life Insurance Corporation of Pakistan,  
Central Region, Lahore  
Phone: 042-99205128, email:pngscro@gmail.com

## SECTION II: INSTRUCTION TO BIDDERS

### 1. SUMMARY OF PROJECT:

With ever increasing scope of business the numbers of policy files are increasing day by day. Maintenance and storage of such a huge repository is a cumbersome task. In order to cater above said issue, State Life has decided to digitize the Policy holder files.

Accordingly, to improve efficiency and management of Policy holder files, State Life is seeking a Contractor to scan/digitize approximately 17 million pages of approximately 647,896 files across 6 Zonal Offices under Central Region, Lahore. The Contractor will handle all equipment, software, and personnel, while State Life will provide Online Uploading Software Application including QA Module & Centralized Online Storage with compression capabilities, and office space and necessary services, The location of Zonal Offices is as below;

S.No	Name of Zonal Office	Address
1	State Life Lahore Central Zone	State Life Square, 4-Lytton Road, Lahore
2	State Life Lahore Western Zone	State Life Square, 4-Lytton Road, Lahore
3	State Life Gujranwala Zone	State Life Building, Near Quaid-E-Azam Divisional Public School, G.T. Road, Gujranwala
4	State Life Sialkot Zone	Siddique Plaza, Paris Road, Sialkot
5	State Life Narowal Zone	City Tower, New Lahore Road, Ransawal Phatak, Narowal
6	State Life Sheikhpura Zone	Pehalvi Road, Near HBL, Distt Court, Civil Lines, Sheikhpura

**Comment [Ma1]:** Add this line to clarify that online uploading application & central storage will be provided by SLIC, including QA & Monitoring Module

The project involves scanning and uploading policy files while ensuring quality, search ability and data security. The Contractor will provide all equipment personnel, while State Life will provide office space, electricity and necessary services within the premises of Zonal Offices for the job.

The exercise of scanning will be carried out during office hours (05 days a week exclusive of public holidays). In-Charge (Policy Holder Service) of concerned Zone will be main coordinator for the job. The files will be provided to contractor in tranches within premises of Zonal office. The contractor will return the same after carefully scanning the documents without any damage.

### 2. DEFINITIONS:

Unless the context otherwise requires, the following terms whenever used in this RFP and contract have the following meanings:

- “Proposals” means the Technical & Financial Proposals submitted by Bidders in response to this tender issued by State Life for “SCANNING OF POLICY FILES”
- “State Life” means State Life Insurance Corporation of Pakistan.

- c) "Committee" means committee constituted by State Life for evaluation of technical and financial proposals
- d) "Service Provider /Firm/Respondent/Contractor" means any entity that has placed an offer/proposal for performance of services sought through this Tender.
- e) "PPRA Rules" Public Procurement Rules 2004
- f) "SOW" means Scope of Work
- g) "PHS" means Policy Holder Services
- h) "Physical record" means Policy Files
- i) "QA" means Quality Assurance

### 3. VALIDITY OF PROPOSALS

Proposals must be valid for a period of **120 (one hundred and twenty)** days after the date of its submission prescribed in Tender. A proposal valid for shorter period may be rejected. State Life may solicit the Bidders' consent to extend proposal validity (without modification in proposals), as per provision of PPRA Rules.

### 4. RIGHT TO ACCEPT / REJECT PROPOSAL

State Life reserves the right to accept or reject any proposal, and to annul the process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected Respondent(s) or any obligation to inform the affected Respondent(s) of the grounds for such decision as per PPRA rules.

### 5. FRAUD AND CORRUPTION

State Life requires that respondent hired through this Tender must observe the highest standards of ethics during the performance and execution of such agreement. In pursuance of this policy, State Life defines, for the purposes of this provision, the terms as follows:

- i. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of State Life by any representative of Bidder(s) in contract execution.
- ii. "Fraudulent practice" means a misrepresentation of facts, in order to influence procurement process or the execution of a contract, and includes collusive practice among Bidders (prior to or after proposal submission) designed to establish proposal prices at artificially high or non-competitive levels and to deprive State Life of the benefits of free and open competition.
- iii. "Unfair trade practices" mean rendering of services different from what is ordered on.
- iv. "Coercive practices" mean harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of agreement.

