

STATE LIFE
INSURANCE CORPORATION OF PAKISTAN

REQUEST FOR PROPOSAL

PREQUALIFICATION OF VENDORS

UNDER OPEN FRAMEWORK AGREEMENT

STATE LIFE INSURANCE CORPORATION OF PAKISTAN

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

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Section I: Invitation for Proposal

1. State Life Insurance Corporation of Pakistan intends to Pre-Qualify Service Provider (s) for subject procurement through EPADs for an initial period of **one (1)** year under open framework agreement. In this regard, we are seeking sealed proposals to prequalify suppliers/vendors/service providers under Open Framework Agreement in following areas/ categories:

Category-01: Office Equipment Repair
 Category-02: Furniture and Fixture Repair
 Category-03: Glass and Civil Works Repair
 Category-04: IT Equipment Repair
 Category-05: Toner Refilling
 Category-06: Office Shifting

2. State Life reserves the right to accept or reject any proposal, and to annul the proposal process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected Respondent(s) or any obligation to inform the affected Respondent(s) of the grounds for such decision as per PPRA rules.
3. All proposals must be valid for **One Hundred and Twenty (120)** days and any bid shorter than subject bid validity will be declared as conditional and will be declared non-responsive

4. Tender Schedule

A	Bid Submission Timeline for submission of Bids through EPADs and Hard Copy duly sealed as prequalification mode	13/08/2026 @ 011:00 AM
B	Bid Opening Timeline	13/08/2026 @ 11:30 AM
C	Clarification Timeline	07/08/2026 UPTO 05:00 PM

5. Address for submission of Hard Copy of bids/ proposals:

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

6. In case of any clarity/ issue in tender documents please contact following during office hours (Mon to Friday), 9:00 AM to 5:00 PM:

Office of Regional Procurement Department

Contact No: 051-9216344



Email: asimnawaz508@gmail.com ; mwaqas.slic09@gmail.com

Vendor representative may also visit physically during the office hours.

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 proposal submitted through EPADs and also hard copy duly sealed of the same for the procurement titled "Prequalification of Vendor (s) under open framework agreement"
- b) "State Life" means State Life Insurance Corporation of Pakistan.
- c) "Procuring Agency" means State Life
- d) "H&AI" Health and Accidental Insurance, Regional Office, Islamabad
- e) "Service Provider/ Bidder/ Vendor/Respondent" means any entity that furnishes proposal in response to this RFP through EPADs
- f) "Competent Authority" means the CEO State Life
- g) "RFP" means Request for Proposal
- h) "Committee" means committee constituted by State Life for evaluation of proposal
- i) "Category" corresponds to relevant service area i.e. Office Equipment Repair, IT Equipment Repair, Furniture and Fixture Repair, Glass & Civil Works Repair, Toner Refilling and Office Shifting
- j) "Government" means the Government of Pakistan
- k) "PPRA Rules" Public Procurement Rules 2004
- l) "SOW" means Scope of Work
- m) "EPADs" stands for E-Pak Acquisition and Disposal System

2. INTRODUCTION

State Life is undertaking Sehat Sahulat Program for provision of indoor medical services to the population in social sector. State Life has also launched Corporate Health Insurance initiative and different products are being offered both in Public and Private Sector

In order to ensure smooth business operations services are required by service providers having relevant experience.



3. VALIDITY OF PROPOSALS

Proposals must be valid for a period of **One Hundred and Twenty (120)** days after the date of its submission prescribed in RFP. A proposal valid for shorter period will be declared as non-responsive. 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 accept or reject any proposal, and to annul the proposal process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected Respondent(s) or any obligation to inform the affected Respondent(s) of the grounds for such decision as per PPRA rules.

5. FRAUD AND CORRUPTION

State Life requires that respondents 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 then necessary action as per **PPRA Rule-19 (A)** will be taken

6. CLARIFICATIONS AND AMENDMENTS OF RFP DOCUMENT

6.1. RFP CLARIFICATIONS

Vendor if required can seek clarification through EPADs, Email, on call as per contact details appended in Clause-6, Section-I

During evaluation of the proposals, State Life may, 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 within stipulated time then vendor will be simply disqualified from further proceedings without any notice

6.2. AMENDMENTS IN RFP



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 like advertised earlier

7. PROCESS FOR HIRING OF SERVICES

This enquiry is Request for proposal (RFP) intended to result in the hiring of service provider for subject procurement duly sealed in accordance with PPRA Rules-2004. The process for hiring services of a Service Provider is as follows:

