

High Commission of Pakistan
London

Rebidding

**Establishment of Facilitation Centers in UK— Date 5th December 2025 -
collection/processing of consular services/documents- MRP, NADRA, VISA, Legalization of
documents**

**BIDDING AND CONTRACT DOCUMENTS
VOLUME-I**

INVITATION TO BID
INSTRUCTIONS TO BIDDERS (ITB)
BID DATA SHEET (BDS)
FORM OF BID
QUALIFICATION CRITERIA
CONDITIONS OF CONTRACT
STANDARD FORM
SCOPE OF SERVICES/BILL OF QUANTITIES (BoQs)

Quality and Cost Based Selection (QCBS)

05 December 2025

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Invitation to Bid

1. High Commission of Pakistan, London invites bids from the UK based service providing companies registered with the relevant departments of the U.K., having Income Tax registration and are on Active Taxpayers List (ATL) and/or having active taxpayer status, under the UK laws. Details of Outsourced Services is listed below:
2. The Bidding shall be conducted in line with Pakistan Public Procurement Rules (PPR) Rule 36 (b) Single Stage - Two Envelope procedure. Bidding documents as per regulations, containing detailed terms and conditions, specifications and requirements etc. are available at www.phclondon.org
3. The method of selection shall be Quality and Cost Based Selection (QCBS). The relevant details as well as those related to the Pre-Bid meetings are enclosed in the Bidding documents.
4. Bid(s) must be accompanied by a Bid Security as mentioned in above table. The Original Bid Security must be submitted at the address as mentioned above, on or before the schedule mentioned in the table therein, failing which the bid shall be rejected.
5. The bids must be submitted on or before **24th December 2025 by 1000 hours (10 am)**. **Bids will be opened on the same day at 1100 hours (11 am)**. In case the bid opening date falls on a public holiday, the bids will be opened on the next working day at the same time. **Bidders are strongly encouraged to be present when the bids are opened.**

SECTION – I: INSTRUCTIONS TO BIDDERS

Introduction

1 Scope of Bid

- 1.1 High Commission of Pakistan, London having its principal place of business as defined in Bid Data Sheet (BDS), (hereinafter called “High Commission”) invites Bids for the Services summarized in the BDS (hereinafter referred to as “the Services”), at the Building and other areas specified in the BDS (hereinafter referred to as Premises).
- 1.2 Bidders must quote for the complete scope of services. Any Bid covering partial scope of Services will be declared non-responsive. The procurement title, reference number, method and procedure are specified in the BDS.
- 1.3 The procurement title, reference number, method and procedure are specified in the BDS. It is **Single Stage Two Envelopes** (two separate clearly labelled envelopes with Technical Bid and Financial Bid) and **Quality and Cost Based Selection** (80% for Quality and 20% for Cost).

2 Eligible Bidders

- 2.1 Except as provided in Instructions to Bidders (ITB) Clauses 2.3, 2.4 and 2.5, this bidding process is open to all UK-based and duly registered companies/service providers who meet the qualification criteria set forth in the Bidding Documents. Any bid submitted without such documentary evidence shall be rejected as non-responsive.
- 2.2 Joint Ventures and Consortiums OR Sub letting shall not be permitted to submit the bid.
- 2.3 Any Bidder who is already engaged by the High Commission for providing consultancy services related to the above procurement (if applicable) will not be eligible for bidding.
- 2.4 A bidder declared ineligible for corrupt and fraudulent practices under Rule 19 of Public Procurement Regulation Authority (PPRA) Rules-2004, shall not be permitted to submit the bid. The bidder must not be blacklisted by any Federal or Provincial Government Department of Pakistan or UK, National Counter Terrorism Authority (NACTA), Agency, Organization, or Autonomous Body anywhere in Pakistan and/or UK.
- 2.5 A bidder who has been declared blacklisted or debarred by the UK Government, international organization, or other relevant foreign institutions shall be treated as blacklisted and debarred from participating. Any bidder who has violated the law of any country and/or recorded in any sanction list will not be eligible to participate in the bidding/procurement process.
- 2.6 Bidders shall provide evidence of their continued eligibility to the satisfaction of the High Commission upon request.

2.7 Bidder must meet all the qualification criteria as defined in Bidding Documents.

3 Qualification of the Bidder

3.1 All bidders shall provide Form of Bid and Qualification Information, as required in BDS.

3.2 To qualify for the award of the Contract, bidders must meet the mandatory evaluation criteria, as specified in the Bidding Documents.