**State Life will:**

- i. Reject a proposal for award, if it determines that the Bidder recommended for award, has been determined to having been engaged in practices listed at clause – 5 (i to iv) above.
- ii. Declare a Bidder ineligible, either indefinitely or for a stated period of time as per provisions of PPRA Rules, for awarding the contract, if it at any time determines that the firm has engaged in corrupt, fraudulent, and unfair trade practice in competing for or in executing the agreement.

**6. CONFLICT OF INTEREST**

**6.1** Bidders are required to provide professional, objective, and impartial services in the best interest of State Life Insurance Corporation of Pakistan. They shall strictly avoid conflict with other assignments or their own interest. Bidders have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the interest of STATE LIFE, or that may reasonably be perceived as having such effect. Failure to disclose such situations may lead to the disqualification of the Bidder or the termination of its Contract.

**6.2** Without limitation on the generality of the foregoing, Bidders, and any of their affiliates, shall be considered to have a conflict of interest and shall not be recruited, under any of the circumstances set forth below;

- (i)** A Bidder (including its Personnel and Sub- Bidders) or any of its affiliates shall not be hired for any assignment that, by its nature, may be in conflict with another assignment of the Bidder to be executed for the same or for another Procuring Agency.
- (ii)** A Bidder (including its Personnel and Sub- Bidders) that has a business or family relationship with a member of the STATE LIFE staff who is directly or indirectly involved.
- (iii)** Contract may not be awarded unless the conflict stemming from this relationship has been resolved.

**7. CLARIFICATIONS**

During technical evaluation of the proposals, State Life may ask Bidders for clarifications on their proposals. The Bidders are required to respond within the time frame prescribed to avoid disqualification.

## **8. PROCESS FOR HIRING OF BIDDERS**

This enquiry is intended to result in the hiring of Service Provider for scanning of documents. The responses received pursuant to this enquiry will be evaluated as per the criteria specified in this document. Evaluation of the proposals shall be carried out in two steps, first the technical and then the financial. The successful Bidder would sign an agreement with State Life which would specify the assignment that the selected Bidder is expected to perform.

The technical and financial proposals shall be submitted at the same time, any proposal or part proposal received after the closing time for submission of proposals shall be returned unopened. No amendment to the technical or financial proposal shall be accepted after the dead line.

At first the technical proposals will be opened and evaluated in conformity with the provisions of the Tender. The financial proposals shall remain sealed until they are opened publicly. The Evaluation Committee shall not have access to the financial proposals until the technical evaluation is concluded.

After completion of evaluation of the technical proposal, technical evaluation report will be uploaded on PPRA website. State Life will notify those Bidders whose proposal did not meet the minimum qualifying marks or were considered non-responsive to the tender indicating that their financial proposals will be returned unopened.

The Bidders who qualify on the basis of technical evaluation would be informed about the date and time of opening of their financial proposals through letter or E-mail as communicated by the Bidders in their proposals. Financial proposals of technically qualified bidders will be opened in the presence of representatives of bidders on date to be announced later.

## **9. MANDATORY QUALIFYING REQUIREMENTS:**

1. Valid NTN Registration\*.
2. Valid Sales Tax Registration\*.
3. Proof of submission of Bid Security
4. Undertaking on Rs. 100/- stamp paper, that the firm is not blacklisted by any Provincial or Federal Government Department, Agency, Organization or autonomous body or Private Sector Organization anywhere in Pakistan

*\*If the renewal of registration is under process, its proof shall be provided in document. Evaluation committee will not consider an undertaking citing the excuses like the registration will be provided or obtained or is under process. Only proof / receipt of concerned department will be considered.*

## **DISQUALIFICATIONS**

State Life may during the evaluation of proposal, disqualify any Bidder, if the Bidder has:

- i. Submitted the proposal documents after the response deadline.



- ii. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- iii. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years
- iv. Submitted a proposal that is not accompanied by required documentation or is non-responsive
- v. Failed to provide clarifications related thereto, when sought
- vi. Submitted a proposal with price adjustment / variations or conditions.

## **10. REQUEST FOR PROPOSAL**

The Bidder is expected to study the instructions, guidelines, terms and conditions mentioned in the document. Failure to furnish all the necessary information as required for submission of a proposal will be treated non responsive which shall be at Bidder's own risk and may be liable for rejection.

If the Bidders find in the Tender documents - especially in the selection procedure and evaluation criteria – any ambiguity, omission or internal contradiction, or any feature that is unclear, they should seek clarification from State Life well in advance. However, no relaxation or exemption shall be provided to the Bidder on any term or condition of the Tender for reasons of non-receipt of any clarification.