- i. Proposals submitted in response to this RFP will be checked for PPRA Rule compliance first and in case of violation of PPRA Rules, proposal (s) will be declared non-responsive
- ii. After checking PPRA Rules compliance, proposal will be scrutinized for checking Mandatory Criteria outlined in Clause-08 appended below
- iii. Proposal (s) found to be compliant with Mandatory Criteria will be considered for scoring as per criteria outlined
- iv. Subject to compliance with clause- (i to iii) above, most advantageous bidders will be declared in respective category/ categories
- v. Letter of Intent (LOI) will be issued through EPADs to the most advantageous bidders subject to completion of necessary timeline and settlement of grievances if any post uploading of Final Evaluation Reports on all relevant forums
- vi. Most Advantageous Bidder (s) in respective categories will be required to accept Letter of Intent (LOI) on EPADs within three (3) days of issuance through EPADs and in case of non-acceptance LOI will be cancelled along with confiscation of the bid security furnished as per Clause-14 of RFP
- vii. Subject to acceptance of Letter of Intent, formal Work Award will be issued to the most advantageous bidder (s) in respective category / categories. Most advantageous bidder (s) will be required to execute a mutually agreed a Service Level Agreement (SLA).



8. MANDATORY CRITERIA

Eligible Service Provider/Respondent must fulfill following criteria:

- i. All Proposals must be furnished on EPADs and proposal submitted by any mode other than EPADs won't be accepted. Proposals are also required to be submitted in hard copy duly sealed and stamped at address appended in Section-1: Invitation for Proposal, Clause-5 well before Bid Submission Timeline
- ii. Hard and soft proposals (EPADs) must be exact replicas/ same and in case it is observed that there is a difference, proposal will simply be declared as non-responsive without any notice whatsoever
- iii. Must have overall business experience of at least **two (2)** years as General Order Supplier. (Vendors must affix Work Awards, Purchase Order, Agreement etc wherein experience of Two (2) years is clearly manifested). Format is placed at Annex-C
- iv. Must be registered with Tax Authorities as per prevailing latest tax rules (Only those companies which are validly registered with Government legal entities, sales tax and income tax departments) and on active taxpayer list.
- v. 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/-)** duly authorized by Notary Public is mandatory);
- vi. Vendor must ensure submission of Bid Security amounting to **PKR. 150,000** in the form of Pay Order/ Demand draft in favor of "**SLIC H&AI PREMIUM COLLECTION ACCOUNT**".
- vii. Vendor must sign and stamp each page of this RFP and said document must be submitted along with proposal



- viii. Vendor must submit complete Company Profile with office address, HR Details etc duly signed and stamped
- ix. Vendor must have local presence in Rawalpindi/ Islamabad (Verifiable Proof such as rental agreement, utility bills etc is required to be affixed)
- x. Bank Statement of the year 2025 (January 01, 2025, to December 31, 2025) must be affixed
- xi. Bidder must clearly specify for respective (Category/ Categories) for which they have applied as per format placed at Annex-D
- xii. Must obtain minimum 60 points in Evaluation with 50% marks in each category
- xiii. All Annexures must be submitted

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 with the eligibility criteria above.

9. 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 document or any other associated document after the Bid Submission deadline
- ii. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements
- iii. Submitted a proposal that is not accompanied by required documentation
- iv. Failed to provide clarifications related thereto, when sought
- v. Submitted a proposal with price adjustment / variation provision
- vi. Required documentation not affixed with proposal
- vii. Any violation/missing information as required in Clause-08 above
- viii. Any violation of PPRA Rules-2004

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 be typed and shall 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 will be declared non-responsive and will be 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. All the pages of the proposals should be signed by the authorized person(s) and should conform strictly to the formats and procedures laid down in this RFP
- vii. All proposals must be sealed as per PPRA Rules

11. LIST OF DOCUMENTS SUBMITTED AS PART OF PROPOSAL

Following documents must be affixed with proposal:

- i. Cover letter on respondent's official letter (format is attached as Annex-A)
- ii. Verifiable information of number of clients served on official letterhead duly signed and stamped as per format placed at Annex-B
- iii. All relevant proofs as requested in Mandatory Criteria---Clause-8

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

12. EVALUATION OF PROPOSALS

State Life will form Regional Procurement Committee (RPC) to evaluate the proposals

- i. Proposals will be evaluated as per criteria outlined in RFP.
- ii. During evaluation of 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.
- iii. The committee will evaluate the proposals based on given qualification parameters. The scoring will be done as per following criteria and compliance is must and non-compliance will result in simple disqualification.



