

Date : 06-02-2020

TENDER NOTICE NO. H&AI/PO/01/2020

HIRING OF SERVICES OF HUMAN RESOURCE OUTSOURCING FIRM (HR FIRM) FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

State Life Insurance Corporation of Pakistan invites sealed technical and financial proposal in accordance with PPRA rules under “Single stage – Two Envelopes Procedure” from reputed and experienced Human Resource who are GST / Income Tax / Sales registered (Federal / Provincial) having relevant experience of minimum Five years and having their own offices and phone / Fax numbers.

Firms outsourcing organization who are on Active Taxpayer List (ATL), having own offices, Phone /Fax number and having minimum eight years of relevant experience in the field of providing Human Resources to government and private organizations.

S #	Description of the job.	Tender Fee (Rs.)	Tender Enquiry No.	Closing date and time for Submission of Bids	Date and Time of Opening of Technical Bids
1	HIRING OF SERVICES OF HUMAN RESOURCE OUTSOURCING FIRM (HR FIRM) FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE	NIL	H&AI/PO/01/2020	26-02-2020 till 03:00 p.m.	26-02-2020 at 03:30 p.m.

Note: TENDER DOCUMENT / RFP ENCLOSED

Tender document / RFP with complete specifications can be downloaded from the PPRA and State Life websites and is also available from the office of undersigned during working days (Monday to Friday) from 9:00 am to 5:30 pm. Last date for submission of bids is 26-02-2020 until 03.00 p.m. Technical bids will be opened on same day at 03.30 pm. in the office of the undersigned, in the presence of bidders or their representatives, who like to be present at the occasion.

No tender will be entertained without bid security.

State Life reserves the right to reject all bids or proposals at any time prior to the acceptance of a bid or proposal in accordance with PPRA Rules.

Incharge,
General Services
State Life Insurance Corporation of Pakistan
Health & Accident Insurance, Karachi
State Life Building No. 9, 2nd Floor
Dr. Ziauddin Ahmed Road Karachi.
Phone 021-99204521

REQUEST FOR PROPOSAL

FOR

HIRING OF SERVICES

**OF HUMAN RESOURCE OUTSOURCING FIRMS (HR
FIRMS)**

**FOR PROVIDING SKILLED, SEMI-SKILLED
AND UNSKILLED HUMAN RESOURCE**

STATE LIFE INSURANCE CORPORATION OF PAKISTAN

UNDER HEALTH INSURANCE PROGRAMME, GOVERNMENT OF PAKISTAN

Name of the Respondent: _____

Address for Correspondence: _____

Telephone No.

Fax No.

Email.

Departmental Head-GS, State Life Insurance Corporation of Pakistan, Principal Office, 2nd floor, State Life Building No. 9 Dr. Ziauddin Ahmed Road, Karachi.
Phone: 021-99204521

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

TABLE OF CONTENTS

Section I: Invitation For Proposals.....	4
Section II: Instructions To Respondents	5
1. Definitions	5
2. Introduction	6
3. Conflict of Interest	6
4. Validity Of Proposals	6
5. Right To Accept / Reject Proposal	6
6. Fraud and Corruption	6
7. Clarifications and amendments of RFP Document.....	7
7.1. RFP Clarifications	7
7.2. Amendments in RFP	7
8. Process For Hiring Of Services.....	8
9. Eligibility Criteria For HR FIRM (Mandatory)	8
10. Disqualifications.....	9
11. Request for Proposal	10
12. Pre proposal Queries	10
13. Preparation Of Proposal.....	10
14. Submission Of Proposals.....	11
15. Deadline For Submission Of Proposals.....	12
16. List Of Documents Submitted As Part Of Proposal	12
16.1. Technical Proposal	12
16.2. Financial Proposal	12
17. Receipt of Proposals.....	13
18. Proposal Opening.....	13
19. Evaluation Of Proposals - Formation Of Committees	13
19.1. Evaluation Of Technical Proposal.....	13
19.2. Evaluation And Scoring Of Financial Proposal	14
20. Negotiations	15
20.1. Conclusion of the Negotiations.....	15

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

21.	Earnest Money Deposit, Security Deposit And Bank Guarantee	15
22.	Confidentiality	16
23.	Ownership Of Documents Prepared By The HR FIRM	16
24.	Integrity Pact.....	16
Section III: Scope Of Work (SOW)		17
1.	Background	17
2.	About The Project.....	17
	Role of HR FIRM	17
3.	17
Section V: PROPOSAL Formats.....		20
1.	Tech I: Covering Letter For Hiring Of Services Of HR FIRMs	21
2.	Tech 2: General Information About The Respondent	23
3.	Tech3: Financial Strength Of The Organization.....	25
4.	Tech4: Summary Of Relevant Project/Work Experience	26
5.	Tech 5: DESCRIPTION of Approach, Methodology and Work Plan for Performing the Assignment	28
6.	Fin1: Financial Proposal Of The Respondent	29
7.	Schedule 1: Final Settlement	30
8.	Integrity Pact / Disclosure Clause.....	31
Appendix A.....		33
Appendix B		48

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

SECTION I: INVITATION FOR PROPOSALS

State Life Insurance Corporation of Pakistan invites proposals for hiring of services of reputed and experienced Human Resource Firm (hereinafter called “HR FIRM”) for providing skilled ,semi skilled and unskilled human resource , to run the affairs of the programs.

1. State Life reserves the rights to prioritize, include or exclude the designated districts/District under the scheme attached at **Appendix B**
2. The HR FIRM will be selected through Single stage two envelop procedure as prescribed under Rule 36 (b) of Public Procurement Rules (PPRA 2004) and would conform to procedure described in this RFP.
3. The Request for Proposal (RFP) includes the following documents:
 - a. Section I: Invitation for proposals (IFP)
 - b. Section II: Instructions to Respondents (ITR)
 - c. Section III: General Conditions of Agreement(GCA)
 - d. Section IV: Scope of Work (SOW)
 - e. Section V: Proposals formats
4. Proposals can be submitted as per schedule listed in section I clause 6.
5. Competent Authority reserves the right to reject all bids or proposal any time prior to the acceptance of a bid or proposal as per PPRA rules.

6. Tender Schedule:

A	Last Date & Time For Submission Of Proposal (Technical & Financial)	As per Tender Notice
B	Date Of Opening Of Technical Proposal Of Respondents	As per Tender Notice

Address for submitting, clarification and opening of proposals: Departmental Head-GS, State Life Insurance Corporation of Pakistan, Principal Office 2nd floor, State Life Building No. 9 Dr. Ziauddin Ahmed Road, Karachi. Phone: 021-99204521 Email irfan.sana@gmail.com

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

SECTION II: INSTRUCTIONS TO RESPONDENTS

1. DEFINITIONS

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

- a. "Applicable Law" means the laws and any other instruments having the force of law in "Islamic Republic of Pakistan".
- b. "Proposal" means the Technical & Financial Proposal submitted by respondents in response to this RFP issued by State Life for Hiring of Services of HR FIRM.
- c. "State Life" means State Life Insurance Corporation of Pakistan.
- d. "Competent Authority" means the Chairperson/ Chairman State Life.
- e. "Committee" means committee constituted by State Life for evaluation of technical and financial proposals.
- f. "HR FIRMS" means such legal entities which have the capacity, human resource experience and the capability to provide specialized and non specialized human resource as per the criteria of designated person. .
- g. "Agreement Price" means the price payable to the HR FIRM hired by State Life under the agreement for the complete and proper performance of its contractual obligations.
- h. "Agreement" means the agreement signed by the parties along with the entire documentation specified in this RFP.
- i. "Day" means Calendar day.
- j. "Effective date" means the date on which the agreement comes into force and effect.
- k. "GCA" mean General Conditions of Agreement, specified in Section III of RFP.
- l. "ITR" means Instructions to Respondents, specified in Section II of RFP.
- m. "IFP" means Invitation for proposals, specified in Section I of RFP.
- n. "Government" means the Government of Pakistan.
- o. "Member" means any of the entities that make up the joint venture / consortium / association, in relation to responding to this RFP.
- p. "Personnel" means professional and support staff provided by the HR FIRM and assigned to perform services to execute an assignment and any part thereof in pursuance of the agreement.