Bidders should ensure that they submit a fully responsive proposal including all the supporting documents requested in the Tender. It is essential to ensure accuracy in the submitted proposal.

Once proposals are received and opened, Bidders shall not be permitted to change the proposal. Non-compliance with eligibility criteria will result in rejection of the proposal.

## **11. PREPARATION OF PROPOSAL**

The Bidder shall comply with the following during preparation of the proposal:

- i. The proposal and all associated correspondence shall be written in English and shall conform to prescribed formats. Any interlineations, erasures or over writings shall be valid only if they are initialed by the authorized person signing the proposal
- ii. The proposal shall be typed and shall be signed by the Bidder or duly authorized person(s) to bind the Bidder to the contract. The letter of authorization shall be indicated by written power of attorney or authority letter and shall accompany the proposal.
- iii. Proposals received by fax or email shall be treated as defective, invalid and rejected. Only detailed complete proposals in the form indicated above received prior to the closing time and date of the proposals shall be taken as valid
- iv. All expenses related to participation in this Tender shall be borne by the Bidders
- v. Bidders are not permitted to modify, substitute, or withdraw proposals after its opening.
- vi. All the pages of the proposals should be signed by the authorized person(s) and should conform strictly to the formats and procedures laid down in this Tender.
- vii. Technical and financial proposals should be prepared and submitted as follows:

- a) The bid shall comprise a single package containing two separate envelopes/files. Each envelope/files shall contain separately the financial proposal and the technical proposal;
- b) the envelopes/files shall be marked as “FINANCIAL PROPOSAL” and “TECHNICAL PROPOSAL” in bold and legible letters to avoid confusion;
- c) Both the envelopes/files should also contain the title of the Tender i.e.: “HIRING OF SERVICE PROVIDER FOR SCANNING AND UPLOADING OF POLICY FILES”
- d) Envelops/files should also have the name and contact details of the Bidder clearly mentioned on them.
- e) Use of Blanko/whito is prohibited on financial figures. Any cutting / over writing in the document must be initiated.

## 12. SUBMISSION OF PROPOSALS

Bidder shall submit responses (referred to as ‘Proposals’ herein) to the contact person mentioned in the tender advertisement on or before closing time and date. The list of documents to be submitted as part of proposal is given below;

## 13. LIST OF DOCUMENTS SUBMITTED AS PART OF PROPOSAL

### 13.1. TECHNICAL PROPOSAL:

- i. Cover letter on Bidder’s official letter (format is attached at **Annex-A**)
- ii. Verifiable information of number of clients served on official company letter head.
- iii. Bidders must mention details pertaining to per day capacity of scanning and onward uploading.
- iv. Details of Human Resource personnel that would be specifically deployed for the said activity on Official Letter Head.
- v. Details of Equipment comprising of exact number and overall processing/scanning capacity of each equipment on Official Letter Head.
- vi. Complete work plan outlining details of how the said work will be carried out clearly mentioning detailed schedule of activities.

All the above papers should be duly signed by the authorized signatory.

### 13.2 FINANCIAL PROPOSAL

- a. The financial proposal will be filled in **Fin -1** separately.
- b. All rates will be quoted in Pakistan Rupee in words and figures inclusive of all applicable government taxes & delivery charges.
- c. Tax exemption in any case would be subject to “Tax Exemption Certificate” issued by FBR, verifiable through online verification system of FBR
- d. The Prices mentioned in the Tender will be treated as firm till the completion of Contract
- e. In case of any discrepancy/confusion/ difference between the financial proposal quoted in figures and in words, the proposal mentioned in the form of words would be considered as final and would prevail.
- f. In case of ambiguity on financial proposal being quoted in words, the proposal is liable to be rejected. The Bidder should exercise due caution in preparing the financial proposals.

#### **14. RECEIPT OF PROPOSALS**

The proposals would be received at the address specified in Tender advertisement. The proposals will be kept in safe custody till they are opened in presence of Bidders who choose to present as per the given dates.

#### **15. PROPOSAL OPENING**

State Life will open all proposals including withdrawals and modifications, in the presence of Bidders/their authorized representatives who choose to attend, at the time, on the date and the place specified. Bidders/Representatives shall sign attendance as a proof.

