

TENDER DOCUMENT

TENDER ENQUIRY #02/COU/LZW/2026

FOR

HIRING SERVICES OF COURIER AGENCY

FOR DELIVERING

INTERNATIONAL/NATIONAL & LOCAL

MAILS

FOR

STATE LIFE INSURANCE CORPORATION

LAHORE ZONE WESTERN

1. BACKGROUND:

State Life Insurance Corporation of Pakistan is the largest life insurance institution in Pakistan providing life and group insurance protection to over 6 million people. Even after the introduction of private insurance companies, State Life Insurance Corporation of Pakistan still enjoys the lion's share of the Pakistan life insurance industry.

Presently, State Life Insurance Corporation of Pakistan intends to invite sealed bids in accordance with PPRA Rules under **Single Stage Two Envelope Procedure** from reputable Courier Agencies / Companies registered with Income Tax and Sales Tax Departments for delivery of Domestic/National & International Mails for its Western Zone, Lahore.

2. SCOPE OF SERVICES:

State Life Insurance Corporation of Pakistan-Western Zone, Lahore requires the services of reputable courier agency for collecting the Domestic mails and International Mails of State Life Insurance Corporation of Pakistan- Western Zone, Lahore and delivering the same to desired destination across the country (for domestic mails)/ globe (for international Mails).

The successful bidder will be required to provide the best and timely services of all the mails from State Life Insurance Corporation of Pakistan-Western Zone, Lahore, and delivering the same to desired addresses/ destinations on day to day basis as per TORs attached herewith as Annex-II.

4. PROCEDURE OF COMPETITIVE BIDDING

Single Stage – Two Envelope Procedure, as per rule 36 (b) of Public Procurement Rules, 2004.

5. SUBMISSION AND OPENING OF BIDS

Bids to be submitted at EPADS system of PPRA Tender will be opened on **15-07-2026 at 11:00** am in the office of In-charge (HRA&P) State Life Insurance Corporation of Pakistan, Western Zone, Lahore, in the presence of bidders or their authorized agents, who wish to be present on the occasion.

6. BID SECURITY

Bid security/Earnest money must be in lump sum amount **Rs. 147,500/-** shall be deposited by the bidder/vendor in the form of CDR/Pay Order/Demand Draft favoring State Life Insurance Corporation of Pakistan (Estimated value of the procurement is **Rs. 2,950,000/-**). Bid Received after the above deadline or without Bid Security/Earnest Money and or less than required amount shall not be accepted. The Successful bidder shall deposit **Rs. 147,500/-** in the form of CDR/Demand Draft/Pay Order as **Performance Guarantee** (PPRA rule 39).

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7. EVALUATION PROCEDURE

State Life Insurance Corporation of Pakistan-Western Zone, Lahore Office intends to select the firm on the basis of technical evaluation points scoring criteria enclosed at page No.3 of Tender Document and under Single Stage Two Envelope Procedure of PPRA Rules and the bid found to be the lowest evaluated shall be accepted after qualification of technical criteria.

State Life Insurance Corporation of Pakistan reserves the right to accept or reject any bid or to nullify the bidding process and reject all bids at any time prior to Contract award as per PPRA rules, without thereby incurring any liability to the Bidders.

The rates quoted should be in Pak Rupees inclusive of all applicable taxes. The rates quoted will be treated as final and must be valid for ninety (90) days from opening of bids.

8. INSTRUCTIONS TO THE BIDDER

- The bidder (s) will submit the company profile, containing name of firm, its status, address, telephone number (s), fax number and other relevant information.
- The bids will be considered as non-responsive in case of non-completion or mis-declaration.
- The Bidders are hereby informed that the State Life Insurance Corporation of Pakistan shall deduct Income Tax & Sales Tax at the rate prescribed under provincial or federal tax laws, from all payments of successful Bidder.