4 One bid per bidder

4.1 Each Bidder shall submit only one Bid individually.

4.2 A bidder who submits or participates in more than one bid will be disqualified.

5 Cost of Bidding

5.1 The Bidder shall bear all costs associated with the preparation and submission of its bid, and the High Commission, in no case, be held responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

Bidding Document

6 Contents of the Bidding Documents

6.1 The given contents of the Bidding Documents subscribe to Rule 23 of PPR 2004. These should be read in conjunction with any addendum issued under **ITB** :

6.1.1 Invitation to Bids.

6.1.2 Instructions to Bidders (ITB)

6.1.3 Bid Data Sheet (BDS)

6.1.4 Form of Bid

6.1.5 Form of Contract

6.1.6 General Conditions of Contract (GCC)

6.1.7 Special Conditions of Contract (SCC)

6.1.8 Description of Services

6.1.9 Bid Evaluation Criteria

6.1.10 Format of Security Forms

6.2 Bidders are expected to examine all instructions, forms, terms, specifications, and other

information in the Bidding Documents.

- 6.3 Failure to furnish all information required by the Bidding Documents or to submit a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in the rejection of its bid.

7 Clarification of Bidding Documents and Pre-bid Meeting

- 7.1 A prospective Bidder requiring any clarification of the Bidding Documents may approach the High Commission for clarification of the Bidding Documents that it receives no later than three (03) days before the deadline of submission of bids.
- 7.2 Under the provision of Rule 48 of PPR 2004, if a Bidder feels that any provision in the documents is contrary to the provisions of procurement regulatory framework, such issues should be raised as soon as possible. Any party may file its written complaint against the eligibility parameters, evaluation criteria, or any other terms and conditions prescribed in the Bidding Documents, if found contrary to the provisions of the procurement regulatory framework, the same shall be addressed by the Grievance Redressal Committee (GRC) well before the Bid submission deadline. The details of GRC is given on the PPRA website: <http://www.ppra.org.pk>.
- 7.3 As specified in the BDS, the High Commission will organize ONE (01) Pre-bid meeting at the High Commission of Pakistan, London on **16th December 2025 at 1300 hours** for the convenience and clarity of the participating firms. The purpose of the meeting will be to clarify issues and answer questions on any matter that may be raised at this stage, with particular attention to issues related to the Technical Requirements. Any modification to the Bidding Documents listed in **ITB**, which may become necessary as a result of the pre-bid meeting, shall be made by the High Commission by issuing an Addendum under **ITB**.

8 Amendment of Bidding Documents

- 8.1 At any time before the deadline for submission of bids, the High Commission, for any reason, either at its initiative or in response to a clarification requested by a prospective Bidder, amend the Bidding Documents. Such amendments shall take precedence over the existing document.
- 8.2 Any addendum issued including the notice of any extension of deadline shall be part of the Bidding Documents pursuant to ITB 8.1 and shall be communicated to all the bidders.
- 8.3 Provided that the bidders who had already submitted their bids to the High Commission prior to the issuance of any such addendum shall have the right to withdraw the already submitted bid(s) and to submit the revised bid(s) prior to the original or extended bid-submission deadline.
- 8.4 The addendum will be binding on Bidders. It will be assumed that the amendments contained in such Addendum will have been taken into account by the Bidder in its bid.
- 8.5 To provide prospective Bidders with reasonable time to take the amendments into account in preparing their bids, the High Commission may, at its discretion, extend the deadline

for the submission of bids consistent with the provision of Rule 27 of PPR 2004.

Preparation of Bid

9 Language of the Bid

- 9.1 The bid prepared by the bidder and all correspondence and documents relating to the Bid, exchanged by the bidder and the High Commission shall be written in the English; provided that any printed literature furnished by the bidder in another language as long as accompanied by an English translation of its pertinent passages in which case, for purposes of interpretation of the Bid, the English translation shall govern the relation between the parties.

10 Documents Comprising the Bid

- 10.1 The bid submitted by the Bidder shall comprise the following:
- 10.1.1 Forms for Technical Bid as given in **ITB**
 - 10.1.2 Documents related to Minimum Eligibility/Qualification Criteria under Section IV
 - 10.1.3 Forms for Financial Bid as given in **ITB**
 - 10.1.4 Bidding Documents (in original) duly signed and stamped on each page / sheet by the authorized representative
 - 10.1.5 Bid Security in original
 - 10.1.6 Power of Attorney as given in **ITB**
 - 10.1.7 Any other documents/details required to be completed and submitted by bidders, as specified in the Bid Data Sheet.