#### **16. EVALUATION OF PROPOSALS - FORMATION OF COMMITTEES**

State Life will form an Evaluation Committee to evaluate the proposals,

- i. During evaluation of technical proposals, the Committee, may, at its discretion, ask the Bidders for clarification of their proposals. However, such clarification would not effectuate any change in the substance of the proposal.
- ii. After the technical evaluation the committee would make financial evaluation of those Bidders who qualified on the basis of technical evaluation.

The process for evaluation of proposals is as given below:

##### **16.1. EVALUATION OF TECHNICAL PROPOSAL**

The committee will evaluate the technical proposals on the basis of given qualification parameters. The proposals meeting the qualification criteria shall be declared as technically responsive. After evaluations and approval of technical proposals, the financial proposals of technically accepted proposals shall be opened at a time, date, and venue to be communicated to the qualified bidders in advance

### **Criteria for Technical Qualification:**

Sr. No	Requirements	Maximum Marks
<b>1.</b>	<b>Profile / Experience of the firm (Taken from date of registration of business)</b>	<b>10</b>
	<3 Years                      Marks = 0 >3 Years                      Marks = 5 4-5 Years                      Marks = 7 >5 Years                      Marks = 10	
<b>2.</b>	<b>Past Experience in last 03 years</b>	<b>20</b>
	Project worth above Rs. 5.0 million. 10 marks for each project	
<b>3.</b>	<b>Current Projects in hand</b>	<b>20</b>
	Project Worth Rs. 5.0 million 10 marks for each project	
<b>4.</b>	<b>Paper Scanning Capacity per day</b>	<b>20</b>
	10000 to 15000              Marks = 5 15000 to 20000              Marks = 10 20000 to 30000              Marks = 15 30000 to 40000              Marks = 20	
<b>5.</b>	<b>HR Details (Only full time staff will be considered)</b>	<b>10</b>
	Less than 20 Member Staff      Marks = 0 21 to 40 Member Staff              Marks = 7 41 + Member Staff                  Marks = 10	
<b>6.</b>	<b>Equipment</b>	<b>10</b>
	Proof of presence of heavy capacity Scanners with desktop/Laptops 15-25                              Marks = 5 26-40                              Marks = 7 41 plus                              Marks = 10	
<b>7.</b>	<b>Financial Turn over in last year (01.01.2023 to 31.12.2023) Attached business Bank statement</b>	<b>10</b>
	< 7M million                      Marks = 0 7-10 million                      Marks = 5 >10 million                      Marks = 10	
<b>Total Marks</b>		<b>100</b>

**Qualifying Marks = 60**

#### **16.2. FINANCIAL EVALUATION AND AWARD.**

After technical evaluation of bidder, financial bids will be opened on the date to be announced later. After evaluation, the work will be considered for award to the lowest evaluated bidder, subject to fulfillment of all rules, terms of condition of the bid.

## 17. BID SECURITY DEPOSIT

Bid Security amounting to Rs: 400,000/- along with the 'Financial Proposal would be furnished by the Bidder in shape of Demand Draft/Pay order/ Bankers Cheque in favor of "STATE LIFE INSURANCE CORPORATION OF PAKISTAN". Bid Security of 1<sup>st</sup> & 2<sup>nd</sup> lowest bidders will be retained till award of contract, however will be returned to 3<sup>rd</sup> and onward bidders on next day.

Bid security to 2<sup>nd</sup> lowest bidder will be returned after award of contract to 1<sup>st</sup> lowest bidder. To successful bidder after submission of performance guarantee.

### 17.1. PERFORMANCE GUARANTEE.

The successful bidder will have to submit performance guarantee equal to 10% of bid cost after the award of work in shape of bank guarantee or insurance guarantee. The performance guarantee shall be valid beyond 03 months of completion of work. After submission of performance scrutiny, the bid security will be returned. Format of Performance guarantee is placed at **Annex – B**. Successful bidder will have to sign an Integrity Pact as per given format (**Annex – C**)

## 18. CONFIDENTIALITY

Bidder understands and agrees that all materials and information of STATE LIFE will be considered as '**Confidential**' are valuable assets of STATE LIFE and are to be considered as STATE LIFE's proprietary information and property. Bidder will treat all information provided by STATE LIFE with the highest degree of care and necessary to ensure that unauthorized disclosure does not occur.