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

- q. “Respondent” means any HR FIRM that has placed an offer/ proposal for performance of services sought in this RFP.
- r. “SOW” means Scope of Work for the Respondents, specified in Section IV of RFP
- s. “Services” mean the work to be performed by the HR FIRM pursuant to the agreement to be signed by the parties and in pursuance of any other specific assignment awarded to them by State Life.

2. INTRODUCTION

State Life is undertaking different health insurance schemes for provision of Hospitalization facilities to the targeted segments of population of the designated districts. These families will receive inpatient health care facilities in the designated public and private hospitals of the districts.

3. CONFLICT OF INTEREST

State Life requires HR FIRM to provide professional, objective and impartial advice and at all times hold its interests paramount, strictly avoid conflicts with other assignments / jobs or their own corporate interests and act without any consideration for future work. The HR FIRM should abide by all conditions listed in this RFP.

4. VALIDITY OF PROPOSALS

Proposals shall remain valid for a period of 180 days (One hundred and eighty days) after the date of proposal opening prescribed in RFP. A proposal valid for shorter period may be rejected as non-responsive. State Life may solicit the Respondents’ consent to an extension of proposal validity (but without modification in proposals).

5. RIGHT TO ACCEPT / REJECT PROPOSAL

State Life reserves the right to accept or reject any proposal, and to annul the proposal 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.

6. FRAUD AND CORRUPTION

State Life requires that HR FIRM hired through this RFP must observe the highest standards of ethics during the performance and execution of such agreement. In

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

pursuance of this policy, State Life defines, for the purposes of this provision, the terms as follows:

- i. "Corrupt practice" mean the offering, giving, receiving or soliciting of anything of value to influence the action of State Life by any person of Respondent in Agreement execution.
- ii. "Fraudulent practice" mean a misrepresentation of facts, in order to influence procurement process or the execution of an agreement to State Life, and includes collusive practice among Respondents (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 supply of services different from what is ordered on, or change in the Scope of Work in Section IV.
- 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 would

- i. Reject a proposal for award, if it determines that the Respondent recommended for award, has been engaged in practices listed at 6(i) to 6(iv) above.
- ii. Declare a HR FIRM ineligible, either indefinitely or for a stated period of time, for awarding the agreement, 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.

7. CLARIFICATIONS AND AMENDMENTS OF RFP DOCUMENT

7.1. RFP CLARIFICATIONS

During technical evaluation of the proposals, State Life may, at its discretion, ask Respondents for clarifications on their proposal. The Respondents are required to respond within the time frame prescribed by State Life.

7.2. AMENDMENTS IN RFP

At any time prior to deadline for submission of proposal, State Life may for any reason, modify the RFP. The prospective Respondents having received the RFP shall be notified of the amendments through email/mail and such amendments shall be binding on them.

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

8. PROCESS FOR HIRING OF SERVICES

This enquiry is in the nature of Request for proposal (RFP) intended to result in the hiring of Services of HR FIRMs. The responses received pursuant to this RFP will be evaluated as per the criteria specified in this document and the qualified respondent would sign an agreement with State Life which would specify the assignment that the selected respondent is expected to perform. Evaluation of the proposals shall be carried out in two stages, first the technical and then the financial.

The technical and financial proposals shall be submitted at the same time, any proposal or part of 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 RFP. 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. Financial proposals shall be opened only thereafter. The evaluation shall be carried out in full conformity with the provisions of the evaluation criteria enunciated in the RFP.

The respondents who qualify on the basis of technical evaluation would be informed about the date and time of opening of their financial proposals through letter, Fax or Email as communicated by the Respondent in their proposals.

After rejecting the offers securing less than the minimum qualifying marks in the technical proposal, the financial proposals of the qualifying HR FIRMs shall be opened.

9. ELIGIBILITY CRITERIA FOR HR FIRM (MANDATORY)

HR FIRMs applying for being selected under the RFP must fulfill the following eligibility criteria: :

- I. HR FIRM blacklisted by any ministry/department of Govt/Provincial/Federal Govt, FIA/NAB or convicted by court shall not be eligible. HR FIRM also should not have defaulted either in works or in financial progress in any of their works with the Government departments or agencies. HR FIRM also should not be in litigation with State Life. An Affidavit to be submitted on Rs.50 stamp paper
- II. Having minimum experience of five (5) years in similar nature of Job.

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

- III. HR FIRM should have audited financial statement for the last three years from reputable audit firms which have satisfactory QCR ratings by ICAP/ SBP approved auditor.
- IV. Average annual turnover (total income) in preceding 3 years should be atleast Rs. 100 million
- V. HR Firm must have minimum 5,000 outsource personnel on its pay role (Company wise list to be attached)
- VI. Reference letter/ Job Completion certificate of any three project out of last five projects. (Attach Copy)
- VII. Minimum 5 Master Degree holder in House Staff .
- VIII. Eligible entities should be registered with any relevant authority (Please attach Valid registration Certificate).
- IX. HR FIRM should be income tax filer.
- X. HR FIRM must have secured qualification marks in Technical Evaluation as described in Section II Para 19.1.

10. DISQUALIFICATIONS

State Life through its committees may at its sole discretion and at any time during the evaluation of proposal, disqualify any Respondent, if the Respondent has:

- i. Submitted the proposal documents after the 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 .
- 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. Declared ineligible by the Federal or Provincial Govt for corrupt and fraudulent practices or blacklisted by FIA/NAB or convicted by courts.

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

- vii. Submitted a proposal with price adjustment / variation provision.
- viii. Not fulfill any mandatory eligibility condition as mentioned in clause 9.

11. REQUEST FOR PROPOSAL

The Respondent is expected to examine all the instructions, guidelines, terms and conditions and formats in the RFP. Failure to furnish all the necessary information as required by the RFP on submission of a proposal not substantially responsive to all the aspects of the RFP shall be at Respondent's own risk and may be liable for rejection. When Respondents receive the RFP, and if they can meet the requirements of the RFP and the commercial and contractual conditions, they should make arrangements necessary to prepare a responsive proposal

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

Respondents should ensure that they submit a fully responsive proposal including all the supporting documents requested in the RFP.

Once proposals are received and opened, respondents shall not be permitted to change the proposal.

Non-compliance with Eligibility criteria for HR FIRM will result in rejection of the proposal.

12. PRE PROPOSAL QUERIES

The prospective Respondent, requiring any clarification on RFP may contact State Life and seek required clarification. However, no relaxation or exemption shall be provided to the respondent on any term or condition of the RFP for reasons of non-receipt of any clarification.

13. PREPARATION OF PROPOSAL

The Respondent 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 the prescribed formats. Any interlineations, erasures or over writings shall be valid only if they are initialed by the authorized person signing the proposal.