11 Bid Prices

- 11.1 The Bidder shall quote rates and prices for all items of the Services described in the scope of services, and as listed in the Price Schedule. All prices should be quoted in Great British Pound.
- 11.2 All duties, taxes, liabilities including overheads, transportation charges etc. and other levies payable by the Bidder under the Contract, or for any other cause shall be included in the total Bid price submitted by the Bidder. Any additional tax, levies, duties, or modification in the existing rates of tax and other applicable laws on subject matter imposed during the pendency of this contract shall be adjusted in the contract price by both parties. The exemption in Taxes will only be allowed against an Exemption Certificate issued by the respective Department.
- 11.3 General Conditions of Contract and/or Special Conditions of Contract: If provided for in the Bid Data Sheet, the rates and prices quoted by the Bidder shall be subject to

adjustment during the performance of the Contract in accordance with and the provisions of the General Conditions of Contract and/or Special Conditions of Contract.

12 Currencies of Bid and Payment

12.1 The price shall be quoted by the Bidder and the payments to be made by the High Commission would be in GBP.

13 Bid Validity

13.1 Bids shall remain valid for the period of 04 months (120 days) from the date of Publishing the advertisement.

13.2 In exceptional circumstances, the High Commission may request the bidders to extend the bid validity period for a specified additional period. The request and the bidders' responses shall be made in writing. A Bidder may refuse an extension of the bid validity period and he/she shall be allowed to withdraw their bids without forfeiture of their bid bonds or securities. Moreover, a Bidder agreeing to the request will not be required or permitted to otherwise modify the Bid but will be required to extend the validity of Bid Security for the period of the extension, and in compliance with **ITB Clauses** in all respects.

14 Bid Security

14.1 The bid security shall be denominated in the currency of the bid:

14.1.1 at the Bidder's option, be in the form of either Pay Order/demand draft/call deposit;

14.1.2 be substantially in accordance with one of the formats of bid security included in bidding documents or other form approved by the High Commission before bid submission;

14.1.3 be payable promptly upon written demand by the High Commission;

14.1.4 be submitted in its original form to the High Commission on or before bid submission deadline;

14.1.5 In the case of Bank Guarantee, it shall remain valid for at least 28 days beyond the original validity period of bids, or at least 28 days beyond any extended period of bid validity subsequently requested under relevant **ITB Clause**.

14.1.6 Bids submitted with insufficient bid security will be rejected.

14.1.7 Bid security of unsuccessful bidders will be released/ returned after the conclusion of the procurement process, as soon as possible, upon receipt of the nomination to receive the instrument.

14.1.8 The most advantageous Bidder's bid security will be released/ returned upon the submission of performance Guarantee.

14.2 The bid security may be forfeited:

14.2.1 If a bidder withdraws his/her bid during the period of bid validity; or

14.2.2 If a bidder does not accept the correction of his Bid Price,;

14.2.3 In the case of a most advantageous bidder, if he fails to:

14.2.3.1 Furnish the required Performance Guarantee or

14.2.3.2 Sign the Agreement,

15 Format and Signing of Bid

15.1 The Bidder shall prepare only one bid as specified in the BDS.

15.2 The original bid shall be typed or written in permanent ink and shall be signed by a person or persons duly authorized to sign. This shall be indicated by submitting a written Power of Attorney authorizing the signatory of the bidder to act for and on behalf of the bidder. The authorization must be in writing and included in the bid. The name and position held by each person signing the authorization must be typed or printed below the signature. The person or persons signing the bid shall initial all pages of the bid, except for the un-amended printed literature. All Schedules to Bid are to be properly completed and signed.

15.3 No alteration is to be made in the Form of Bid except in filling up the blanks as directed. If any alteration is made in the Form of Bid or any other part of Bidding Documents, or if these instructions be not fully complied with, the bid may be rejected.

15.4 In accordance with **ITB** Bids shall be submitted manually through in-person appearance at the High Commission's given address.

15.5 The bid shall contain no interlineations, erasures, or overwriting, except to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the bid.