Bidder will not use or disclose any materials or information provided by STATE LIFE without STATE LIFE's prior written approval. Bidder shall not be liable for disclosure or use of any materials or information provided by STATE LIFE or developed by Bidder which is:

- a) possessed by Bidder prior to receipt from STATE LIFE, other than through prior disclosure by STATE LIFE, as documented by Bidder's written records;
- b) published or available to the general public otherwise than through a breach of Confidentiality; or
- c) obtained by Bidder from a third party with a valid right to make such disclosure, provided that said third party is not under a confidentiality obligation to STATE LIFE;  
or
- d) Developed independently by the bidder.

In the event that Bidder is required by judicial or administrative process to disclose any information or materials required to be held confidential hereunder, Bidder shall promptly notify State Life and allow State Life a reasonable time to oppose such process before making disclosure

Bidder understands and agrees that any use or dissemination of information in violation of this Confidentiality Clause will cause State Life irreparable harm, may leave STATE LIFE with no adequate remedy at law and State Life is entitled to seek to injunctive relief.

Nothing herein shall be construed as granting to either party any right or license under any copyrights, inventions, or patents now or hereafter owned or controlled by the other party.

The requirements of use and confidentiality set forth herein shall survive the expiration, termination or cancellation of this TENDER.

**19. OWNERSHIP OF DATA/INFORMATION**

All information processed, stored, or transmitted by Service Provider’s equipment belongs to State Life. By having the responsibility to maintain the equipment, the Service Provider does not acquire implicit access rights to the information or rights to redistribute the information. The Service Provider understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately.

**20. LIQUIDATED DAMAGES:**

Time is the essence of contract. Bidders are advised to strictly adhere to timeline communicated State Life. In case of delay, State Life reserves the right to impose a penalty not exceeding 10% of the total amount of the contract at the rate of 1% of the bill for each week of delay.

Bidder must take utmost care and must ensure that overall process is less prone to errors. Further Quality of digitized data is also very important. State Life will conduct Quality Assurance (QA) exercise of overall/random sample and in case of anomalies/error following penalties may be imposed, if failed/ignored to rectify within reasonable timeframe of notification by QA Application:-

**Comment [Ma2]:** Consider it to add in the paragraph

<b>Sr. No</b>	<b>Description</b>	<b>Penalty</b>
<b>01</b>	0.5% of random data QA if missing/unreadable content with sample size<10,000	Impose a penalty of 0.5% of total contract value
<b>02</b>	1% of random data QA if missing/unreadable content with sample size<10,000	Impose a penalty of 1% of total contract value
<b>03</b>	2% of random data QA if missing/unreadable content with sample size<10,000	Impose a penalty of 2% of total contract value

**21. BLACK LISTING POLICY**

In case of negligence of the bidder causing damage to STATE LIFE in terms of time or cost, STATE LIFE has the right to take action against the bidder as per State Life Blacklisting policy / PPRA Rules.

## Section III: Scope of Work

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### 1. BACKGROUND

State Life considers use of technology as a valuable tool to improve overall readiness and efficiency of system. In order to provide a one touch solution for data storage and retrieval, PHS Department intends to scan and digitize the policy files record.

### 2. GOAL

To make system efficient, easily accessible with better storage capability

### 3. REQUIRED ACTIVITIES

The activities that Service Providers will have to perform are as follows:

1. Scanning and uploading of policy Record approximately **16,846,076** variable sized pages comprising of Proposal Files, IDs, ECGs, Medical Reports, on average, a file may contain about **26 pages** and estimated total files are **647,896**. Breakup of files as mentioned below:
  - a. Lahore Central Zone                      No of files: 207,629
  - b. Lahore Western Zone                      No of files: 101,383
  - c. Gujranwala Zone                      No of files: 112,168
  - d. Sialkot Zone                      No of files: 119,332
  - e. Narowal Zone                      No of files: 48,438
  - f. Sheikhpura Zone                      No of files: 58,946
2. After scanning, sharing of Quality Assurance Report with State Life.
3. Contractor should maintain a local database i.e. DVD/USB/Data disk format data that would be handed over to State Life upon completion of work.
4. No. of pages may vary up-to (+ - ) 10%. The contractor will be paid according to no. of pages scanned & uploaded.

### 4. SCHEDULE OF WORK

The said activity is required to be completed in period of Six (6) months after signing of contract + 10 days mobilization period.