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

- ii. The proposal shall be typed or written in indelible ink and shall be signed by the Respondent or duly authorized person(s) to bind the Respondent to the contract. The letter of authorization or written power of attorney shall accompany the proposal.
- iii. In addition to the identification, the covering letter (Tech 1) shall indicate the name and address of the Respondent to enable the proposal to be returned in case it is declared late, and for any other matching purposes.
- iv. 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.
- v. Respondents are not permitted to modify, substitute, or withdraw proposal after its submission.
- vi. All the pages of the proposal should be initialed by the authorized person(s) and should conform strictly to the formats and procedures laid down in this RFP.
- vii. Technical and financial proposals should be submitted in separate envelopes and set has to be prepared as :
 - a) Technical and financial proposals shall be prepared and each to be put in a separate envelope.
 - b) There shall be following title on each envelope containing the technical and financial proposals - HIRING OF SERVICES of HR Firms (HR FIRMS) For ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE
 - c) Both the envelopes prepared above shall then be put in another big envelope which shall have the following title marked on it - HIRING OF SERVICES of HR Firms (HR FIRMS) For ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

All envelopes mentioned above should also have the name and contact details of the respondent clearly mentioned on them on the reverse side. This shall facilitate return of envelopes to the respondent, if required, as per RFP.

14. SUBMISSION OF PROPOSALS

Respondent shall submit responses (referred to as 'Proposals' herein) to the contact person mentioned in **Clause 7 of Section I** as per the procedure specified in this RFP. The list of documents to be submitted as part of proposals is provided in **Clause 9 & Clause 16 Section II**.

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

15. DEADLINE FOR SUBMISSION OF PROPOSALS

Proposals from Respondents, completed in all respects must be received by State Life at the address specified in **Section I Clause 7 as per schedule listed in Section I Clause 6.**

16. LIST OF DOCUMENTS SUBMITTED AS PART OF PROPOSAL

16.1. TECHNICAL PROPOSAL

All the submitted forms must be arranged in ascending order:

1. General information about the respondent as specified and required in **Tech - 2**, and in various related clauses of the RFP (whichever is applicable).
2. Financial Strength of the organization in **Tech -3**
3. Summary of relevant project/work experience in **Tech -4**
4. Technical proposal of respondent for the SOW in **Tech -5**
5. Any other supporting information and documents that are relevant to the technical proposal and are required to be submitted as per various clauses of this RFP.

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

16.2. FINANCIAL PROPOSAL

1. The financial proposal will be filled in **Fin - 1** separately.
2. All rates will be quoted in Pakistan Rupee (rounded to the rupee amount) in word and figure
3. The financial proposals should be in the form of a single figure inclusive of all types of costs / taxes/ levies/ fees/ payments that are to be made by the respondent in pursuance of the assignment undertaken under the Agreement obligation of this RFP.
4. Tax exemption in any case would be subject to “Tax Exemption Certificate” issued by FBR, verifiable through online verification system of FBR, even if the HR FIRM is based in and/or its area of operation is FATA/PATA.
5. 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.

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

6. In case of ambiguity on financial proposal being quoted in words, the proposal is liable to be rejected. The respondent should exercise due caution in preparing the financial proposals.

17. RECEIPT OF PROPOSALS

The proposals would be received at the address specified in **Section I Clause 7**. The proposals will be kept in safe custody till they are opened in presence of respondents who choose to be present as per the schedule listed in **Section I Clause 6**.

18. PROPOSAL OPENING

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

19. EVALUATION OF PROPOSALS - FORMATION OF COMMITTEES

State Life will form Technical & Financial Evaluation Committees to evaluate the proposals.

- i. During evaluation of technical proposals, the Committee, may, at its discretion, ask the Respondents 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 respondents who qualify on the basis of technical evaluation.
- iii. The committee would undertake the financial evaluation on the available proposal as it is and would not seek any clarification from the respondent

The process for evaluation of proposals is as given below:

19.1. 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 publically opened at a time, date, and venue to be communicated to the qualified bidders in advance.

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

Technical Points / Scoring

1. Average Annual Turn Over (Total Income) in Preceding three Years	
Between Rs.100 Million to Rs.500 Million	10
More than Rs 500 Million	20

2. Number of Outsource Staff	
Between 5,000 to 10,000	10
More than 10,000	20

3. Overall Experience	
5 to 10 Years	10
Above 10 years	20

4. Number of Projects (With Agreement Value of 30 Million or More) during last 5 years.	
3 to 5 project	10
Above 5 Projects	20

5. Human Resources (In house Staff)	
No. of Master Degree Holder Persons 5 - 10	10
More than 10 Master Degree Holder	20

Total Points = 100

Minimum Qualification Points = 60

(50% marks in each category is compulsory)

19.2. EVALUATION AND SCORING OF FINANCIAL PROPOSAL

Evaluation of the financial proposals submitted by respondents whose technical proposals have been qualified for the assignment shall be done in accordance to the following process:

Step 1: All the eligible financial proposals would be opened and scrutinized for any anomaly or discrepancy which may lead to the proposal being non-responsive as per the terms and conditions cited in the RFP for the assignment.

Step 2: All financial proposal found to be in order shall be enlisted in the prescribed Financial Evaluation sheet.

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

Step 3: The lowest evaluated financial proposal will be treated as qualified for entering into an agreement for the assignment after negotiations.

20. NEGOTIATIONS

Negotiations will be held at the date and address determined by the State Life. Failure in satisfying the requirements of the State Life with selected respondent may result in rejection of bid. Representatives conducting negotiations on behalf of the respondents must have written authority to negotiate and conclude an Agreement.

Negotiations will include a discussion of the Technical Proposal and the agreement.

20.1. CONCLUSION OF THE NEGOTIATIONS

Negotiations will conclude with a review of the draft Agreement. To complete the negotiations, State Life and the HR FIRM will initial the final Agreement.

After completing negotiations, State Life shall enter into the agreement with selected HR FIRM.

The HR FIRM is expected to commence the assignment on the date agreed in negotiations.

State Life will sign the agreement on the agreed format. After signing of the agreement, no variation in or modification of the terms of the agreement shall be made except by written amendment signed by both the parties. A draft agreement is available at Appendix 'A'.

21. EARNEST MONEY DEPOSIT, SECURITY DEPOSIT AND BANK GUARANTEE

Earnest Money Deposit @ 2 % of Annual cost would be furnished by the respondent in form of Pay-order /Demand Draft in favour of "State Life Insurance Corporation of Pakistan".

This amount will be retained till the completion of project or refunded if the Respondent is not finally selected. In case selected respondent refuse to sign the agreement within the reasonable time may result in blacklisting of company and forfeiting of bid security.

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

22. CONFIDENTIALITY

Information relating to the examination, clarification and comparison of the proposals shall not be disclosed to any Respondents or any other person not officially concerned with such process until the selection process is over. The undue use by any Respondent of confidential information related to the process may result in rejection of its proposal. Except with the prior written consent of State Life, the Respondent and the personnel shall not at any time communicate to any person or entity any confidential information acquired during the course of the agreement.

All data supplied and gathered during the project period is the sole property of State Life. Upon the completion of the project, all software, data supplied and collected must be permanently deleted. Any usage of this data in any way is a violation of the project's terms and conditions.

All work products, including reports is the property of State Life, and may not be used in any manner except to fulfill the terms of this agreement.