Submissions of Bids

16 Bids Submission Procedure

16.1 The Bidder shall submit the original bid in-person at the High Commission of Pakistan at 34-36 Lowndes, Square London, SW1X 9JN.

17 Deadline for Submission of Bids

17.1 Bids must be submitted no later than the bid submission deadline specified in the BDS which is **24th December 2025 at 1000 hours (10 am British Time)**. Bids submitted through telegraph, telex, fax or e-mail shall not be considered. Bid will be rejected if the bid security is not timely deposited as mentioned in the BDS. For clarity, proof of submission before the deadline is required.

- 17.2 The High Commission may extend the deadline for submission of bids by issuing an amendment under **ITB**, in which case all rights and obligations of the High Commission and the bidders previously subject to the original deadline will then be subject to the new deadline.

18 Late Bids

- 18.1 Any Bid received by the High Commission after the deadline prescribed in **ITB** shall be rejected.

19 Withdrawal of Bids

- 19.1 The High Commission will open all bids in public, in the presence of Bidder's representatives who will choose to attend, at the time, on the date, and at the place specified in the BDS.
- 19.2 The bidders' representatives shall sign an attendance sheet as proof of their participation.

20 Bid Opening

- 20.1 The High Commission will open all bids in public, in the presence of Bidder's representatives who will choose to attend, at the time, on the date, and at the place specified in the BDS.
- 20.2 The bidders' representatives shall sign an attendance sheet as proof of their participation.

21 The process to Be Confidential

- 21.1 The disclosure of information relating to the examination, clarification, evaluation, comparison of bids and recommendations for the award of a contract shall be subject to **Rule 41 of PPR-2004**.
- 21.2 Information relating to evaluation of bids and recommendations concerning to award of the contract shall not be disclosed by the High Commission to the bidders or to any other person who is not officially concerned with the process, until the announcement of the result of evaluation.
- 21.3 The Bidder shall not disclose or attempt to make public any information relating to the bidding documents, bidding process and award of the contract to any person or entity without the High Commission's prior written consent.
- 21.4 In case of any disclosure related to the bidding process and contractual obligations at any stage by any bidder and/or service provider, the High Commission may reject its bid and/or terminate the contract.
- 21.5 Any effort by a Bidder to influence the High Commission in its decisions on bid evaluation, bid comparison, or contract award may result in the rejection of the Bidder's bid.

22 Clarification of Bids

- 22.1 During the bid evaluation, the High Commission may, at its discretion, ask the Bidder for clarification of its bid. The request for clarification and the response shall be made through the contact details provided by the bidder, and no change in the price (except as given in **ITB**) or substance of the bid shall be sought, offered, or permitted.

23 Preliminary Examination

- 23.1 The High Commission will examine the bids to determine whether:

- 23.1.1 they are complete,
- 23.1.2 bid validity is provided accordingly,
- 23.1.3 required bid security have been furnished,
- 23.1.4 the documents have been properly signed,
- 23.1.5 the bids are generally in order;
- 23.1.6 Bidder has provided all forms of Technical Bid and relevant documents as given in **ITB**

- 23.2 Bidders must submit bids for **COMPLETE REQUIREMENTS**; partial and incomplete bids will be rejected.

- 23.3 Bids submitted without a signed Bid Form by the authorized nominee of the bidder will be rejected.

- 23.4 Bids with material deviation, exception, objection, conditionality, or reservation will be rejected.

24 Correction of Errors

- 24.1 Bids determined to be substantially responsive will be checked by the High Commission for any arithmetic errors. Arithmetical errors will be rectified by the High Commission on the following basis:

- 24.1.1 if there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected, unless in the opinion of the High Commission there is an obvious misplacement of the decimal point in the unit price, in which the total price as quoted shall govern and the unit price shall be corrected;
- 24.1.2 if there is an error in the total corresponding to the addition or subtraction of sub-totals, the sub-totals shall prevail, and the total shall be corrected; and
- 24.1.3 Where there is a discrepancy between the amounts in figures and in words, the amount in words will govern.
- 24.1.4 Where there is discrepancy between the grand total of price schedule and amount mentioned on the Form of Bid, the amount referred in Price Schedule shall be treated as correct subject to elimination of other errors.

- 24.2 The amount stated in the Bid will be adjusted by the High Commission as per the above procedure for the correction of errors and, with the concurrence of the Bidder, shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, the Bid will be rejected, and the Bid Security may be forfeited as given in **ITB**.

