

Tender Notice No. PO/CPD/H&AI/ 01/2026

**HIRING OF SERVICES OF HUMAN RESOURCE OUTSOURCING FIRM
(HR FIRM) FOR PROVIDING SKILLED, SEMISKILLED AND UNSKILLED HUMAN
RESOURCE FOR H&AI DIVISION STATE LIFE PRINCIPAL OFFICE**

State Life Insurance Corporation of Pakistan invites technical and financial bids for Hiring of Services of Human Resource Outsourcing firm having minimum ten (10) years of relevant experience in the field of providing Human Resources to government and private organizations. In accordance with PPRA-2004 rules under Single stage – Two Envelopes Procedure from well recognized Human Resource Outsourcing Firms. Intended bidder must be registered with Income Tax/Sales Tax Department and having its own offices, Phone/Fax no (If found contrary tender will be rejected).

Title of Work	Earnest Money (Fixed)	Last date & Time for Submission of Bid	Date & Time for Opening of Technical Bids
Hiring Of Services of Human Resource Outsourcing Firm for Providing Skilled, Semiskilled and Unskilled Human Resource (the details terms and conditions as per tender document)	PKR 5,000,000	09-02-2026 till 11:00Hrs	09-02-2026 At 11:30Hrs

Tender Notice along with Tender Document can be seen/downloaded from PPRA/SLIC website i.e. www.ppra.gov.pk, www.statelife.com.pk and the EPADS System.

Bids will be received only from those firms who are registered with PPRA for e-procurement on E- PADS system.

Filled tenders must be submitted through their e-mail address latest by 09-02-2026 before 11:00 am. Technical Bid will be opened on the same day at 11:30 am

State Life Insurance Corporation of Pakistan reserves right to accept/ reject all bids in accordance with PPRA Rules.

Secretary CPC

(Central Procurement Division)

STATE LIFE INSURANCE CORPORATION OF PAKISTAN

10th Floor, State Life Building No. 11,

Abdullah Haroon Road, Karachi

Tel: 021-99204521



REQUEST FOR PROPOSAL

FOR

HIRING SERVICES OF HUMAN RESOURCE OUTSOURCING FIRMS (HR Firms)

Name of the Respondent: _____

Address for Correspondence: _____

Telephone No.

Fax No.

Email.

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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/ Service Provider”) for provision of services, to run the affairs of the project based, time-bound, government-sponsored health 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: Scope of Work (SOW)
 - d. Section IV: Proposal formats
4. Proposals can be submitted as per schedule listed in section I clause 6.
5. State Life reserves the right to reject all bids or proposals 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) on EPADs	As per Tender Notice
B	Date Of Opening of Technical Proposal of Respondents on EPADs	As per Tender Notice

7. Address for submitting, clarification and opening of proposals: Divisional Head-CPD, State Life Insurance Corporation of Pakistan, Principal Office 10th floor, State Life Building No. 11 Abdullah Haroon Road, Karachi. Phone: 021-99204521
8. All proposals must be furnished through EPADs

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SECTION II: INSTRUCTIONS TO RESPONDENTS

1. DEFINITIONS

Unless the context otherwise requires, the following terms & conditions when ever used in this RFP and Agreement have the following meanings:

- a. “Applicable Law” means the laws and any other instrument having the in-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. “Competent Authority” means the Chief Executive Officer, State Life.
- d. “Committee” means committee constituted by State Life for evaluation of technical and financial proposals.
- e. “HR FIRMS/ Service Provider” means such legal entities which have the capacity, human resource experience and the capability to provide required services
- f. “Service Charges in terms of percentage” means the percentage of Net Resource Cost that will be charged by the Service Provider hired by State Life under the agreement for the complete and proper performance of its contractual obligations.
- g. “Agreement” means the agreement signed by the parties along with the entire documentation specified in this RFP.
- h. “Day” means Calendar Day.
- i. “Effective date” means the date on which the agreement comes into force and effected.
- j. “ITR” means Instructions to Respondents, specified in Section II of RFP.
- k. “IFP” means Invitation for Proposals, specified in Section I of RFP.
- l. “Government” means the Government of Pakistan.
- m. “Member” means any of the entities that make up the joint venture / consortium / Association, in relation to responding to this RFP.
- n. “Personnel/ Resource” means resources of HR-Firm/ Service Provider assigned to perform services and any part thereof in pursuance of the agreement.