23. OWNERSHIP OF DOCUMENTS PREPARED BY THE HR FIRM

All plans, campaigns, advertising material, photographs, reports, database, software, protocols, strategies and other documents prepared by the HR FIRM as part of the Sehat Sahulat Programme shall remain the sole property of State Life and the HR FIRM shall not later upon termination or expiry of this agreement, deliver / share, if not already delivered / shared, all such plans, campaigns, advertising material, photographs, reports, database, software, protocols, strategies and other documents to the State Life , together with a detailed inventory thereof.

The HR FIRM shall not use any of plans, campaigns, advertising material, photographs, reports, database, software, protocols, strategies and other documents for purposes unrelated to this Agreement during its currency without the prior written approval of the State Life. A certificate to this effect shall be provided by the HR FIRM whenever the State Life shall require.

24. INTEGRITY PACT

Pursuant to Rule 7 of PPRA 2004, HR FIRM undertakes to sign an integrity pact in accordance with prescribed format attached hereto at Section VI for all procurements exceeding Rs. 10.0 Million or any other limit prescribed by State Life.

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

SECTION III: SCOPE OF WORK (SOW)

1. BACKGROUND

This section details the scope of work for the HR FIRM hired to provide skilled, semi skilled and unskilled work force in the required field as specified in this RFP.

2. ABOUT THE PROJECT

State Life is implementing several projects providing health insurance to selected populations in designated districts. The families will receive inpatient health care services in selected hospitals for a prescribed benefit package. .

3. Role of HR FIRM

- The bidder must have a diverse pool of potential candidates for various positions at STATE LIFE.
- The bidder should provide a dedicated resource (POC) for all the operations of STATE LIFE to ensure effective and efficient services.
- The bidder shall provide CVs for relevant candidates after screening as per the requirements shared by STATE LIFE. Final selection would be done by STATE LIFE after interviewing top candidates.
- In case, STATE LIFE advertises a position then STATE LIFE may share their pool with the bidder. The bidder shall do initial short listing based on the requirements, shared by STATE LIFE, of a certain position.
- The bidder will do all the necessary background and reference checks before sharing the CVs of those candidates with STATE LIFE.
- The bidder shall give the contract to the service units, selected by STATE LIFE. The bidder will ensure the illegality of the contract. Tenure of the employment contract shall be discretion of STATE LIFE. These documents include the initial offer letter and then an appointment of contract.
- Each service unit who would be employed by STATE LIFE would be on a probation period for 3 months from the date of joining.
- The bidder shall ensure that each service unit is insured against death (Natural & Accidental) and injury and fulfil requirements as per the law of the state/province and STATE LIFE policies. Premium Cost is already include in services fee

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

- The bidder shall process the payroll of service units on the request of STATE LIFE. Bidder will share the invoice with STATE LIFE HR team (including Salaries & services Charges) around 20th of every month, which shall be paid to bidder within 1 week after invoice verification by STATE LIFE team.
- Invoice should include; salaries, OPD–medical (on actual with receipts), EOBI, or any other benefit covered under STATE LIFE HR policy.
- The bidder shall provide services of disbursing salaries to the service units. STATE LIFE will decide the compensation of a service unit based on the existing paygrade of STATE LIFE.
- In case of the work-based travel, the bidder shall include the cost (Fuel, TADA, Lodging) incurred by the service units in their monthly invoice, which shall be paid on actual, based on the prescribed entitlement/grade, in the STATE LIFE Policy Manual.
- The bidder shall maintain database of all the service units employed for STATE LIFE and will ensure availability of any/such reports, as/when required by STATE LIFE e.g. leaves etc.
- The termination of employment contract will be given by the bidder, based on the recommendations from STATE LIFE only, which could originate due to performance or any other disciplinary issue.
- The bidder shall prepare the final settlements of service units and share the invoice with STATE LIFE.
- The bidder will ensure that all service units comply to STATE LIFE policies and regulations. The bidder will take appropriate actions against any disciplinary cases.
- The bidder shall keep a database, disburse medical reimbursements of all the service units and ensure that all the supporting documents are duly verified.
- Service units can be stationed at any STATE LIFE office including STATE LIFE head office and all zonal district offices.
- STATE LIFE will provide the service units with tools, equipment and any licences for software, necessary for carrying out their duties with STATE LIFE, but the bidder shall be responsible for their safety & security, & shall also be held liable to pay in case of any loss or theft
- STATE LIFE will evaluate the performance of the service units employed for STATE LIFE.
- STATE LIFE will make the final decision, if a contract of any service unit be renewed or extended and the tenure of that contract.

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

- The decision of salary revision and increments shall be based on the performance of any given service unit. Final decision shall lie with STATE LIFE management.
- The bidder shall provide STATE LIFE with replacements of any/such service units who wished to discontinue their employment with STATE LIFE.
- Service units shall be eligible to take sick, casual and annual leaves as per the existing STATE LIFE Leave Policy or shared in the bidding document.
- Bidder shall share the list of 5 shortlisted candidates for interviews within 2 weeks after a formal request for any position
- Bidder will make the offer to the service units within 24 hours after STATE LIFE selects the final candidate and share the date of joining with STATE LIFE in the next 24 hours i.e. bidder shall give 24 hours to an individual to either accept or reject the offer. This entire process should not take more than 2 days.
- Bidder will share the reports, or any data required as per the scope of work by STATE LIFE HR Team, within 2 days after a formal request to the bidder by STATE LIFE team.
- STATE LIFE will hold the bidder responsible if it makes the final offer to a selected candidate before their reference checks or verifying their educational background. Reference checks for fresh graduates is not necessary

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

SECTION V: PROPOSAL FORMATS

State Life invites the proposals from Respondents for execution of project as listed in preceding paragraphs. The hiring of HR FIRM services would be done by examining the technical proposals before opening the financial proposal. There would be two categories for submission of formats:

1. Technical proposal related formats
1. Financial proposal related formats

S No	Form No	Detail	Remarks
1	TECH 1	Covering Letter for Hiring of Services of HR FIRM	
2	TECH 2	General Information About the Respondent	Formats for technical proposal
3	TECH 3	Financial Strength of the Respondents	
4	TECH 4	Summary of Relevant Projects/Work Experience	
5	TECH 5	Proposal of the Respondent for the SOW	
6	FIN1	Financial Proposal	Format for financial proposal

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND
UNSKILLED HUMAN RESOURCE

1. TECH I: COVERING LETTER FOR HIRING OF SERVICES OF HR FIRMS

(On Respondent's letterhead)

Date: _____

Proposal Reference No. xx/2020

AGM (GS) ,
State Life Insurance Corporation of Pakistan,
Principal Office 2nd floor,
State Life Building No. 09,
Dr. Ziauddin Ahmed Road, Karachi.
Phone: 021-99204521

Sub: Proposal for Hiring of Services of HR Firm

Dear Sir,

1. Having examined the RFP, we / I, the undersigned, offer to submit a proposal for the Hiring of HR services provided for activities to be undertaken under RFP, in full conformity with the said RFP.
2. We / I have read the terms and conditions of RFP 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 180 days from the date fixed for submission of proposal as stipulated in the RFP.
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. If we are / I am entrusted an assignment, we undertake to deposit the required bid security.
6. 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.
7. We / I understand State Life is not bound to accept any proposal it receive.
8. We / I confirm that our authorized representative has signed all pages of this proposal as acceptance of all conditions of RFP. 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.