### 5. DETAILS OF WORK/ACTIVITY

#### 5.1. General Details:

1. The work involves scanning/digitization of approximately 16.8 Million pages of policy files.
2. The said activity will be performed at six (6) Zonal offices of State life under Central Region.
  - 2.2. Lahore Central Zone – State Life Square, 4 Lytton Road – Lahore
  - 2.3. Lahore Western Zone – State Life Square, 4 Lytton Road – Lahore
  - 2.4. Gujranwala Zone – State Life Building, Near Quaid-E-Azam Divisional Public School, G.T. Road – Gujranwala
  - 2.5. Sialkot Zone – Siddique Plaza, Paris Road – Sialkot
  - 2.6. Narowal Zone – City Tower, New Lahore Road, Ransawal Phatak – Narowal
  - 2.7. Sheikhpura Zone – Phelevi Road, Near HBL Distt Court, Civil Lines – Sheikhpura
3. The activity will be carried out within the premises of State Life Zonal offices at respective cities within office Timings i.e. 9AM to 5PM Monday – Friday (Public holidays exclusive).
4. State Life will provide necessary services such as power supply and furniture; however staff deployed by contractor, their salaries, allowances, boarding and lodging charges will be borne by the Contractor.
5. Equipment (not limited to) scanners, laptops/computers, peripheral devices etc required for the said activity will be arranged by the Contractor. Its numbers be at sole discretion of contractor. State Life will monitor the progress of work completed through its nominated coordinator.
6. The Contractor shall be responsible for removal of unwanted dust (Removing any unwanted dust which may affect the quality of the image, from the documents), removal of tags, pins, threads, rubber bands etc and sorting & numbering of pages in the document file in the correct order. Unpin / un-staple documents, if any (The staple pins and other pins that are binding the document set will be removed at this Step and each set will be examined for the same at least twice
7. Contractor must make sure that the scanned documents are readable.
8. Contractor need to collect the originals from the scanner collate and clip the documents once again.
9. All the physical records (per connection) shall be bound in a file. The file should have details of the content and unique number must be given on the top to help faster retrieval.
10. Contractor must have AI Mechanism or any other detection mechanism to avoid scanning of white/blank page.
11. All details pertaining to a single Number/Case should still remain intact.
12. The above said activity is required to be performed in parallel at all respective offices/sites of zones, therefore Contractor must deploy sufficient HR specifically for the said activity
13. Contractor would be required to share Non-Disclosure Agreement (NDA).
14. Contractor will ensure data protection, safety and privacy with utmost care.
15. Contractor must take into account that scanner should not damage fragile page.



16. Contractor must take into account that every scanned/digitized file will be named with a unique policy serial number.
17. Contractor must ensure that after scanning, the physical and scanned/digital file must reconcile.
18. Bidder must take into account that after scanning, the physical document would be pinned together/ tagged in the same form as it was given for scanning. At the end of the process all paper documents will be returned in their original form to the respective Zone.
19. Contractor to share a fortnightly report clearly stating the overall progress of the said activity. The said report must contain following details:
  1. Number of files / pages scanned.
  2. Number of files / pages stored and uploaded.
20. Contractor should ensure necessary Quality Assurance Mechanism in Place. Some essential quality parameters are as follows:
  - a) Master Digital images is a faithful representation of original
  - b) File Name and Format are correct
  - c) Bit depth is correct
  - d) Image Size, Resolution is correct
  - e) Image isn't skewed or off-centered
  - f) Image has clean edges, clear contrast and legible text
  - g) No broken figures
  - h) Non presence of digital artifacts
  - i) No pixilation
  - j) Not too light nor too dark
  - k) No loss of detail in highlight or shadows
  - l) Checking of accuracy and completeness of meta data for the respective record

Contractor must take into account that above is an indicative checklist and may be updated as and when required by PHS Department

## 5.2. Technical Details:

1. Scanned File should be within the range 150 to 300 DPI
2. The Contractor shall ensure that the quality of scanned images is enhanced to the optimum level
3. Scanned/Digitized file is required in PDF Format
4. Software developed by IT Team of H&AI Division will be used for uploading of digitized record and QA Exercises
5. Contractor will depute at least 4 Scanning Stations with 4 operators at each Zone, along with depute at least 2x document sorter at each Zone.