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- o.** “SOW” means Scope of Work for the Respondents, specified in Section III of RFP
- p.** “Services” mean the services that will be provided by the Service Provider
- q.** “Procuring Agency” means State Life Insurance Corporation of Pakistan
- r.** “SLA” means a Service Level Agreement which will be signed by the most advantageous service provider after signing of initial agreement to commence services
- s.** “Cost of Resource” means the financial liability/ impact of deployed HR Firms’/ Service Providers’ resource not limited to remunerations, TA/DA, Bonus etc to be disbursed by Service Provider
- t.** “Net Resource Cost” means Gross Service Charges per resource without any deduction

2. INTRODUCTION

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

3. CONFLICT OF INTEREST

State Life requires service provider to provide professional, objective and impartial advice and at all times hold its interest’s paramount, strictly avoid conflicts with other assignments / jobs or their own corporate interests and act without any consideration for future work. The service provider 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 all proposals, 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.

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6. FRAUD AND CORRUPTION

State Life requires that respondent hired through this RFP must observe the highest standards of ethics. Further, case any bidder is found indulged in Corrupt and Fraudulent practice as defined under definition section in PPRA Rules than necessary action as per PPRA Rule-19 (A) will be taken

7. CLARIFICATIONS AND AMENDMENTS OF RFP DOCUMENT

7.1. RFP clarification

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.

In case respondent failed to respond within stipulated timeline the proposal will be declared as non-responsive without any further clarity

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 modifications will be issued as an Addendum in a manner similar to earlier advertisements.

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 most advantageous bidder 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 second 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

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the evaluation criteria enunciated in the RFP.

The respondents who are found technically responsive on the basis of technical evaluation would be informed about the date and time of opening of their financial proposals through EPADs and all other modes of communication

9. ELIGIBILITY CRITERIA FOR HR FIRM (MANDATORY)

The HR Firm(s) applying to be selected under the RFP must fulfill the following eligibility criteria:

- I.** The 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. The HR firm also should not be in litigation with State Life. An Affidavit to be submitted on Rs.100 stamp paper
- II.** All proposals must be furnished through EPADs and any proposal submitted other than EPADs will not be considered.
- III.** Having minimum Experience of Five (5) years in similar nature of Job.
- IV.** Service Provider should have audited financial statement for the last three years (2022, 2023 & 2024) from ICAP Certified audit firms which have satisfactory QCR ratings by ICAP/ SBP approved auditor.
- V.** Average annual turnover (total income) in 3 years preceding (2022, 2023, 2024) should be at least Rs. 500 million.
- VI.** HR Firm must have average minimum of 2,500 personnel on its pool or company payroll in 3 years preceding (2022, 2023, 2024) (Company wise list to be attached).
- VII.** Average for at least 10 Procuring Agencies (With at least 250+ HR deputed per Procuring Agency) in last three years in 3 years preceding (2022, 2023, 2024).
- VIII.** Reference letter/ Job Completion Certificate of any of last five (5) projects in last three years. (Attach Copy)
- IX.** Service Provider should be registered with FBR and must be on active filer ATL List) and other regulatory authorities if applicable (Verifiable proof is needed)
- 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:

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- 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.
- vii.** Submitted a proposal with price adjustment / variation provision.
- viii.** Not fulfilling any mandatory eligibility conditions as mentioned in clause 9.
- ix.** Proposal is not furnished through EPADs

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 will result in rejection of the proposal.

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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-writing shall be valid only if they are initialized by the authorized person signing the proposal.
- 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 should be prepared and each to be put in a separate envelope.
 - b) There shall be following title on envelope containing the technical proposals – **TECHNICAL PROPOSAL FOR HIRING OF SERVICES OF HUMAN RESOURCE OUTSOURCING FIRMS (HR Firms)**
 - c) There shall be following title on envelope containing the financial proposals – **FINANCIAL PROPOSAL FOR HIRING OF SERVICES OF HUMAN RESOURCE OUTSOURCING FIRMS (HR Firms) – NOT**

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TO BE OPENED WITH TECHNICAL PROPOSAL

- d) 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 HUMAN RESOURCE OUTSOURCING FIRMS (HR Firms)**
- e) All envelopes mentioned above should also have the name and contact details of the respondent clearly mentioned on the back side. This shall facilitate return of envelopes to the respondent, if required, as per RFP.
- f) Proposals must also be submitted to EPADs as per Single Stage Two Envelope Procedure.
- g) Hard Copy of proposal submitted must be same as uploaded on EPADs and in case of any discrepancy/ difference proposal will be declared as non-responsive.