S.No	Parameters	Detail	Weightage	Total Score
EVALUATION SCORING				
1	Overall Experience	Verifiable Proof Such as Work Award, Purchase Order etc needed here. Details as per Annex-C are required a. 2+ Years b. 2 Years c. Below 2 Years	a. 20 b. 10 c. 0	20
2	No of Projects	Past Project Details. Here mention project in respective category or categories for which proposal is submitted a. 3+ Projects b. 2-3 Projects c. Below 2 Projects	a. 20 b. 10 c. 0	20
3	Financial Strength (Bank Statement for Year 2025)	Closing Balance as on December 31, 2025 a. 1.0 million b. 0.5 --- 1.0 million c. Below 0.5 million	a. 20 b. 10 c. 0	20
4	HR Strength	Here HR Details on Official Letter Head are required. HR Details must include Name, Designation, CNIC etc a. 10+ Employees b. 5-10 Employees c. Below 5 Employees	a. 20 b. 10 c. 0	20
5	Work Done Satisfactory	Here Basically Completion Certificate for different assignments, projects completed before Bid Submission Deadline are required to be affixed: a. 3+ Projects b. 2-3 Projects c. Below 2 Projects	a. 20 b. 10 c. 0	20

Basis of Evaluation:

- A. Overall Score of **60** out of **100** is must
 B. **50%** Marks in each category i.e. Serial No.01 to Serial No.05 is mandatory

13. DETERMINATION OF MOST ADVANTAGEOUS BIDDER

Subject to scrutiny i.e. Mandatory Criteria Check, Technical Scoring and other compliance with RFP, most advantageous bidder will be determined. Multiple bidders can be declared as most advantageous in a respective category or categories

14. BID SECURITY DEPOSIT



Bid Security amounting to **PKR 150,000** 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 proposal on EPADs.

14.1. RELEASE OF BID SECURITY

Vendors will have to furnish a proper request duly signed and stamped addressed to Regional Procurement Department (RPD) for release of Bid Security. Schedule for the release of Bid Security is as follows:

- 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
- B.** Bid Security of the most advantageous bidder will be released subject to successful completion of initial one year engagement. The release of Bid Security will be subject to satisfactory performance during the course of engagement.

14.2. CONFISCATION AND DEDUCTIONS FROM BID SECURITY:

Bid Security will be confiscated in case of following:

- I.** In case bidder denies executing the assignment as per requirements outlined and in accordance with proposal furnished on EPADs. Further we will also resort to second most advantageous bidder and necessary legal action as per PPRA Rule-19 will be initiated
- II.** In case bidders is found indulged in corrupt and fraudulent practices as per Clause-5 appended
- III.** In case it is observed that vendor is quoting inadvertently high rates during the course of engagement.

During the course of agreement, most advantageous bidder will be bound to ensure execution of assignment within stipulated timeline as communicated. In case of delay deductions as per following schedule will be made:

- a.** @0.05% for each day of delay can be imposed and will be adjusted from Bid Security submitted thereof
- b.** In case it is observed that vendor is committing delay on regular basis then we will get work executed from the



alternate source and deduction as per actual will be done from Bid Security

15. CONFIDENTIALITY

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

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

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

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

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

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



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

16. OWNERSHIP OF "DATA/INFORMATION"

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

17. DURATION OF ENGAGEMENT

Engagement as part of subject procurement will be in the form of open framework agreement for an initial period of one year which can be extended for a maximum period of up to two more years depending upon requirement and satisfactory performance



Section III: Scope of Work

1. BACKGROUND

State Life Health Insurance is implementing Sehat Sahulat Program. As part of this program, beneficiaries are provided with health care facilities. Further continuous expansion of programs also require provision of proper facilities

2. GOAL

1. To ensure availability of a vendor pool
2. To ensure maximum competition
3. To ensure timely processing of requirements
4. Get time value of money as per PPRA Rules

3. PLACE OF EXECUTION OF ASSIGNMENT

The subject services are required in Islamabad

4. SCOPE OF WORK:

As part of subject procurement, we intend to prequalify additional vendors initially for a period of One (1) year which can be extended to **three (3)** under Open Framework Agreement. The vendors must have prior experience of working in public and private sector. Vendor may apply for all Categories or a Single Category

The areas in which we intend to prequalify suppliers are grouped as follows:

Area of Operation	Particular
Repair Maintenance and Shifting	Category-1: Office Equipment Repair (Includes repair of all electrical works such as repair of any wire, switchboards, lights, power switch, equipment etc) Category-2: Furniture and Fixture Repair (Includes repair of office table, chairs, sofas, workstations, desks, window blinds etc) Category-3: Glass and Civil Works Repair (Repair of Window Glass, Door Glass, Partitions, floor, washroom, tiles repair, Paints repair work etc) Category-04: IT Equipment Repair (Includes repair of laptops, printers, scanners, card printing machines, photocopier machine etc)