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

9. We / I are submitting herewith a Pay-order/demand draft No. _____
dated _____ in favor of STATE LIFE ISNURNACE CORPORATION OF
PAKISTAN drawn on _____(Bank Name & Address) as earnest money
deposit for consideration of our proposals is attached with financial proposal.
10. The letter of authorization by the competent authority is also attached herewith.

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 Respondent]

Name & Address of Firm

Affix rubber stamp

Email/Fax No.

Income Tax Certificate

Return Submitted

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

2. TECH 2: GENERAL INFORMATION ABOUT THE RESPONDENT

Proposal Reference No.

1. Name of Organization :
2. Category :
3. Address of Registered Office :
4. Details of the website of the organization (if any) :
5. Address of local office :
6. Details of designated person :
 - a. Name:
 - b. Designation:
 - c. Telephone:
 - d. Fax Number:
 - e. Mobile Number:
 - f. E-mail address:
 - g. CNIC/SNIC :
7. Registration Details (attach documentary proof) :
8. Income Tax registration number/NTN details (attach documentary proof) :
9. Other applicable tax documents (attach documentary proof) such as sales tax registration certificate :
10. Other details of the Association :
 - i. Status of the Association (whether Partnership, etc) :
 - ii. Locations and addresses of offices (in Pakistan and overseas) :
11. Information about the constitution of the organization and memorandum of the association (attach certified documentary proof) and article of association.
12. Details of members of the organization / Board of Directors along with their CNIC/SNIC and addresses.
13. Purpose/mission/vision of the organization (attach certified articles of association which describes the same).

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

14. Information (in brief) about the work done by the organization in related fields in last 5 years (attached detailed note/report along with Tech 3) – Certificate of such firm/organization/assignment/contracts completed.
15. Details of person authorized duly approved by board/ Competent Authority to sign the proposal (please attach proof document (i.e authority letter by the competent authority , Board minutes only attested by Board Secretary, power of attorney etc.) and extent of liability covered under the authority.
 - a) Name
 - b) Designation
 - c) Address
 - d) Telephone
 - e) Fax
 - f) Mobile
 - g) E-mail
 - h) Website
 - i) Legal Status (attach proof)
 - j) Signature.....
 - k) In the capacity of.....
 - l) Duly authorized to sign proposal for and on behalf of.....
 - m) Date.....
 - n) Place.....
 - o) Affix Rubber Stamp

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

3. TECH3: FINANCIAL STRENGTH OF THE ORGANIZATION

Proposal References No.

Name of the Respondent	Annual Income / Revenue of the Respondent			
	2016	2017	2018	Average

Signature.....

In the capacity of.....

Duly authorized to sign proposal for and on behalf of.....

Date.....

Place.....

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

4. TECH4: SUMMARY OF RELEVANT PROJECT/WORK EXPERIENCE

Proposal Reference No.

Section: Tech 4 (a)

(Use separate sheet for each project/ work)

S No	Item	Details
General Information		
	Customer Name/Govt Department	
	Address	
	Name of the Contact Person and Contact details for the Project	
Project Details		
	Project/Related Work Experience	
	Start Date/End Date	
	Current Status (work in progress, Completed)	
	Agreement Tenure	
	Locations	
	Man-month Effort Involved	
	Other Details Relevant to Project	
Brief description of scope of consulting / work / in-service assignments (Provide specific details of experience in any of the relevant as per Scope of Work:		
Size of the Project		
	Order Value of the Project (in Millions)	

(Provide Certificate of Completion for completed projects from Authorized officials in the Government Departments or other supporting documents as agreement as proof)

As the points will be awarded for Rs. 30 Million and above project, so only attached Rs. 30 Million and above projects with proof, without proof as mentioned above no point will be given.

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

Section: Tech 4 (b)

(Use separate sheet for each Personnel)

Summary of Key Human Resource mentioned at Section II Para 19.1 (5)

FORMAT OF CURRICULUM VITAE OF EXPERTS

1. The discipline/Expertise :
2. Name of the firm :
3. Name of Expert :
4. Date of Birth :
5. Years with the firm :
6. Nationality :
7. Professional Qualifications :
8. Academic Qualification :
9. Employment Record :
10. Language and Degree of Proficiency : (in Speaking , reading and writing as Excellent- Good – Fair – Poor)
11. Details of relevant Projects handled:
12. Certification I, the undersigned, certify that, to the best of my Knowledge and belief, these bio- data correctly describes myself, my qualifications and my experience.

Signature:

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

5. TECH 5: DESCRIPTION OF APPROACH, METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT

Please carefully read and understand the complete RFP before preparing this proposal.

Proposal Reference No

Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present your Technical Proposal (inclusive of charts and diagrams) divided into the following two chapters:

1. TECHNICAL APPROACH AND METHODOLOGY

Explain your understanding of the objectives of the assignment, approach to the services required to be rendered, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.

2. WORK PLAN

Propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and proposals for monitoring. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. The work plan should be consistent with the Work Schedule as mentioned below.

Work Schedule for Posting “ _____ ”						
Activity	Days					
S. No	1	2	3	4
1						
2						
3						
.						
.						

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

6. FIN1: FINANCIAL PROPOSAL OF THE RESPONDENT

The commission /services charges for providing skilled , semi skilled and unskilled HR described in scope of work as per the requirement and conditions listed in this RFP are as follows:-

Sr. No.	Value	Commission/Services Charges including W.H.T in percentage on Net Salary in Figure	Commission/Services Charges including W.H.T in percentage on Net Salary in Word
1	Percentage		

- Commission Rate should be calculated on 250 employee on average salary of Rs.70,000
- Commission rate is applicable on the net salary of employees.
- State Life reserve the right to increase or decrease the number of outsource employees during the period of agreement as the need of the project
- This rate is inclusive of all applicable taxes, other liabilities and payments that may arise from time to time.
- The Respondent undertakes to claim no more than this percentage as charges for providing services as listed out in this RFP.
- Sales Tax on commission what so ever will be absorbed/Paid by Sate Life in addition to quoted commission at prescribed rate.
- Income Tax from the income/commission of HR Firm will be deducted /withhold by State Life at prescribe rate.
- Total Annual Cost of the Proposed Hiring will be Rs. (In Words Rupees)
- Example
Commission/Services Charges = Commission +W.H.T (@ 3%)
= 2 % + 0.06 %
= 2.06 %

Signature.....

In the capacity of.....

Duly authorized to sign proposal for and on behalf of.....

Date..... Place..... Affix Rubber Stamp

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

7. SCHEDULE 1: FINAL SETTLEMENT

(on Respondent's letterhead)

Date:

Proposal Reference No.

Divisional Head
H&AI Division
State Life Insurance Corporation of Pakistan,

Sub: Final Settlement

Dear Sir,

After successfully completing the job assigned to us for providing skilled semi skilled and unskilled we are sending you the detail for payment of balance amount along with earnest money and security deposit for final settlement.

Sr. No.	Title	Amount (Rs.)
1	Bid Security	
2	Security Deposit	
3	Balance Payment	
Total		

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 Respondent]

Name & Address of Firm (Affix rubber Stamp)

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

8. INTEGRITY PACT / DISCLOSURE CLAUSE

(To be submitted on Company's Letter head)

DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC.

PAYABLE BY THE SUPPLIERS OF GOODS, SERVICES & WORKS IN CONTRACTS WORTH RS. 10.00 MILLION OR MORE

Agreement No: _____

Dated: _____

Agreement Value: _____

Agreement Title: _____

..... [Name of HR FIRM] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from State Life or any administrative subdivision or agency thereof or any other entity owned or controlled by State Life through any corrupt business practice.