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**.

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.

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16.2. FINANCIAL PROPOSAL

All the submitted forms must be arranged in ascending order:

1. The Financial Proposal will be filled in **Fin - 1** separately.
2. The quoted rate will remain firm for an initial period of two (2) years
3. All rates will be quoted in Pakistan Rupee (rounded to the rupee amount) in word and figure
4. 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.
5. 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 Newly Merged Districts of KP.
6. 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.
7. In case of ambiguity on financial proposal being quoted in words, the proposal is liable to be rejected. The respondents 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. The respondents/representatives shall sign attendance as proof.

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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 are found technically responsive on the basis of technical evaluation.
- iii.** The committee would undertake the financial evaluation of the technically responsive bidder
- iv.** 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 publicly opened at a time, date, and venue to be communicated to the qualified bidders in advance.

TECHNICAL POINTS / SCORING

1. Average Annual Turn Over (Total Income) in Preceding 3 Years	Point
Between Rs. 500 million to Rs.1,000 million	5
Above Rs. 1,000 million	10

2. Number of Outsource Staff Valid Proofs such as (List along with CNIC) or selected CVs may be required	Point
Between 2,500 to 5,000	10
More than 5,000	20

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3. Overall Experience (Verifiable Proof such as Work Award is required which clearly demonstrates required experience)	Point
5 to 10 Years	10
Above 10 years	20

4. Number of Clients (With at least 250+ HR deputed per Client)	Point
10 to 20	10
20+	20

5. Number of Projects (With Agreement Value of 30 million or More) during last 5 years. Here Completion Certificate is required	Point
5- 10 Projects	10
Above 10 Projects	20

6. Fully Functional HRMS Portal (Proof such as screen shot must be affixed with technical proposal). Demo will be taken	Point
No	0
Yes	10

Total Points = **100**

Minimum Qualification Points = **60**

(50% marks in each category are compulsory for Serial No.01 to Serial No.05. In case of Serial No. 06 there will be absolute marking and in case of non-compliance proposal will be declared as non-responsive

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 with 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.

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Step 2: All financial proposals found to be in order shall be listed in the prescribed Financial Evaluation Sheet.

Step 3: The most advantageous Service Provider will be treated as responsive for entering into an agreement (Draft agreement is placed at Annex-B) within ten days of issuance of Work Order

Step 4: After signing of draft agreement within Thirty (30) days a separate SLA will be signed with the most advantageous service provider within

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 a Service Level Agreement (SLA)

20.1. CONCLUSION OF THE NEGOTIATIONS

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

After completing negotiations, State Life shall enter into a Service Level Agreement with selected Service Provider

The Service Provider is expected to commence the SLA on the date agreed in negotiations

State Life will sign the SLA on the agreed format. After signing 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.

21. BID SECURITY DESPOSIT

Bid Security Deposit **Rs. 5,000,000 (Rs. Five Million)** would be furnished by the respondent in form of Pay-order /Demand Draft in favor 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 fails to sign the ~~agreement~~ within fifteen days of issuance of Work Order then Work Order will be cancelled along with forfeiture of Bid Security and we will resort to 2nd Most Advantageous Bidder

In case a bidder denies provision of services then necessary blacklisting process will be initiated along with forfeiture of Bid Security

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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 ~~entity~~ of confidential information related to the process may result in rejection of its proposal. Except with the prior written consent of State Life, the respondents 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 completion of the project, all software, data supplied and collected data 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 HRFIRM

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 Programmes 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 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 IV of 8 for all procurements exceeding Rs. 10.0 million or any other limit prescribed by State Life

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25. DURATION OF ENGAGEMENT:

The engagement as part of subject procurement will initially be for a period of Two (2) years which shall be extended for further one (1) year on same terms and conditions. The quoted percentage cost will remain fixed for a contract period.

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SECTION III: SCOPE OF WORK (SOW)

1. BACKGROUND

This section details the scope of work for hiring services of a service provider for provision of the required services as specified in this RFP.

2. ABOUT THE PROJECT

State Life is implementing mega and corporate health insurance schemes countrywide. As part of said initiatives, healthcare facilities and different products are being offered to social and corporate Procuring Agency.