## 6. PAYMENT SCHEDULE

All payments shall be made in Pak Rupees subject to following payment schedule:

Sr. No	Installment	Status	Payment	Deduction of Retention Money
01	1 <sup>st</sup> Installment	Upon Scanning/Digitization of 25% of Total Physical Record subject to satisfaction of PHS Department	25% of Total Quoted Cost will be released	5% of invoice amount will be retained
02	2 <sup>nd</sup> Installment	Upon Scanning/Digitization of 50% of Total Physical Record subject to satisfaction of PHS Department	Up-to 50% of Total Quoted Cost will be released	5% of invoice amount will be retained
03	3 <sup>rd</sup> Installment	Upon Scanning/Digitization of 75% of Total Physical Record subject to satisfaction of PHS Department	Up-to 75% of Total Quoted Cost will be released	5% of invoice amount will be retained
04	4 <sup>th</sup> Installment	Upon Scanning/Digitization of 100% of Total Physical Record subject to satisfaction of PHS Department	Up-to 100% of Total Quoted Cost will be released	5% of invoice amount will be retained

The amount of Retention money deducted will be released after 03 months of completion of work upon the recommendation of Regional In-Charge (PHS) certifying that record scanned is readable and there are no complaints of scanned quality.

**FIN- 1: FINANCIAL PROPOSAL**

A.	No. Of pages (estimated per file)	26
B.	Total policy files (estimated)	
C.	Total number of pages (estimated)	
D.	Quoted Rate per page by Bidder (Rs) (Inclusive of all taxes)	
E.	Total Bid Cost (C x D) (Rs)	

**NOTE:** The Above cost must be inclusive of all applicable Government Taxes, Sales Tax, Labor, Transportation, equipment / devices etc. No escalation in rate quoted will be given at any stage of contract.

**ANNEX-A:**  
**COVERING LETTER ON LETTER HEAD OF  
COMPANY / FIRM**

(On Bidder's letterhead)

Date: \_\_\_\_\_  
Proposal Reference No. xx/2022

**Regional In-charge (P&GS)**  
State Life Insurance Corporation of Pakistan,  
15-A Davis Road, Lahore  
Ph: 042-99205128

**Subject: HIRING OF SERVICE PROVIDER FOR SCANNING OF POLICY FILES**

Dear Sir,

1. Having examined the TENDER, we / I, the undersigned, offer to submit a proposal for the Hiring of Services for activities to be undertaken under TENDER, in full conformity with the said TENDER.
2. We / I have read the terms and conditions of TENDER and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
3. We / I agree to abide by this proposal, consisting of this letter, technical and financial proposal and all attachments, for a period of **120** days from the date fixed for submission of proposal as stipulated in the TENDER.
4. Until the formal agreement is prepared and executed between the parties, this proposal, together with your written acceptance of the proposal and your notification of award, shall constitute a binding agreement between us.
5. We / I hereby declare that all the information and statements made in this proposal are true, correct and acceptable. Any misinterpretation contained in it may lead to our disqualification.
6. We / I understand State Life is not bound to accept any proposal it receive.
7. We / I confirm that our authorized representative has signed all pages of this proposal as acceptance of all conditions of TENDER. All documents attached along with our proposals have also been signed by our authorized representative as an attestation of their authenticity. The financial proposal has been prepared separately as desired and duly signed.
8. We / I am submitting herewith a demand draft No. \_\_\_\_\_ dated \_\_\_\_\_ in favor of STATE LIFE INSURANCE CORPORATION OF PAKISTAN as Bid Security deposit for consideration of our proposals is attached with financial proposal.
9. The letter of authorization by the competent authority is also attached herewith.

10. We / I undertake to engage eligible experts/ skilled workers as per requirements outline in SOW

Dated this [date / month / year]

Authorized Signatory (in full and initials):

Name and title of signatory:

Duly authorized to sign this proposal for and on behalf of [Name of Bidder]

Name & Address of Firm

Affix rubber stamp

Email/Fax No.

Income Tax Certificate

Return Submitted

**ANNEX-B:**

**FORM OF PERFORMANCE SECURITY**

**(Bank Guarantee)**

Guarantee No. \_\_\_\_\_  
Executed on \_\_\_\_\_

(Letter by the Guarantor to the State Life)

Name of Guarantor (Scheduled Bank in Pakistan) with  
address: \_\_\_\_\_

Name of Principal (Contractor) with  
address: \_\_\_\_\_  
\_\_\_\_\_

Penal Sum of Security (express in words and  
figures) \_\_\_\_\_  
\_\_\_\_\_

Letter of Acceptance No. \_\_\_\_\_ Dated \_\_\_\_\_

KNOW ALL MEN BY THESE PRESENTS, that in pursuance of the terms of the Bidding Documents and above said Letter of Acceptance (hereinafter called the Documents) and at the request of the said Principal we, the Guarantor above named, are held and firmly bound unto the \_\_\_\_\_ (hereinafter called the State Life) in the penal sum of the amount stated above, for the payment of which sum well and truly to be made to the said State Life, we bind ourselves, our heirs, executors, administrators and successors, jointly and severally, firmly by these presents.