Without limiting the generality of the foregoing, [name of HR FIRM] 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 judicial person, including its affiliate, agent, associate, broker, Organizations, 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 State Life, except that which has been expressly declared pursuant hereto.

..... [Name of HR FIRM] 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

State Life has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

..... [Name of HR FIRM] 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

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

procured as aforesaid shall, without prejudice to any other rights and remedies available to State Life under any law, Agreement or other instrument, be voidable at the option of State Life.

Notwithstanding any rights and remedies exercised by State Life in this regard, [Name of Organization] agrees to indemnify State Life for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to State Life in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by [name of Organization] 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 State Life.

Name of HR FIRM:

Signature:

Seal:

RFP FOR HIRING OF SERVICES OF HR FIRM
FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND
UNSKILLED HUMAN RESOURCE

APPENDIX A

Draft Agreement
Between
State Life Insurance Corporation of Pakistan
And
(Name of HR FIRM)
For
“PROVIDING SERVICES of Skilled, semi Skilled and
Unskilled Human Resource
To H&AI DIVISION

Day, Month and Year

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

This Service Agreement (hereinafter "Agreement") is made at Karachi on this _____ day of _____ 2020

BETWEEN

State Life Insurance Corporation of Pakistan a Corporation constituted and established under the Life Insurance (Nationalization) Order (LINO) ,1972, with a Principal office at State Life Building No.9, 6th floor , Dr. Ziauddin Ahmed Road Karachi, Pakistan through its duly constituted attorney on the other part (hereinafter referred to as "**Client** " which expression shall include its successors-in-interest and assigns); of the one part

AND

_____ a company incorporated under the Companies Ordinance 1984, having its Registered Office at _____. (Hereinafter referred to as the "**SERVICE PROVIDER**", which expression shall include its successors-in-interest and assigns); of the other part.

(The Client and the SERVICE PROVIDER are hereinafter collectively referred to as the "Parties" or individually as a "Party").

WHEREAS, "State Life Insurance Corporation of Pakistan" requires the services of a Service Provider of repute to provide services for its offices across Pakistan; the details of services required are provided in Clause 1.2 of this Agreement, as required on day to day basis. (hereinafter referred to as the "**Services**");

WHEREAS, the SERVICE PROVIDER represents that it is in the business of and has considerable expertise and experience in providing Services, and executing the work of such nature, as is from time to time required by its clients.

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

WHEREAS, relying upon the representations made by the SERVICE PROVIDER, “**State Life Insurance Corporation of Pakistan**” has agreed to enter into this Agreement with the SERVICE PROVIDER on a non-exclusive basis in respect of the Services and execution of work as specified hereunder and the SERVICE PROVIDER agrees to provide the Services and execute the work as and when required by “**State Life Insurance Corporation of Pakistan**” on the terms and conditions set out in this Agreement; AND

NOW THEREFORE, IN CONSIDERATION OF THE MUTUAL COVENANTS CONTAINED HEREIN, IT IS HEREBY AGREED AS FOLLOWS:

1. APPOINTMENT

1.1. “**State Life Insurance Corporation of Pakistan**” hereby appoints the SERVICE PROVIDER as its non-exclusive SERVICE PROVIDER for rendering the Services on the terms and conditions referred in the **RFP for Skilled, Semi-Skilled and Unskilled Human Resource**. The provisions of this Agreement shall regulate the utilization of Services provided by the SERVICE PROVIDER Employees to “**State Life Insurance Corporation of Pakistan**”, and shall not apply to any other activity or business operation. The SERVICE PROVIDER shall provide the Services through its employees, hereinafter referred to as ‘SERVICE PROVIDER’S Employees’.

1.2. The Services include, but are not limited to, the following:

- a) District Medical Officer
- b) Claim Officer
- c) Database Administrator
- d) IT/MIS Support
- e) Technical Support Engineer
- f) Health Facilitator
- g) Accounts Officer
- h) Admin Officer
- i) Drivers
- j) Any other related assignment not specified above.

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

- 1.3. All SERVICE PROVIDER'S Employees to be deployed at "**State Life Insurance Corporation of Pakistan**" for the execution of this Agreement shall be subject to the approval of the Client.

2. DURATION

This Agreement will be effective from May 2020 and shall subject to Clause 6 of this Agreement be valid up to 2 year(s) as per RFP. This Agreement may be renewed / amended by the Parties from time to time by mutual agreement in writing as per PPRA rules.

3. DUTIES OF THE SERVICE PROVIDER

3.1. The SERVICE PROVIDER shall ensure that:

- i. Suitable resources are identified by the SERVICE PROVIDER for provision of services agreed and requested from time to time by the Client. However, client has the authority to accept or reject the candidate
- ii. The Services are performed through THE SERVICE PROVIDER'S EMPLOYEES on the basis of a 6 day working week;
- iii. The SERVICE PROVIDER shall comply with all applicable laws, rules and regulations instructions and customary practices of Pakistan.
- iv. The SERVICE PROVIDER will be responsible to maintain and organize complete records/ bio data, CNIC, recent 2 photographs plus 2 references of each SERVICE PROVIDER'S Employee including but not restricted to educational record, family record, contact information, detail of previous employer(s) etc. in their personal files. The SERVICE PROVIDER shall ensure to maintain

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

updated records every month and shall keep the same under safe custody.

- 3.2. The SERVICE PROVIDER shall be exclusively responsible for paying the salary and other emoluments to which each SERVICE PROVIDER'S employee is entitled under his agreement with the SERVICE PROVIDER. For the sake of clarity it is specifically provided that the Client shall not be liable to any SERVICE PROVIDER'S Employee for salaries, overtime, benefits, contributions, workmen's compensation charges and taxes etc. or for the reimbursement of any expenses, or for any other amount on any other account. All claims made by SERVICE PROVIDER'S Employees shall be dealt with exclusively by the SERVICE PROVIDER. None of the SERVICE PROVIDER'S Employees shall be entitled to seek employment of the Client merely on the ground that he had been engaged by the SERVICE PROVIDER during the tenure of this Agreement or was engaged by the SERVICE PROVIDER for the provision of the Services to the Client.
- 3.3. The SERVICE PROVIDER is responsible for the due and proper payment of wages and observance of all laws including Labour Laws applicable to themselves and their employees and shall ensure compliance of all statutory payments under the provisions of Labour Laws, including but not limited to EOBI, Social Security, Gratuity, Group life & Health insurance. The SERVICE PROVIDER shall organize to pay its own and its staff's taxes, and the Client is hereby authorized to withhold any tax from payment to the SERVICE PROVIDER and to deposit the same into the Governmental(s) Treasury, unless proof of exemption is provided by the SERVICE PROVIDER.
- 3.4. If at any time during the continuance of this Agreement:
- 3.4.1. the presence of any employee of the SERVICE PROVIDER is prejudicial to the interests of the Client; or

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

3.4.2. a SERVICE PROVIDER'S Employee commits any act or makes any omission, whether or not in connection with the Services to be provided pursuant to this Agreement, which is contrary to the interests of the Client; or

3.4.3. a SERVICE PROVIDER'S Employee conducts himself in a manner prejudicial to the business of the Client whether or not in connection with the Services to be provided pursuant to this Agreement;

Then the SERVICE PROVIDER will take immediate remedial action upon being informed by the Client against such SERVICE PROVIDER'S employee(s) to the complete satisfaction of the Client and if required by the Client, as per law shall withdraw such SERVICE PROVIDER'S Employee from providing any further Services under this Agreement.