3. ROLE OF SERVICE PROVIDER

- I.** The Service Provider must have a diverse pool of potential resources to ensure effective and timely fulfillment of our requirement when arises
- II.** The Service Provider should provide a dedicated resource for various sets of operations including beneficiary management, claim management, gatekeeping, complaint redressal, IT development, general services etc. as per the requirement of Procuring Agency.
- III.** The Service Provider shall provide relevant resources (s) from its pool after thorough screening and shortlisting.
- IV.** The Service Provider shall provide services in any Service Area in accordance with the requirements of the Procuring Agency.
- V.** In case a resource deems fit to procuring agency then upon intimation, Service Provider will ensure deployment of the said resource at respective service unit. All documentation and legal formalities for the said deployment will be responsibility of the service provider without any liability to State Life in any form.
- VI.** The Service Provider shall be bound to provide required services as and when required and in case said Service Provider or its associated resources failed to meet the deliverables, the same would be intimated to Service Provider who will be responsible for further formalities including but not limited to remove deficiency in particular Service Area, deployment of additional HR, replacement of existing resource etc.
- VII.** The Service Provider must ensure that necessary benefits such as Life & Health insurance and other Statutory Benefits etc. are being provided to their deployed resources without any liability on Procuring Agency in any form.

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- VIII.** The Service Provider shall maintain Human Resource Database of all the service units deployed for provision of services and will ensure availability of any/such reports, as/when required by State Life within stipulated timeline.
- IX.** The resource(s) of Service Provider shall be integrated with the Procuring Agency Database to ensure smooth flow of information, financial data and reports regarding availability of services
- X.** The Service Provider shall ensure that the services shall be rendered by experienced and qualified HR to the satisfaction of Procuring Agency.
- XI.** The Service Provider must ensure that all information pertaining to a particular resource is readily available. All screening such as criminal record check, educational verification, document checking etc will be responsibility of the Service Provider and in case any information is found to be fake, the Service Provider shall be held responsible and necessary legal action may be initiated
- XII.** The Service Provider is responsible for maintaining and managing all matters of respective resources deployed without any liability to State Life
- XIII.** The Service Provider shall provide prompt replacement of the resource when required Service Provider must ensure the deployment of required resources within 24 hours after the initiation of request.
- XIV.** The deployed resources will remain on pay roll of Service Provider and would not have pose any financial liability towards the Procuring Agency.
- XV.** Service Provider shall indemnify State Life from all Legal Proceedings arising out of Service Matter of their deployed resources.
- XVI.** The Service Provider and Procuring Agency, with mutual consent, shall draft SLA to outline details regarding provision of services under the contract that would be signed and implemented within 30 days of signing of contract.
- XVII.** The resources deployed by service providers at different service units are being deployed for a time bound assignment and will solely remain service providers' resource (s) without any employment claim on behalf of procuring agency

4. ROLE OF PROCURING AGENCY

- A.** Procuring Agency will clear invoices furnished within thirty days of submission subject to Work Done Satisfactory and completion of all codal formalities
- B.** The Procuring Agency will carry out continuous performance assessment of the

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Service Provider and in case any shortcoming is observed intimation will be made to bidder to rectify the issue within stipulated timeline and in case of delay necessary action will be taken

- C.** The TORs for the subject engagement will be decided after mutual consent and will be formally made part of SLA subject to deliberations
- D.** Procuring Agency may carry out verification of deployed resources at our own end and in case it is found that any details furnished by bidder are fake then necessary legal action will be initiated against Service Provider and resource deployed
- E.** The Procuring Agency shall provide The Service Provider with copies of relevant SOPs required to be complied with by the Service Provider and the Service Provider's resources during the performance of the Services including, without limitation, literature relating to the Procuring Agency's products, code of conduct and security procedures. The Procuring Agency 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.
- F.** The Procuring Agency shall identify the service areas and scope of particular services related to program implementations along with necessary support.
- G.** The Procuring Agency shall be responsible for payment of services related charges as covered by the terms and conditions agreed by the parties and as per Clause 5 of this Agreement.

