



REQUEST FOR PROPOSAL

HIRING SERVICES OF A SERVICE PROVIDER FOR
PROVISION OF FOOD/ REFRESHMENT AND OTHER
SERVICES FOR OFFICE

Name of the Respondent	
Address	
Telephone	
Fax	
Email	

State Life Insurance Corporation of Pakistan
Health & Accidental Insurance (H&AI)
Regional Procurement Department (RPD)
3rd Floor, State Life Tower, Jinnah Avenue, Islamabad
Contact No: 051-9216344

SECTION I: INVITATION FOR PROPOSAL

1. State Life Insurance Corporation of Pakistan intends to hire the services of a reputed Service Provider for subject procurement
2. State Life Insurance Corporation is seeking proposals as per Single Stage One Envelope Procedure as per PPRA Rules 2004 from Services Providers registered with FBR and are on ATL
3. State Life reserves the right to accept or reject any proposal, as per PPRA Rule-33
4. All proposals must be valid for **Ninety (90)** days and any bid shorter than subject bid validity will be declared as conditional subsequently will be considered as non-responsive

5. Tender Schedule

A	Bid Submission Timeline Through EPADs	06/03/2026 @ 11:00 AM
B	Bid Opening Timeline	06/03/2026 @ 11:30 AM
C	Clarification Timeline	03/03/2026 UPTO 05:00 PM

6. Address for submission of Hard Copy of Bid Security amounting to **PKR.110,000/-** in favor of "**SLIC H&AI PREMIUM COLLECTION ACCOUNT**" in the form of pay order/ demand draft and any other document if needed:

"Office of Regional Procurement Department (RPD), Health and Accidental Insurance (H&AI) Regional Office, 3rd Floor, State Life Tower, Jinnah Avenue, Islamabad"

Contact No: 051-9216344

Email for clarity and information:

masabslic@gmail.com ; mwaqas.slic09@gmail.com

SECTION II: INSTRUCTION TO RESPONDENTS

1. DEFINITIONS:

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

- a) "Proposals" means the document submitted in response to subject procurement
- b) "State Life" means State Life Insurance Corporation of Pakistan.
- c) "Competent Authority" means the CEO State Life.
- d) "RFP" means Request for Proposal
- e) "Committee" means committee constituted by State Life for evaluation of proposals
- f) "ATL" means Active Taxpayer List as per FBR Record
- g) "Government" means the Government of Pakistan
- h) "Service Provider /Firm/Respondent/Vendor" means any entity that has placed an offer/ proposal for performance of services sought in this document
- i) "PPRA Rules" Public Procurement Rules 2004
- j) "SOW" means Scope of Work
- k) "H&AI" means Health & Accidental Insurance Regional Office Islamabad
- l) "E-PADs" means E-Pak Acquisition and Disposal System
- m) "Service Charges" The percentage that the vendor will charge on actual invoice (s) furnished on fortnightly basis for services being provided
- n) "Food and Refreshment Items/ Other Services" not limited to snacks, biscuits, lunch, dinner, dry fruit, fruit, Flower Book Kays, Cold Drinks, etc

2. INTRODUCTION

State Life is undertaking Sehat Sahulat Program for provision of indoor medical services to entire population (referred as beneficiaries herein). State Life has also initiated Corporate Health Insurance Program wherein services are provided to both private and public sector clients

3. VALIDITY OF PROPOSALS/ BIDS

Proposals must be valid for a period of **90 (Ninety)** days after the date of its submission prescribed in RFP. A proposal valid for shorter period will be rejected. State Life may solicit the Respondents' consent to extend proposal validity (without modification in proposals)

4. RIGHT TO ACCEPT / REJECT PROPOSAL

State Life reserves the right to reject proposals as per PPRA Rule-33

5. FRAUD AND CORRUPTION

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

6. CLARIFICATIONS AND AMENDMENTS OF PREQUALIFICATION DOCUMENT

6.1. CLARIFICATIONS

During evaluation of the proposals, State Life can, at its discretion, ask Respondents for clarifications on their proposals in writing and response thereof must also be in writing. The Respondents are required to respond within the time frame prescribed by State Life.