25 Evaluation and Comparison of Bids

- 25.1 The technical bids of the only qualified bidders after preliminary evaluation as given in **ITB**, shall be evaluated in detail.
- 25.2 The High Commission will evaluate and compare only the bids previously determined to be substantially responsive and qualified as given in **ITB** as per requirements given hereunder. Bids will be evaluated for the complete scope of services. Any Bid covering partial scope of services will be declared non-responsive. The prices will be compared based on the Evaluated Bid Price and during evaluation of the bid's price, the High Commission will determine for each bid in addition to the Bid Price, the following factors (adjustments) in a manner and to the extent indicated below to determine the Evaluated Bid Price:
- 25.2.1 Making any corrections for arithmetic errors pursuant as given in **ITB** hereof.
- 25.2.2 Discount, if any, offered by the bidders as also read out and recorded at the time of bid opening.
- 25.3 The submitted Technical Bid and other Commercial/Financial Requirements of the bidding documents will be evaluated on compliance-based criteria. The **QCBS** will be followed for evaluation and **80% weightage** will be given to the Technical proposal.
- 25.4 The Financial Bids of the only technically accepted bids will be opened and **20% weightage** will be given to the Financial Proposals. The bid found to be the Most Advantageous by securing highest marks in both categories shall be declared as the most responsive/advantageous bid.
- 25.5 Any minor informality, non-conformity or irregularity in a Bid which does not constitute a material deviation may be waived by the High Commission, provided such waiver does not prejudice or affect the relative ranking of any other bidders.

26 Contacting the High Commission

- 26.1 As given in **ITB** heretofore, no bidder shall contact the High Commission on any matter relating to its Bid from the time of the Bid opening to the time the bid evaluation results are announced by the High Commission. The evaluation results shall be announced as below:
- 26.1.1 Technical Evaluation Report/Results would be announced through PPRA Website. The same will be conveyed to the bidder on the registered address provided to the High Commission.

- 26.1.2 Financial / Final Evaluation Report would be announced through PPRA. The same will be conveyed to the bidder on the registered address provided to the High Commission.
- 26.1.3 Any bidder feeling aggrieved by any act of the High Commission may lodge a written complaint within 05 days of the issuance of Final Evaluation report pursuant to para 48 of PPRA Rules 2004 to the Grievance Redressal Committee concerning the grievance(s) along with the evidence.

27 Criteria for the Award

- 27.1 The contract will be awarded to the most advantageous Bidder whose bid has been found Technically & Commercially/Financially compliant and emerged as the Most Advantageous i.e. the bid which has been determined to be substantially responsive to the eligibility criteria, compliant to applicable laws on the subject matter and other terms of Bidding Documents. Provided further that the Bidder is determined to perform the contract satisfactorily and in the given timeframe.

28 High Commission's Right to Reject all the Bids

- 28.1 The High Commission reserves the right to annul the bidding process and reject all bids at any time before award of contract under **Rule 33 of PPR-2004** without hereby incurring any liability to the affected bidders or any obligation to inform the affected bidders of the grounds for such rejection. The grounds for rejection of all bids shall, upon request, be communicated to any bidder who submitted a bid, but the High Commission will not be liable to provide any justification for the grounds of rejection. Notice of the rejection of all the bids shall be given to all the bidders through the PPRA and High Commission's Websites as well as through their registered address/email provided to the High Commission by the bidders.

29 High Commission's Right to Vary Scope of Services / Procurement at Time of Award

- 29.1 The High Commission reserves the right at the time of awarding the contract to increase or decrease scope of services without any change in unit price or other terms and conditions, provided such variation should be in line with the provisions of PPR-2004.

30 Performance Guarantee

- 30.1 The Contractor shall, within fourteen (14) days of signing the Contract, furnish a Performance Guarantee equivalent to GBP 20000/-. The Guarantee shall remain in force until twenty-eight (28) days after the issuance of the Final Acceptance Certificate and shall be released thereafter provided that the Contractor has fulfilled all contractual obligations.
- 30.2 Failure of the most advantageous Bidder to comply with the requirement of **ITB 30.1** shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security, and in that case the High Commission may make the award to the next ranked Bidder or call for new Bids.