5. PAYMENT TERMS

In consideration of the execution of the services under this Agreement by Service Provider, the Procuring Agency has agreed to pay charges in accordance with following clauses:

- a.** The Service Provider shall submit invoices on official letterhead for the services being provided positively by 25th of every month both in hard copy and soft form at respective designated offices
- b.** The service charges will be calculated based on Net Resource Cost times the number of resources deployed on monthly basis the Fin -1 submitted by service provider in his financial bid to the Procuring Agency. Pro-rata calculation shall be applicable based on actual number of days when the service provision is less than a month.
- c.** The Service Provider shall claim the amount on account of Gross/ Net Resource Cost from the Procuring Agency only once a month and SERVICE PROVIDER shall not charge any additional service fee from the Procuring Agency.
- d.** The Service Provider shall solely be responsible for payment of all applicable taxes and expenses in lieu of statutory benefit of its resources as per applicable Federal and Provincial law.

STATE LIFE INSURANCE CORPORATION OF PAKISTAN
RFP FOR HIRING OF SERVICES OF HR FIRM

TECH I: COVERING LETTER FOR HIRING OF SERVICES

(On Respondent's letterhead)

Date: _____

Proposal Reference No. xx/20xx

Divisional Head CPD
State Life Insurance Corporation
of Pakistan, Principal Office 10th
floor, State Life Building No.11,
Abdullah Haroon Road,
Karachi.
Phone: 021-99204521

**SUBJECT: PROPOSAL FOR HIRING SERVICES OF HR FIRM OUTSOURCING
 FIRMS (HR FIRMS)**

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.

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9. We / I am submitting herewith a Pay-order/demand draft No. _____ dated _____ in favor of STATE LIFE INSURANCE 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

STATE LIFE INSURANCE CORPORATION OF PAKISTAN
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TECH-2: GENERAL INFORMATION ABOUT THE RESPONDENT

Proposal Reference No.

Name of Organization:

Category:

Address of Registered Office:

Details of the website of the organization (if any) :

Address of local office:

Details of designated person:

- a. Name:
- b. Designation:
- c. Telephone:
- d. Fax Number:
- e. Mobile Number:
- f. E-mail address:
- g. CNIC/SNIC:

Registration Details (attach documentary proof) :

Income Tax registration number/NTN details (attach documentary proof) :

Other applicable tax documents (attach documentary proof) such as sales tax registration certificate:

Other details of the Association:

- i. Status of the Association (whether Partnership, etc.):
- ii. Locations and addresses of offices (in Pakistan and overseas):

Information about the constitution of the organization and memorandum of the association (attach certified documentary proof) and article of association.

Details of members of the organization / Board of Directors along with their CNIC/SNIC and addresses.

Purpose/mission/vision of the organization (attach certified articles of association which describes the same).

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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.

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

**STATE LIFE INSURANCE CORPORATION OF PAKISTAN
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TECH-3: FINANCIAL STRENGTH OF THE ORGANIZATION

Proposal References No.

Name of the Respondent	Annual Income / Revenue of the Respondent			
	2022	2023	2024	Average

Signature.....

In the capacity of.....

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

Date.....

Place.....

**STATE LIFE INSURANCE CORPORATION OF PAKISTAN
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**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	
	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 or other supporting documents or copy of 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.

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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

The discipline/Expertise:

Name of the firm:

Name of Expert:

Date of Birth :

Years with the firm :

Nationality :

Professional Qualifications :

Academic Qualification:

Employment Record :

Language and Degree of Proficiency:(in Speaking, reading and writing as
Excellent- Good – Fair – Poor)

Details of relevant Projects handled:

Certification I, the undersigned, certify that, to the best of Knowledge and belief,
these bio- data correctly describes myself, my qualifications and my experience.

Signature:

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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 Procuring Agency), 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 Placement “_____”						
Activity	Days					
S. No	1	2	3	4
1						
2						
3						
.						
.						

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FIN1: FINANCIAL PROPOSAL FORMAT

The Services Charges for provision of the required services must be quoted as per format appended below

Sr. No.	Value	Services Charges including W.H.T in percentage on Net Per Resource Cost in Figure	Services Charges including W.H.T in percentage on Net Per Resource Cost in Word
1	Service Charges for provision of services in terms of percentage of Net Per Resource Cost		

Note:

- i.** Financial Proposal must be strictly as per above format
- ii.** Service Charges must be inclusive of all applicable tax
- iii.** The Service Charges of HR Firm should be calculated on estimated resource i.e. 1200
- iv.** The number of resources may be increased or decreased based on requirement of programs
- v.** The Service Charges of HR Rate will remain fixed for the contract period.