In case a vendor fails to respond to clarification in stipulated time then vendor will be simply disqualified from further proceedings without any notice

6.2. AMENDMENTS

At any time prior to deadline for submission of proposal, State Life may for any reason, modify the RFP and revised documents will be advertised in the form of addendum in a manner similar to advertised earlier

7. ESSENTIAL QUALIFYING CRITERIA:

Eligible Service Provider/Respondent must meet following criteria:

- i. Bidder must be registered on EPADs and must submit bids on E-PADs
- ii. Have experience of at least **two (2)** years as General Order Supplier (Here Work Order, Agreements etc must be affixed from which experience required is clearly verified). Details must be provided as per format placed at Annex-B
- iii. Vendors must provide details of projects in execution on official letterhead duly signed and stamped and supported by Work Awards, Purchase Order etc. Details must be provided as per format placed at Annex-B
- iv. Vendor is required to provide client details on official letterhead duly signed and stamped as per format placed at Annex-C
- v. Vendor is required to submit HR Details
- vi. Must be registered with Tax Authorities as per prevailing latest tax rules (Only those respondents who are validly registered with Government legal entities, sales tax and income tax departments) and on active tax payer list;

- vii. Has not been blacklisted by any of Provincial or Federal Government Department, Agency, Organization or autonomous body or Private Sector Organization anywhere in Pakistan (Submission of undertaking on legal stamp paper of worth Rs.100/- (**One Hundred Rupees Only/-**) is mandatory). Stamp paper is required both in hard copy and as scanned copy on EPADs. Hard Copy is to be submitted with Bid Security Deposit at address specified in Clause-14 of this RFP
- viii. Vendor must submit complete Company Profile on official letter head duly signed and stamped on each page
- ix. Vendor must have office set up in Islamabad/ Rawalpindi (Documentary evidence must such as utility bill/ rent agreement etc must be enclosed)
- x. Bank Statement of the year 2025 (January 01,2025 to December 31, 2025) is required. Closing balance as on **December 31, 2025**, must be at least **1.0 million**
- xi. Bid Security amounting to **PKR 110,000/-** as per PPRA Rules in the form of Pay order/ Bank Draft in favor of "SLIC H&AI PREMIUM COLLECTION ACCOUNT". Bid Security must be furnished as scanned copy on EPADs and also hard copy to be submitted at address specified at Clause-14, Section-II of this RFP

***NOTE:** Verifiable proof for all the above shall be mandatory. Non-submission will cause disqualification of the bidder for any further process. All bidders must provide a checklist format compliance of the eligibility criteria above.*

8. DISQUALIFICATIONS

State Life 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 response deadline
- ii. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements
- iii. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years
- iv. Submitted a proposal that is not accompanied by required documentation or is non-responsive
- v. Failed to provide clarifications related thereto, when sought
- vi. Submitted a proposal that is conditional
- vii. Any violation/non-submission of Clause-7 of this document
- viii. Non-Compliance with PPRA Rule

9. PRE-PROPOSAL QUERIES

The prospective Respondent (s), requiring any clarification in this document must seek required clarification via EPADs, email or telephonic conversation up to **03-03-2026 @5:00 PM**

10. 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 prescribed formats. Any interlineations, erasures or overwriting shall be valid only if they are initialized by the authorized person signing the proposal
- ii. The proposal shall preferably be typed and must be signed by the Respondent or duly authorized person(s) to bind the Respondent to the contract. The letter of authorization shall be indicated by written power of attorney or authority letter and shall accompany the proposal.
- iii. Proposals received by any means other than EPADs shall be treated as defective, invalid and rejected.
- iv. All expenses related to participation in this tender document shall be borne by the respondents
- v. Respondents are not permitted to modify, substitute, or withdraw proposals after its submission
- vi. Proposal must be as per requirements outlined in this RFP. All annexures and formats must be affixed