9. Technical Evaluation Criteria

All the bidders must fulfill below mentioned conditions for technical qualification:

1. Bidder has NTN & GST Registration Certificate (active registration).
 2. Bidder must have office in Lahore with required sales & marketing staff at Lahore.
 3. Must have at least 05 years' experience in courier business, have at least 10 franchises in Lahore City.
 4. Must have at least 05 satisfactory reports of relevant business activity from reputed previous/current clients.
- 5. MANDATORY REQUIREMENTS:**
- **Operational Hub in UAE.**
 - **Prompt Electronic Tracking System.**
 - **24/7 Call Centre.**
 - **Dedicated Chartered Aircraft.**
 - **Electronic Devices for Booking.**
 - **One Official of the company must be deployed at our office for any enquiry on daily basis.**
6. The following two undertakings are required to be submitted on fresh legal stamp paper minimum Rs. 100/- duly attested by Notary public etc: -
- *Submission of Undertaking that the firm is not black listed by any of Provincial or Federal Government Department, Agency, Organization or Autonomous body or Private Sector Organization anywhere in Pakistan.*
 - *I have read all terms and conditions of this tender No. 02/COU/LZW/2026, I accept and shall abide by all of the terms & conditions of this Tender for Printing & Stationery items at State Life Insurance Corporation, Lahore Zone Western.*

Eligibility Criteria

Applicants cannot apply if they:-

- i. Are non-registered company/firm for courier business in Pakistan.
- ii. Are bankrupt or in process of going bankrupt.
- iii. Have been confiscated their CDR/Security amount by any Government body/department/ corporation/institute within last three years due to poor performance.
- iv. Have been convicted for an offence concerning the professional conduct.
- v. Have not fulfilled obligations related to payment of taxes.
- vi. Are found guilty of serious mis-interpretation/mis-representation of facts in supplying information.

Note: (All the Terms & Conditions of this tender are compulsory. Failing in any, may result in rejection of the bidder technically)

POINTS SCORING CRITERIA FOR TECHNICAL EVALUATION

S.No.	Parameters for technical evaluation	Scoring Brackets	Allocated Points
1.	<u>Number of Years in Courier Business</u>		
	05 to 10 years	5	
	10 to 20 years	10	
	More than 20 years	20	
2.	<u>Number of Network in Pakistan</u>		
	05 to 10 Networks	5	
	10 to 20 Networks	10	
	More then 20 Networks	20	
3.	<u>Number of Employees</u>		
	2000 to 3000 Employees	5	
	3001 to 5000 Employees	10	
	Above 5000 Employees	20	
4.	<u>Financial strength of the firm</u>		
	Audited / certified accounts or statements showing cash balances of more than Rs.10 million and less then Rs.20 million in the relevant year.	5	
	Audited / certified accounts or statements showing cash balances of more than Rs.20 million and less then Rs.30 million in the relevant year.	10	
	Audited / certified accounts or statements showing cash balances of more than Rs.30 million in the relevant year.	20	
5.	<u>Registration with any National Organization</u>		
	05 to 10 Organizations	5	
	11 to 15 Organizations	10	
	above 15 Organizations	20	

NOTE: _____ - Minimum overall 50% and 50% in each of the above category is required for the bidders to technically qualify.

- Bidders are instructed to submit verifiable documents for each of the above categories.

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M/S _____

1. BULK MAIL

Sr	Description	Price	GST	Total Price
1	Nationwide Charges			
2	Other than Network Charges			
3	Stuffing Charges			

2. ROUTINE MAIL

Sr	Description	Price	GST	Total Price
1	Within city charges to upto 0.5 kg			
2	Within city charges above 0.5 kg to 1 kg			
3	Within city additional charges per Kg			
4	Nationwide charges up to 0.5 Kg			
5	Nationwide charges above 0.5 to 1 Kg			
6	Nationwide additional charges per Kg			
7	Other than Network charges up to 0.5 Kg			
8	Other than Network charges above 0.5 to 1 Kg			
9	Other than Network additional charges per Kg			

3. INTERNATIONAL MAIL

Sr	Description	Price	GST	Total Price
1	Worldwide Courier upto 0.5 kg			

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STATE LIFE INSURANCE CORPORATION OF PAKISTAN (SLIC)
WESTERN ZONE, LAHORE

TERMS OF REFERENCES (TORS)
COURIER SERVICE (LOCAL, NATIONAL & INTERNATIONAL MAIL)

1. NOMINATION OF FOCAL PERSON:

The Courier agency will nominate a focal person for State Life Insurance Corporation of Pakistan-Western Zone, Lahore Office, who will be responsible for the effective service delivery. He will be responsible to ensure timely collection and delivery of the mails. He will be responsible to inform State Life Insurance Corporation of Pakistan-Western Zone, Lahore Office in case of any delay, misplacement or theft of the couriers belonging to State Life Insurance Corporation of Pakistan – Western Zone, Lahore Office. State Life Insurance Corporation of Pakistan- Western Zone, Lahore Office will contact the person in case of any emergency or any urgent delivery or collection of any mail. The focal person will be responsible for certifying the bills of special mails like urgent/overnight/ same day mails. He will coordinate with the focal person as nominated and conveyed to the Courier Agency by State Life Insurance Corporation of Pakistan- Western Zone, Lahore.