	Category-05: Toner Refilling Category-06: Office Shifting
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In case during repair a part is required to be replaced then it will be charged as per actual market and inclusive of all applicable taxes as per Govt of Pakistan's Policy. Vendor is required to furnish a market survey in order to ascertain that quoted rates are market competitive

5. RESPONSIBILITIES OF A SERVICE PROVIDER:

The responsibilities of Service Provider are as follows:

- a) Service Provider must ensure that he provides necessary support as required in his/her respective category wherein he is prequalified
- b) Service Provider must ensure high standards of quality
- c) Must ensure timely response to queries raised by H&AI from time to time
- d) Must deploy enough HR for any assignment/event/project as part of above said assignment
- e) Must ensure that the quoted cost is as per prevailing market and overcharging must be avoided. We may conduct a cost survey at our own and in case overcharging is observed on routine basis we reserve the right to terminate the agreement
- f) H&AI shall have the right to return any Requisite Item not meeting the quality requirements or in case it does not comply with the samples provided by the Supplier.

6. PAYMENT SCHEDULE:

All payments shall be made in Pak Rupees and subject to following conditions:

- A. Upon submission of invoice by supplier against requisite items as required, all payments will be made within **30 (Thirty)** days subject to fulfillment of quality standards
- B. No payment shall be made in advance to the selected bidder as mobilization advance
- C. Payment shall be subject to deduction of all applicable government taxes



ANNEX-A: Covering Letter

(On Respondent's letterhead)

Date: _____

Proposal Reference No. xx/2026

Incharge HR & Admin/ RPD

State Life Insurance Corporation of Pakistan,
Health & Accident Insurance Regional Office, 3rd Floor, State Life Tower,
Jinnah Avenue, Islamabad
Contact No: 051-9216344

SUBJECT: PREQUALIFICATION OF VENDORS UNDER OPEN FRAMEWORK AGREEMENT

Dear Sir,

1. Having examined the RFP, we / I, the undersigned, offer to submit a proposal for the Hiring of Services 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 120 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. 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 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.
8. We / I am submitting herewith a demand draft/Pay Order No. _____ dated _____ drawn from ----- in favor of "SLIC H&AI PREMIUM COLLECTION ACCOUNT" as Bid Security Deposit for consideration of our proposals is



attached as scanned copy with proposal on EPADs and also furnished in hard copy to Regional Procurement Department

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 [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:
FORMAT FOR CLIENT DETAILS

Client details are to be provided as per format appended below:

Sr. No	Name of Client	Address	Focal Person Name	Contact No

The said format is to be printed on official letter head duly signed and stamped



ANNEX-C: EXPERIENCE DETAILS

A. Details of Completed Projects

Sr. No	Project/ Assignment Name	Procuring Agency	Brief Description	Total worth in PKR	Commencement Date	Completion Date	Focal Person Name

- a. Details of projects/ assignments that are completed before Bid Submission Timeline must be provided.
- b. All entries must filled
- c. Affix verifiable proof such as work award of the project/ assignment mentioned above
- d. Also provide Work Completion Certificate/ Satisfactory Report if available
- e. Print out above format on official letter head with proper sign and stamp
- f. Those project details must be included wherein two (2) years' experience is clearly manifested

B. Details of Projects in Progress

Sr. No	Project/ Assignment Name	Procuring Agency	Brief Description	Total worth in PKR	Commencement Date	Focal Person Name

- a. Details of projects/ assignments that are currently in progress
- b. All entries must filled
- c. Affix verifiable proof such as work award of the project/ assignment mentioned above
- d. Print out above format on official letter head with proper sign and stamp



ANNEX-D

CATEGORIES APPLIED

Sr. No	Particular	Categories Applied for
01.	Proposal submitted for Category / Categories	

Here details are to be submitted for category/ categories in which vendor has submitted the proposal.
To be stamped on official letterhead duly signed and stamped



ANNEX-E

DRAFT AGREEMENT

This Agreement (hereinafter called the "Agreement") is made on this [date] 2026 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

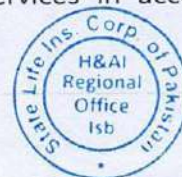
[**Service Provider**], having [Office Address]. (hereafter called the "**Service Provider**" which expression shall include the successors, legal representatives and permitted assigns) of the other part.

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 through EPADs

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 for subject procurement on EPADs
 - d. Integrity Pact.
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;



- (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, 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.2

Name:

Name:

Designation:

Designation:

CNIC No:

CNIC No:

Signature: -----

Signature No: -----