3.5. The SERVICE PROVIDER will ensure maintaining a contractual liability insurance coverage in respect of all of Service Provider's employee against direct pecuniary losses to Client which might result from act of dishonesty or frauds by the Service Provider's employee in the course of Employment with the Service Provider and in the course of rendering services to the Client where their services are assigned subject to a maximum claim of PKR 500,000/- (Rupees Five Hindered Thousand) per person per incident with a yearly aggregate total of PKR 2,000,000/- (Rupees Two Million) per annum.

4. DUTIES OF THE CLIENT

4.1. The Client shall provide The SERVICE PROVIDER with copies of internal regulations required to be complied with by THE SERVICE PROVIDER and THE SERVICE PROVIDER'S employees during the performance of the Services including, without limitation, literature relating to THE Client's products, code of conduct and security procedures. THE Client shall immediately notify THE SERVICE PROVIDER and to the SERVICE PROVIDER's employees of any changes to the same during the continuance of this Agreement.

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

- 4.2. The Client shall provide THE SERVICE PROVIDER'S EMPLOYEES with such equipment and materials of whatsoever nature as are required and considered necessary for the proper performance of the Services.
- 4.3. The Client shall provide the SERVICE PROVIDER'S Employees with such facilities at its premises which are needed to carry out the required Services.
- 4.4. The Client shall be responsible for the payment or reimbursement of expenses and charges (if applicable) as covered by the terms and conditions agreed by the parties and as per Clause 5 of this Agreement.
- 4.5. The Client shall ensure that it has procured all rights, licenses and statutory permissions to carry out its business for its clients in Pakistan for which the services of the SERVICE PROVIDER are being procured and shall ensure that the SERVICE PROVIDER is indemnified against any legal or statutory punitive actions arising out of the absence of such licenses or permissions.

5. PAYMENT FOR SERVICES, PRICING, SALARY AND FEE STRUCTURE

- 5.1. In consideration of the execution of the services under this Agreement by SERVICE PROVIDER, the Client has agreed to pay charges in accordance with Clause 5.1(i) as follows:
 - i. In consideration of the provision of the Services under this Agreement by the SERVICE PROVIDER, Client agrees to pay SERVICE PROVIDER per transaction service charges on net salary at the rate of _____% per employee per month to the SERVICE PROVIDER. These charges will be calculated on the payouts to employees on account of Net salaries, to the outsourced employee processed in each month as per

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

the F-I submitted by service provider in his financial bid to the client .

- ii. Any amount payable to employee on account of commission/incentives will be claimed from the Client only once in a month and SERVICE PROVIDER will not charge any service fee on that however Client has to pay applicable taxes on those invoices as per law.”
- iii. SERVICE PROVIDER shall raise a separate invoice of the said Service Charges and the same shall be settled by the Client in accordance with Clause 5.2 hereunder.
- iv. Any amount which is payable to the employee which has not been mentioned above, will be claimed at actual by the SERVICE PROVIDER from the Client after mutual consent.

5.2. SERVICE PROVIDER will send their invoice for approval in soft form to Client on or before 20th of each calendar month. Client will provide approval / confirmation of the invoice to SERVICE PROVIDER on soft form and SERVICE PROVIDER shall share the hard copy of invoice to Client for payment and Client shall pay within 5 to 6 working days to services provide for further disbursement to employees within three working days maximum till 30th of every month.

6. **TERMINATION**

6.1. The Client may terminate this Agreement without liability and without cause upon giving one month (30 days) prior written notice to the SERVICE PROVIDER. Upon termination, the SERVICE PROVIDER shall only be entitled to payment of acquired services upto the date of termination. No termination damages or indemnities shall be claimable from the Client or be payable by the Client if notice is given as prescribed above.

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

- 6.2. The Client and the SERVICE PROVIDER may terminate this Agreement with immediate effect if they believe on reasonable grounds that any of the following events has occurred or is likely to occur with reference to the SERVICE PROVIDER / Client:
- a. The SERVICE PROVIDER / Client dissolve the business under the provisions of the Companies Act, 2017.
 - b. The SERVICE PROVIDER/ Client suspends payment of its debts or is deemed unable to pay its debts under any applicable law; or
 - c. The SERVICE PROVIDER / Client cease to carry on business as a going concern or cease to be in a position to fulfill its obligations under this Agreement.
- 6.3. If either Party commits any breach of its obligations under this Agreement (which, in the case of a breach capable of remedy, is not remedied within 14 days of written notice from the innocent Party requesting the defaulting Party to remedy the breach) then the other Party shall be entitled to terminate this Agreement forthwith by a written notice intimating the effective date of such termination.
- 6.4. This Agreement may be terminated if compliance of the terms herein is prevented or hindered for reasons beyond reasonable control of the Parties ("Force Majeure"). Before termination, the Party affected by Force Majeure shall on the occurrence of the event leading to Force Majeure immediately notify the other Party in writing and take all reasonable steps to overcome the Force Majeure. If the Force Majeure persists for more than twenty (20) days, the affected Party may give written notice to the other Party of its intention to terminate this Agreement because of Force Majeure.
- 6.5. This Agreement will also be terminated in case The Client fails to make payment against an invoice for services and agreed reimbursements to the SERVICE PROVIDER for onward payment to staff engaged by the SERVICE PROVIDER for the Client within the specified

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

time frame of 14 days from the issuance of the invoice, barring circumstances where an error has been made in billing or clarifications etc. as a matter of routine have to be resolved.

7. CONFIDENTIALITY.

- 7.1. Neither Party will use, copy, adapt, alter or part with possession of any information of the other which is disclosed or otherwise comes into its possession under or in relation to this Agreement and which is of a confidential nature. This obligation will not apply to information which the recipient can prove was in its possession at the date it was received or obtained or which the recipient obtains from some other person with good legal title to it or which is in or comes into the public domain otherwise than through the default or negligence of the recipient or which is independently developed by or for the recipient.
- 7.2. The SERVICE PROVIDER shall ensure that all SERVICE PROVIDER'S Employees, in terms of their contract of employment with the SERVICE PROVIDER, are under an obligation to maintain at all times the confidentiality of the Information which they may receive during the term of this Agreement.

8. NO PARTNERSHIP OR EMPLOYMENT

- 8.1. It is agreed between the Parties that the SERVICE PROVIDER is an independent SERVICE PROVIDER. This Agreement shall constitute an agreement for Services between the Parties and nothing in this Agreement shall constitute a partnership of the SERVICE PROVIDER and the Client nor create the relationship of employer and employee between the Client and the SERVICE PROVIDER or the Client and any SERVICE PROVIDER'S Employee.
- 8.2. During the tenure of this Agreement the SERVICE PROVIDER'S Employees shall have no authority to bind the Client and the

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

SERVICE PROVIDER shall retain ultimate direction and control over them.

9. RESTRICTION OF USE OF CLIENT'S TRADEMARKS

The SERVICE PROVIDER may not use the Client LOGO, Trademark & Name for the purpose of advertising its services to other Companies and for its brochures, website and other marketing material.

10. AUDIT AND MONITORING PROCEDURES

The SERVICE PROVIDER agrees, upon reasonable notice, to allow the Client management, the right of inspecting, examining and auditing the SERVICE PROVIDER'S operations and business records which are directly relevant to the Services as set forth in the Agreement.

11. NOTICES

11.1. Any notice or other communication given or made under or in connection with the matters contemplated by this Agreement shall be in writing.