Signature.....

In the capacity of.....

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

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

**STATE LIFE INSURANCE CORPORATION OF PAKISTAN
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ANNEX-A

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

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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 time 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:

Sea

**STATE LIFE INSURANCE CORPORATION OF PAKISTAN
RFP FOR HIRING OF SERVICES OF HR FIRM**

ANNEX-B:

DRAFT AGREEMENT

AGREEMENT

This AGREEMENT (hereinafter called the "Agreement") is made on this **[Date], 2025** at Karachi

Between

State Life Insurance Corporation of Pakistan, incorporated under the Life Insurance Nationalization Ordinance, 1972, having Principal Office at State Life Building No.9, Dr. Ziauddin Ahmed Road, Karachi (hereafter called the “**State Life**” which expression shall include the successors, legal representatives and permitted assigns) of the one part,

and

M/s Service Provider, [Office Address] . (hereafter called the “**Service Provider**” which expression shall include the successors, legal representatives and permitted assigns) of the other part. (Hiring Services of a Service Provider for Provision of Call Services for Sehat Card Beneficiaries and Corporate Clients)

WHEREAS

The State Life has sought proposal from the Service Provider to provide services as defined in the Invitation of Proposal/Bid ((hereinafter called the "Services"); and the Service Provider, having represented to the State Life that they have the required professional skills, and personnel and technical resources, have agreed to provide the Services and submitted Proposal/Quotation/Bid (491 pages in total)

NOW THEREFORE the Parties hereby agree as follows:

1. The following documents attached hereto shall be deemed to form an integral part of this Agreement:
 - a. The Invitation of Proposal/Bid.
 - b. The Letter of Acceptance.
 - c. The complete Form of Proposal/Quotation/Bid submitted by the Service Provider
 - d. Integrity Pact.
 - e. Service Level Agreement (If applicable)
2. The mutual rights and obligations of the State Life and the Service Provider shall be as set forth in the Agreement, in particular:
 - (a) The Service Provider shall carry out the Services in accordance with the provisions of the Agreement; and
 - (b) The State Life shall make payments to the Service Provider in accordance with the provisions of the Agreement.
3. The Service Provider shall not sub-let the services to any other without prior written consent of State Life.
4. In the event if the services were not provided as per timeline given in the Proposal/Quotation/Bid submitted by the Service Provider the State Life reserve the right to terminate the Agreement and to recover the amount/payment made to the Service Provider.

STATE LIFE INSURANCE CORPORATION OF PAKSITAN
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5. Any dispute if arisen shall amicably be settled. In case of failure of settlement, the dispute shall be resolved through arbitration, subsequently, in accordance with the Arbitration Act, 1940. The arbitration proceedings shall be subject to the exclusive jurisdiction of the courts at Islamabad.
6. The Service Provider shall indemnify and hold harmless the State Life from and against all liabilities, claims, litigations and demands, on account of fraud, injury, loss or damage in obtaining Domain Registration & Hosting etc.
7. If the Service Provider defaults or neglects to carry out the Services in accordance with the Agreement Documents or fails to perform any provision of the Agreement, the State Life may terminate Service Provider's Services under the Agreement and shall recover the amount so paid to the Service Provider.
8. Failure by Service Provider to enforce any provision of the agreement shall not constitute a waiver of future enforcement of that or any other provision.
9. If any provision of this Agreement is declared invalid or unenforceable, the remaining provisions shall remain in full force and effect.
10. Any amendment or modification to this Agreement shall be valid only if made in writing and signed by both Service Provider and State Life.
11. In no event shall the State Life and Service Provider be responsible or liable for any failure or delay in the performance of its obligations hereunder arising out of or caused by, directly or indirectly, forces beyond its control, including, without limitation, strikes, work stoppages, accidents, acts of war or terrorism, civil or military disturbances, nuclear or natural catastrophes or acts of God, and interruptions, loss or malfunctions of utilities, communications or computer (software and hardware) services.

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be signed in their respective names as of the day, month and year first above written.

For and on behalf of State Life

For and on behalf of the service provider

Name:

Name:

Designation:

Designation:

Signature: -----

Signature: -----

WITNESS NO.1

WITNESS NO.2

Name:

Name:

Designation:

Designation:

CNIC No:

CNIC No:

Signature: -----

Signature No: -----