THE CONDITION OF THIS OBLIGATION IS SUCH, that whereas the Principal has accepted the State Life's above said Letter of Acceptance for \_\_\_\_\_ (Name of Contract) for \_\_\_\_\_ the \_\_\_\_\_ (Name of Project).

NOW THEREFORE, if the Principal (Contractor) shall well and truly perform and fulfill all the undertakings, covenants, terms and conditions of the said Documents during the original terms of the said Documents and any extensions thereof that may be granted by the State Life, with or without notice to the Guarantor, which notice is, hereby, waived and shall also well and truly perform and fulfill all the undertakings, covenants terms and conditions of the Contract and of any and all modifications of the said Documents that may hereafter be made, notice of which modifications to the Guarantor being hereby waived, then, this obligation to be void; otherwise to remain in full force and virtue till all requirements of Clause 9, Remedying Defects, of Conditions of Contract are fulfilled.

Our total liability under this Guarantee is limited to the sum stated above and it is a condition of any liability attaching to us under this Guarantee that the claim for payment in writing shall be received by us within the validity period of this Guarantee, failing which we shall be discharged of our liability, if any, under this Guarantee.

We, \_\_\_\_\_ (the Guarantor), waiving all objections and defenses under the Contract, do hereby irrevocably and independently guarantee to pay to the State Life without delay upon the State Life's first written demand without cavil or arguments and without requiring the State Life to prove or to show grounds or reasons for such demand any sum or sums up to the amount stated above, against the State Life's written declaration that the Principal has refused or failed to perform the obligations under the Contract, for which payment will be effected by the Guarantor to State Life's designated Bank & Account Number.

PROVIDED ALSO THAT the State Life shall be the sole and final judge for deciding whether the Principal (Contractor) has duly performed his obligations under the Contract or has defaulted in fulfilling said obligations and the Guarantor shall pay without objection any sum or sums up to the amount stated above upon first written demand from the State Life forthwith and without any reference to the Principal or any other person.

IN WITNESS WHEREOF, the above bounded Guarantor has executed this Instrument under its seal on the date indicated above, the name and corporate seal of the Guarantor being hereto affixed and these presents duly signed by its undersigned representative, pursuant to authority of its governing body.

\_\_\_\_\_  
Guarantor (Bank)

Witness:

1. \_\_\_\_\_

\_\_\_\_\_

Corporate Secretary (Seal)

2. \_\_\_\_\_

\_\_\_\_\_

(Name, Title & Address)

1. Signature \_\_\_\_\_

2. Name \_\_\_\_\_

3. Title \_\_\_\_\_

\_\_\_\_\_

Corporate Guarantor (Seal)

**ANNEX – C:**

**(Integrity Pact)**

**DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC.  
PAYABLE BY THE SUPPLIERS OF GOODS, SERVICES & WORKS**

Contract No. \_\_\_\_\_ Dated \_\_\_\_\_

Contract Value: \_\_\_\_\_

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

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

Without limiting the generality of the foregoing, [name of Supplier] represents and warrants that it has fully declared the brokerage, commission, 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, Bidder, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder’s fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP, except that which has been expressly declared pursuant hereto.

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

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

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

Name of Client: .....

Name of Bidder.....

Signature: .....

Signature: .....

[Seal]

[Seal]



**FORM – 1**  
**List of Projects completed of Similar Nature / Works**

Sr. No	Name of project & location	Full name & address of client	Type of contract/ Period of contract	Contract value (indicate currency in PKR Only)	Delay penalties claims, arbitration	Type of work	Carried out along or in partnership (or in partnership, state share & name of partner)	Start date	Date of completion

**FORM – 2**  
**List of Projects currently in hand of Similar Nature / Works**

Sr. No	Name of project & location	Full name & address of client	Type of contract/ Period of contract	Contract value (indicate currency in PKR Only)	Type of work	Carried out along or in partnership (or in partnership, state share & name of partner)	Start date	Due date of completion

**Note:** Relevant proofs are required as well. Work completed means all work that has been completed before opening date of the current Tender