11.2. Any such notice or other communication shall be addressed as provided in sub-clause 11.3 and, if so addressed, shall be deemed to have been duly given or made as follows:

11.2.1. if sent by personal delivery or by fax, upon receipt at the address or fax number of the relevant Party;

11.2.2. if sent by first class post or courier, upon delivery to the addressee.

11.3. The relevant addresses of each Party for the purposes of this Agreement are:

Name of Party	Address
---------------	---------

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

State Life Insurance Corporation of Pakistan

Health Insurance Division

6th Floor State Life Building No. 9,

Dr. Ziauddin Ahmed Road, Karachi Pakistan

Phone: +92 21-920433

Fax: +92 21-9202866

Attn: Mr. Nadeem Bessey

Executive Director (Health & Accidental Insurance Division)

XX

Office No.XXX , XXXXXX,
xxxx,xxxxxxxx,xxxxxx,,xxxxxx,xxxxxxxx, Pakistan.

Tel: 92-xx-xxxxxxx,

Fax: 92-xx-xxxxxxxxxxx

Attn.: Mr. xxxxxxxxx xxxxxxxx

Chief Executive Officer

11.4. Either Party may notify the other Party to this Agreement of a change to its name, relevant addressee or address for the purposes of sub-clause provided that such notification shall only be effective on:

- i. the date specified in the notifications i.e. the date on which the change is to take place; or
- ii. if no date is specified or the date specified is less than five clear business days after the date on which notice is given, the date falling five clear business days after notice of any such change has been given.

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

12. MEDIATION

That any and every dispute, difference or question which may arise between the Parties to this Agreement shall be first settled by the Parties by an attempt at amicably settling the dispute through mutual negotiations. In case the disputes, differences or questions cannot be settled amicably or satisfactorily by correspondence or by mutual discussion within thirty days (30) after receipt by one Party of the other Party's request for amicable settlement, it shall be referred to mediation before an accredited Mediator. Mediation proceedings shall be held at Karachi and will be governed by the mediation rules of the Centre.

13. ARBITRATION

In the event the Parties fail to arrive at an amicable settlement and the Mediation as provided for fails, they shall refer the matter to arbitration in accordance with the Arbitration Act 1940, or any Amendment or Enactment thereof. The place of Arbitration shall be Karachi.

14. GOVERNING LAW

This Agreement shall be made in and shall be governed by and interpreted in accordance with the laws of the Pakistan.

15. ENTIRE AGREEMENT

This Agreement contains all of the agreements of the Parties with respect to any matter covered or mentioned in this Agreement and no prior agreements shall be effective for any purpose.

16. AMENDMENT OF AGREEMENT

Any amendment or modification of this Agreement or additional obligation assumed by either Party in connection with this Agreement will only be binding if evidenced in writing and signed by both Parties.

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

17. NO WAIVER

Failure or delay by any Party to declare any breach or default immediately upon occurrence shall not waive such breach or default by the defaulting Party.

18. HEADINGS

The headings of the Agreements are inserted for convenience only and are not to be considered in construction of the provisions hereof.

19. SEVERABILITY

In the event that any of the provisions of this Agreement are held to be invalid or unenforceable in whole or in part, all other provisions will nevertheless continue to be valid and enforceable with the invalid or unenforceable parts severed from the remainder of this Agreement.

IN WITNESS WHEREOF the Parties have signed this Agreement on the day and year first aforementioned.

For and on behalf of

For and on behalf of

State Life Insurance Corporation of Pakistan

Name

Designation

WITNESS 1: _____

WITNESS 1: _____

WITNESS 2: _____

WITNESS 1: _____

RFP FOR HIRING OF SERVICES OF HR FIRM

**FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND
UNSKILLED HUMAN RESOURCE**

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND
UNSKILLED HUMAN RESOURCE

APPENDIX B

S.#	Post	Qualification & Experience	Expected Salary
1	Provincial Medical Officer	MBBS, FCPS · Have basic IT knowledge, e.g. MS Word, MS Excel · Knowledge of local language will be preferred	130,000
2	District Medical Officer	· MBBS · Have basic IT knowledge, e.g. MS Word, MS Excel · Knowledge of local language will be preferred	80,000
3	Sr. Claims Officer	· MBBS Have basic IT knowledge e.g Ms-Word, Ms-Excel	80,000
4	Claims Officer	· MBBS Have basic IT knowledge e.g. Ms-Word, Ms-Excel	50,000
5	Database Administrator	· BS/MCS/M.Sc or B.E in IT related field (16 years' education) · At least 3+ Years of experience as a DBA · Certified DBA for ORACLE	100,000
6	Oracle Developer	· BS/MCS/M.Sc or B.E in IT related field (16 years' education) · At least 3+ years of experience in Oracle Developer Suite 10g	120,000
7	Java Developer	BS/MCS/M.Sc or B.E in IT related field (16 years' education) · Certified Java Developer · At least 3+ Years of experience	120,000

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

8	Oracle Developer	BS/MCS/M.Sc or B.E in IT related field (16 years' education) · Certified Oracle Developer	120,000
		· At least 3+ Years of experience Java Developer	
9	PHP Developer	BS/MCS/M.Sc or B.E in IT related field (16 years' education) · Certified PHP Developer	120,000
		· At least 3+ Years of experience as PHP Developer	
10	Data Base Administrator	BS/MCS/M.Sc or B.E in IT related field (16 years' education) · At least 3+ Years of experience as a DBA · Certified DBA for ORACLE	120,000
11	User Interference Developer	BS/MCS/M.Sc or B.E in IT related field (16 years' education)	100,000
12	Anroid Developer	BS/MCS/M.Sc or B.E in IT related field (16 years' education)	100,000
13	IT Support Staff	BS/MCS/M.Sc or B.E in IT related field (16 years' education)	50,000
14	Marketing Officer	MBA Marketing	50,000
15	Sr. Accounts Officer	· MBA/M.Com/CA/ACCA/ICMA · 2 Years experience	

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

		· Sound knowledge of computer	80,000
16	Accounts Officer	· MBA/M.Com/CA/ACCA/ICMA · Sound knowledge of computer	50,000
17	Sr. Audit Officer	· MBA/M.Com/CA/ACCA/ICMA · Sound knowledge of computer	80,000
18	Audit Officer	· MBA/M.Com/CA/ACCA/ICMA · Sound knowledge of computer	50,000
19	Admin & Monitoring Officer	· MBA/M.Com/BBA (Hons) · Knowledge of computer & M/S Office	50,000
20	Sr. Admin Officer	· MBA/M.Com/BBA (Hons) · 1 Year experience · Knowledge of computer & M/S Office	80,000
21	Admin Officer	· MBA/M.Com/BBA (Hons) · Knowledge of computer & M/S Office	50,000
22	Senior Assistant	· B. Com / BBA · Have basic IT knowledge e.g. Word, Excel	35,000
23	Health Facilitator	· Graduation (At least 14 years' education) · Have basic IT knowledge, e.g. MS Word, MS Excel	35,000
24	Helper / Messenger	· Middle · Knowledge of local language will be a Plus	20,000
25	Driver	· Middle · LTV License	20,000

RFP FOR HIRING OF SERVICES OF HR FIRM

FOR ANNUAL CONTRACT FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE

State Life reserves the rights to prioritize, include or exclude the designated Position under the scheme. The salary provided against each post is tentative and actual figure may be less/more than amount mentioned above