11. LIST OF DOCUMENTS SUBMITTED AS PART OF PROPOSAL

- i. Cover letter on respondent's official letter (format is attached as Annex-A)
- ii. All necessary documentation as required at Clause-7
- iii. Financial Proposal must be as per format placed at Annex-D duly signed and stamped and in case of non-compliance proposal will be declared as non-responsive
- iv. Quoted Service Charges will remain fixed for one (1) year from the date of issuance of Work Award
- v. Most Advantageous bidder will be decided based upon compliance with requirements outlined in this RFP and quoted cost

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

12. EVALUATION OF PROPOSALS - FORMATION OF COMMITTEE

State Life will form a Regional Procurement Committee to evaluate the proposals as per criteria outlined in this RFP

13. BID SECURITY DEPOSIT

Bid Security amounting to **PKR 110,000/-** must be furnished by the respondent in shape of Demand Draft/Pay order in favor of "SLIC H&AI PREMIUM COLLECTION ACCOUNT" as scanned copy along with technical proposal on EPADs.

Bid Security must also be submitted in hard copy well before Bid Submission Timeline at following address:

"Office of Regional Procurement Department (RPD), Health and Accidental Insurance (H&AI), 3rd Floor, State Life Tower, Jinnah Avenue, Islamabad"

It is entirely bidders' responsibility to ensure timely submission of Bid Security in hard copy without any liability to State Life. If a bidder fails to submit Bid Security before Bid Submission Timeline his/her proposal will be rejected no matter if it is uploaded on EPADs.

13.1. RELEASE OF BID SECURITY

- A.** Bid Security of bidders who aren't most advantageous will be released subject to completion of formal procurement proceedings i.e. conclusion of timeline post final evaluation report uploading on EPADs, PPRA and State Life Website as per PPRA Rules. Vendor is required to furnish a proper request duly signed and stamped and on official letterhead addressed to Incharge HR & Admin/ RPD for release of Bid Security.
- B.** Bid Security of the most advantageous bidder will be retained for the duration of engagement (Refer Clause-14 of this RFP). Bid Security will be released subject to satisfactory report by concerned. In case of extension of agreement, the bid security will be retained for extended period

13.2. CONFISCATION OF BID SECURITY:

- A.** Bid Security of most advantageous bidder will be confiscated in case of non-compliance with requirements outlined and communicated from time to time
- B.** Bid Security will be confiscated if vendor denies the execution of services along with necessary proceedings as per Clause-19 of PPRA Rule-2004
- C.** Bid Security will be confiscated in case bidder fails to furnish relevant documentation as per Work Award

14. DURATION OF ENGAGEMENT:

Services as part of subject procurement are initially required for a period of one (1) year and are subject to extension depending upon requirement, satisfactory performance and mutual consent for **two (2)** more years on same terms and conditions.

Service Charges as quoted will remain fixed for initial period of one year and are subject to revision depending upon market condition, inflation etc and mutual consent.

In case services charges are required to be revised, vendor must furnish a formal request at least two (2) months prior to expiry of existing engagement with complete justification.

H&AI reserves the right to accept or reject the request for revision of Service Charges.

In case the revised services charges as quoted by bidder and mutually agreed are accepted formal letter will be issued otherwise fresh tendering will be initiated

15. TERMINATION OF ENGAGEMENT:

H&AI reserves the right to terminate agreement any time

16. AGREEMENT:

A Service Level Agreement (SLA) will be signed with the most advantageous bidder. A draft is enclosed at Annex-E, and the said draft will be negotiated, and a mutually agreed draft will be signed with the most advantageous bidder

17. PAYMENT TERMS:

The payment terms are as follows:

- a) Invoices Service Charges must be as per proposal
- b) Invoice must be submitted on fortnightly basis i.e. Fourteen Days
- c) Invoicing schedule as mentioned at Clause-b must be complied
- d) Service Charges must be calculated on cumulative sum of invoices during fortnightly period. For instance, let us suppose we have ordered three times during a fortnight period with following details:
 - a. Invoice-A Amount in PKR = 5000
 - b. Invoice-B Amount in PKR = 6000
 - c. Invoice-C amount in PKR = 7000

Here total sum of invoices amounts to **PKR. 18000/-** Let us say the quoted services charges are **10%** so invoice will be as follows:

Service Charges = 10% * 18000= PKR. 1800

Here the Service Charges amount i.e. PKR. 1800 will be subject to tax deduction and invoices as per actual will be refunded

- e) Vendor is required to furnish original bill of all orders made. Invoice that will be submitted must include a summarized detail of all invoices along with Service Charges on official letter head
- f) Payment is subject to deductions if any
- g) Invoice will be subject to tax deduction

18. PENALTY:

Time and quality are most important parameters for the subject assignment. In case of delay, we reserve the right to impose penalty which will be adjusted from respective invoice @**0.05%** of overall lump sum amount (fourteen days) for each hour of delay.

In case it is observed that vendor doesn't comply with required timeline as communicated on routine basis then deduction/adjustment will be done as per actual from the bid security furnished and we reserve the right to terminate the engagement along with necessary action as per PPRA Rules

No Compromise on quality will be permitted. In case a vendor supplies an item, which is not as per requirement then vendor will be required to supply alternate item without any additional cost claim within stipulated timeline. In case of non-compliance deduction/adjustment as per actual will be done from Bid Security

SECTION III: SCOPE OF WORK

1. BACKGROUND

We intend to hire services of a service provider for provision of food/ refreshment and other services for office.

2. GOAL:

- a) To ensure provision of food, refreshment and other services through vendor in time
- b) To ensure maximum competition
- c) Get time value of money

3. SCOPE OF WORK:

As part of subject procurement, we intend to hire services of vendor for a period of **One (1)** year which can be extended to a maximum of **two (2)** more years under Framework Agreement for Food/Refreshment and other services

4. RESPONSIBILITIES OF SERVICE PROVIDER

- I. Service Provider must ensure provision of required services within stipulated timeline in respective call off order or requirement generated
- II. Service Provider must ensure that fresh, clean and quality food is supplied and in case quality of food is not as per requirement than said item will be returned back and no payment will be made
- III. Service Provider must strictly adhere to guidelines communicated by relevant H&AI official (s) regarding from where food is required i.e. respective restaurant
- IV. Service Provider must note that multiple orders can be placed in a day depending upon meeting and other requirements and Service Provider is bound to ensure compliance
- V. Requirements will normally be communicated through telephonic conversation, email etc
- VI. Vendor must note that as part of subject engagement, preferably following course of action will be adopted:
 - a. Officer concerned will place an order to vendor via respective mode i.e call, letter etc
 - b. Officer will inform vendor about details, quantity and place from required items are to be procured
 - c. Vendor will procure the required food/ refreshment items and will deliver the said items at designated location within stipulated timeline
 - d. Vendor is required to club all invoices and submit invoices to Admin Section on fortnightly basis

- e. Vendor will submit invoice i.e. Approved Service Charges and summary of all items as per actual that were ordered on official letterhead
 - f. Vendor will have to submit all invoices for orders placed along with summary invoice
- VII.** The Course of action as per Clause-vi above is a tentative one and actual may vary
- VIII.** Vendor must note that our office hosts different meetings, presentation sessions etc which are attended by representatives from Corporate, Private and Public Sector therefore in time delivery and quality are most important parameters and no compromise under any circumstances on both parameters will be allowed
- IX.** Vendor must note that he/she must ensure delivery of respective items as and when required
- X.** Vendors must ensure supply of required item from respective restaurant, café, food lounge etc as per communication without any condition

ANNEX-A: COVERING LETTER

(On Respondent's letterhead)