2. COLLECTION OF MAIL

- a. Representative of Courier Service will receive mails from the office of State Life Insurance Corporation of Pakistan-Western Zone, Lahore Office - twice a day-11:00 a.m. & 05:00 p.m. (Monday to Friday). However, State Life Insurance Corporation of Pakistan-Western Zone, Lahore Office reserves the right to change the timings of the collection of mail.
- b. In case of emergency / urgency, State Life Insurance Corporation of Pakistan-Western Zone, Lahore Office can ask the focal person, nominated by the courier agency, to get the mails collected from State Life Insurance Corporation of Pakistan-Western Zone, Lahore Office at any time.
- c. In case contractor fails to lift the consignment to delivery at the stipulated destination, State Life Insurance Corporation of Pakistan-Western Zone, Lahore Office can handover the consignment to the other courier company at the risk and cost of the courier agency.

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3. DELIVERY OF MAIL

- a. Courier Agency will take proper steps to ensure the safety and security of mails.
- b. Courier Agency will ensure proper shipment, professional handling and timely delivery of mails.
- c. In case, the mail is not delivered due to any reason, Courier Agency is bound to immediately inform the administration or focal person of State Life Insurance Corporation of Pakistan-Western Zone, Lahore Office in writing and return the mail in shortest possible time with the reason recorded in full.

4. DELIVERY TIME

- a. Courier Agency will clearly indicate delivery time of local mails.
- b. In case of national mail, Courier Agency will clearly indicate the delivery time of major cities and remote areas / towns for the provinces.

5. ACKNOWLEDGEMENT

- a. Courier Agency will provide the record of the delivery of mails along with acknowledgement receipt showing date, time and name of the receiver of each communication on daily basis for mail.
- b. State Life Insurance Corporation of Pakistan-Western Zone, Lahore Office can demand / ask for acknowledgement of urgent / important National & Local mail any time after delivery in addition to above mentioned acknowledgment.

6. PENALTY

- a. In case of delay in collection/ delivery of mails by/due to fault of the courier service, State Life Insurance Corporation of Pakistan -Western Zone, Lahore Office may impose penalty on the Courier Agency in the form of deduction of payment upto 20% of the Invoice.
- b. In case of poor service, like mis-handling, delay and misplacement on the part of courier service, the Authority will deduct an additional 20% of the Invoice payment and special case in handling of cheques by the courier agency belonging to State Life Insurance of Pakistan Western Zone Lahore must be adopted. In case of any delay misplacement of cheques the damages will be beard by the courier service.
- c. In case of violation of secrecy of the mails by the Courier Agency or any employee of it, the contract will be terminated immediately and a certificate to this effect to the Courier Agency will be issued. Courier Agency would be black listed along with confiscation of security payments/ imposition of penalty as deemed fit by State Life Insurance Corporation of Pakistan -Western Zone, Lahore Office.

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7. TERMS OF AGREEMENT

- a. Agreement will be for one year.
- b. May be Extendable for a period of One/two years (as per PPRA Rules) without any change in terms & conditions.

8. TERMINATION OF CONTRACT

- a. In case of any violation of the terms and conditions of the agreement, aggrieved party will inform the other party in writing about complain / violation to solve the matter.
- b. In case of failure / un-satisfactory response, the aggrieved party will issue 30 days termination notice and will issue the certificate of non-performance of the work assigned.

9. TRANSFER

Neither party shall assign or transfer this agreement and /or any right or obligation of the service to a third party without prior written consent from the other.

10. GENERAL INSTRUCTIONS

- a. Rates quoted by the firm will be final and inclusive of all taxes levied by the governments of Punjab or Pakistan at the time of signing of the agreement and will be effective for the whole agreement period.
- b. Courier Agency will be binding to complete the assigned job within stipulated time.
- c. Both parties shall consult each other and try to resolve in good faith any dispute arising out of this agreement or concerning any matter not specially governed by this agreement.

SECRETARY
Zonal Procurement Committee,
State Life Insurance Corporation of Pakistan
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