31 Notification of Award and Signing of Agreement

- 31.1 After the evaluation and approval process is completed, the High Commission will notify the most advantageous Bidder in writing (“Notification of Award”), that its bid has been accepted.
- 31.2 Within twenty-one (21) days from the date of furnishing of acceptable Performance Guarantee under the Conditions of Contract, the High Commission will send the most advantageous bidder the Form of Agreement provided in the Bidding Documents, incorporating all agreements between the parties.
- 31.3 The formal Agreement between the High Commission and the most advantageous bidder shall be executed within seven (07) days of the receipt of Form of Agreement by the most advantageous bidder and the High Commission.
- 31.4 Upon the most advantageous Bidder’s furnishing of the Performance Guarantee and signing of Contract the High Commission will discharge its bid security.

32 Disqualification Prior to Contract Signing

- 32.1 After issuance of Notification of Award and before execution of procurement contract with the most advantageous bidder, if the Bidder has been disqualified pursuant to **Rule 18 and Rule 19 of PPR-2004** or any other reason has led to the disqualification of the most advantageous bidder or if the conditions of his qualification are invalid, the next Most Advantageous Bidder will be considered as responsive provided accepting this bid does not conflict with applicable laws.
- 32.2 For rejecting the Most Advantageous Bid and opting for the second Most Advantageous bidder, an opportunity of being heard would be provided to the bidder with the Most Advantageous Bid, if so requested.

33 Grievances Redressal

- 33.1 Any bidder aggrieved by any act during the procurement process may lodge a written complaint concerning his grievances to the Grievance Redressal Committee (GRC) constituted under Rule 48 of PPR-2004. The details of GRC are given on the PPRA website: <https://ppra.gov.pk/#/tenders/grclist> . A complaint may be submitted in person within the time provided under PPRA rules.

34 Code of Conduct

- 34.1 It is the High Commission’s policy to require that bidders observe the highest standard of ethics during the procurement and execution of such contract. In pursuit of this policy, the High Commission follows, inter alia, the instructions contained in Rule 2(1)(f) of the PPR-2004 which defines “corrupt and fraudulent practices” in respect of procurement process, shall be either one or any combination of the practices including: -
- 34.1.1 “Coercive practices” which means any impairing or harming or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence the actions

of a party to achieve a wrongful gain or to cause a wrongful loss to another party.

- 34.1.2 “Collusive practices” which means any arrangement between two or more parties to the procurement process designed to stifle open competition for any wrongful gain, and to establish prices at artificial, non-competitive levels.
- 34.1.3 “Corrupt practices” which means the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the acts of another party for wrongful gain.
- 34.1.4 “Fraudulent practices” which means any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation; and
- 34.1.5 “Obstructive practices” which means harming or threatening to harm, directly or indirectly, persons to influence their participation in a procurement process, or affect the execution of a contract;”
- 34.2 Under Rule 19 of PPR-2004, the High Commission can inter alia blacklist the bidders found to be indulging in corrupt or fraudulent practices. Such barring action shall be duly publicized and communicated to the PPRA and other relevant authorities in the UK, as the case may be.
- 34.3 Under Rule 19 of PPR-2004, the following mechanism and manner for permanently or temporarily barring, from participating in their respective procurement proceedings will be followed as per the guidance of the High Commission management:

Nature of Offense/ Fault	Means of Verification
Corrupt and Fraudulent Practices	<ul style="list-style-type: none"> • Results of Bid/Proposal analysis proving substantive evidence of collusion. • Actual instance verifiable as per law of land and applicable Rule and Regulations of the High Commission • Cross verification of documentary undertakings submitted by Service Provider.
Performance Deficiencies	Documented evidence in the form of consistent performance deficiencies and notices of performance deficiencies not suitably responded to or defended by Service Provider.
Bidder failed to abide with BidForm	Failed to observe the conditions set forth for filling up the Bid Form

However, such barring action will be undertaken only after providing an adequate opportunity to the bidder of being heard who is to be barred and blacklisted.

- 34.4 The receipt for any money paid by the bidders will not be considered as an acknowledgment of payment to the bidder unless such receipt is signed by a duly authorized officer of the High Commission and the bidder shall be solely responsible for

seeing that a proper receipt is provided.