Date: _____
Proposal Reference No. xx/2026

Incharge HR & Admin

State Life Insurance Corporation of Pakistan,
Health & Accident Insurance Regional Office 3rd floor,
State Life Tower, Jinnah Avenue, Islamabad
Islamabad Ph: 051-9216740

SUBJECT: PROPOSAL FOR HIRING SERVICES of A SERVICE PROVIDER FOR PROVISION OF FOOD/ REFRESHMENT & OTHER SERVICES FOR OFFICE

Dear Sir,

1. Having examined this document, we / I, the undersigned, offer to submit a proposal for the Hiring of Services for activities to be undertaken
2. We / I have read the terms and conditions of this document 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 and all attachments are valid for a period of **90** days from the date fixed for submission of proposal as stipulated in this document.
4. Until the formal agreement is prepared and executed between the parties, this proposal, together with your written acceptance of the proposal and your notification of award, shall constitute a binding agreement between us.
5. We / I hereby declare that all the information and statements made in this proposal are true, correct and acceptable. Any misinterpretation contained in it may lead to our disqualification.
6. We / I understand State Life is not bound to accept any proposal it receive.
7. We / I confirm that our authorized representative has signed all pages of this proposal as acceptance of all conditions of this document. All documents attached along with our proposals have also been signed by our authorized representative as an attestation of their authenticity. The financial proposal has been prepared separately as desired and duly signed.

8. We / I am submitting herewith a demand draft No. _____ dated _____ in favor of STATE LIFE INSURANCE CORPORATION OF PAKISTAN as bid security deposit
9. The letter of authorization by the competent authority is also attached herewith.
10. We / I undertake to engage eligible experts/ skilled workers as per requirements outline in SOW

Dated this [date / month / year]

Authorized Signatory (in full and initials):

Name and title of signatory:

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

Name & Address of Firm

Affix rubber stamp

Email/Fax No.

Income Tax Certificate

Return Submitted

ANNEX-B: WORK EXPERIENCE

1. List of Previous Experience

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

Note:

All entries must be filled in above table. Further relevant proof such as Work Award, Agreement must be affixed. Here details of projects that are completed before Bid Submission deadline is required

2. List of Ongoing Projects

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

Note:

All entries must be filled in above table. Further relevant proof such as Work Award, Agreement must be affixed. Here details of projects that are in execution must be provided.

ANNEX-C: LIST OF CLIENTS

Sr. No	Name of Client with address	Category (Public/ Private)	Contact Number of Focal Person

NOTE: Vendor must clearly mention/ specify complete client's details.

ANNEX-D: FINANCIAL PROPOSAL

Sr. No	Particular	Service Charges without tax in terms of Percentage	Applicable Tax	Service Charges with tax in terms of Percentage
01.	Service Charges in Terms of Percentage for provision of Food/ Refreshment and other Services			

- i. Financial Proposal must be as per above format
- ii. Here Service Charges correspond to all allied costs i.e. delivery, octroi etc
- iii. Service Charges will remain fixed for One (1) year from the date of effectiveness of engagement
- iv. Service Charges must be in terms of Percentage

ANNEX-E: DRAFT AGREEMENT

This AGREEMENT (hereinafter called the "Agreement") is made on this [date] at Islamabad

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], head office at [address]. (hereafter called the "**Service Provider**" which expression shall include the successors, legal representatives and permitted assigns) of the other part.

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 (Total Number of Pages)

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 through EPADs
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.
 - (c) The discretion of acquiring Annual Support for the Developed & Designed Software and Maintenance thereof from the Service Provider shall rest with State Life. No cost/amount shall be paid to Service Provider if State Life does not acquire Annual Support from the Service Provider.
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 (Total Pages of Proposal) the State Life reserve the right to terminate the Agreement and to recover the amount/payment made to the Service Provider.
5. Any dispute if arisen shall amicably be settled.

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. 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.02

Name:

Name:

Designation:

Designation:

CNIC No:

CNIC No:

Signature: -----

Signature No: -----