- 34.5 Under Rule 7 of PPR 2004, a bidder undertakes to sign an Integrity pact in accordance with the prescribed format given in the Bidding document for all the procurements prescribed by the High Commission.
- 34.6 The High Commission's policy requires that the selected bidder provide professional, objective, and impartial advice, supplies and services, and always hold the High Commission's interests' paramount, while strictly avoiding conflicts with other assignments or his corporate interests and act without any consideration for seeking future work. Bidders must disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of the High Commission, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the bidder and termination of contract arising out of this procurement.
- 34.7 Without limitation on the generality of the foregoing, bidders, and any of their affiliates shall be considered to have a conflict of interest and shall not be recruited, under any of the circumstances set forth below:
- 34.7.1 A bidder who has been engaged by the High Commission to provide goods, works, or services other than Facilitation Centers/out sourcing of Consular services for a project, and any of its affiliates, shall be disqualified from providing consulting services related to those goods, works, or services.
- 34.7.2 A bidder (including its personnel) or any of its affiliates shall not be engaged for any assignment that, by its nature, may conflict with another assignment of the bidder to be executed for the same or another client.
- 34.7.3 A bidder (including its personnel) that has a business or family relationship with a member of the High Commission's staff who is directly or indirectly involved in any part of
- 34.7.3.1 the preparation of the specifications of the goods,
- 34.7.3.2 the selection process for such assignment, or
- 34.7.3.3 Supervision of the contract may not be awarded the contract unless the conflict stemming from this relationship has been resolved in a manner acceptable to the appropriate authority within the High Commission.
- 34.8 Bidders shall not recruit or hire any agency or current employees of the High Commission. Recruiting former employees of the High Commission or other civil servants to work for the bidders is acceptable provided no conflict of interest exists. When the bidder nominates any government employee as Personnel in their bid, such Personnel must have written certification from their government or employer confirming that they are on leave without pay from their official position and allowed to work full-time outside of their previous official position. Such certification shall be provided to the High Commission by the bidder as part of the bid.

35 Overriding Effect of PPR-2004

35.1 Whenever in conflict with these documents, the stipulation of **PPR-2004** shall prevail.

36 Beneficial Ownership Information

36.1 Unless anything to the contrary is provided in the UK law and regulations, the bidder shall provide Beneficial Ownership information on the prescribed Form. Failure to provide the required information of beneficial ownership by the company or submission of false or partial information, the procuring agency shall:

36.1.1 Blacklist the said company in accordance with rule 19(1)(a) of Public Procurement Rules, 2004,

36.1.2 Reject the bid of the said company.

High Commission of Pakistan, London, UK

SECTION II: BID DATA SHEET (BDS)

The following specific data for equipment & services to be procured shall complement, supplement or amend the provisions in the Instructions to Bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over ITB.

ITB Clause	Description
1.1 & 1.3	<ul style="list-style-type: none"> • Procurement Title: Expression of Interest (EOI)- Establishment of Facilitation Centers(Rebidding) • Procurement Method: Open Competitive Bidding as per Rule 21 of PPR-2004. • Procurement Procedure: “Single Stage Two Envelope Procedure” as per Rule-36(b) of PPR-2004. • Method of Selection: Quality and Cost Based Selection (QCBS) (80% Technical and 20% Financial)
2.5	A list of debarred firms and individuals is available at the PPRA website: https://ppra.gov.pk/#/other/pepra-active-black-listed-firms as well as related websites of the UK
7.3	The High Commission will organize one (01) Pre-bid meetings at the High Commission (34-36 Lowndes, Square London, SW1X 9JN) on 16th December 2025 at 1300 hrs British time.
13.1	Bid Validity period is 120 days from the date fixed for opening of the Bids.
14.1	<ul style="list-style-type: none"> • Bid Security of Amount as stated in Published Tender Notice in favor of the High Commission shall be enclosed along with the Bid in the shape of Pay Order/ Demand Draft /Deposit at Call. • Bid Security in original is required to be submitted through sealed envelope, which must reach on the given address below or before the deadline for submission of bids: Office of the Head of Chancery, High Commission of Pakistan, 34-36 Lowndes, Square London, SW1X 9JN • Failure in submission of original bid security instrument by the High Commission after the bid submission deadline shall cause rejection of the bid.
16.1	<ol style="list-style-type: none"> 1. Separate Technical and Financial Bids are required to be submitted as per “Single Stage Two Envelopes Procedure”. 2. <u>Following should be the contents of the Technical Bid Envelope:</u> <ol style="list-style-type: none"> i. Authorization Form for Bidder’s Representative ii. Form of Technical Bid iii. Bid Security: duly filled and signed or Bid Security in the shape of Pay Order/Demand Draft/ Deposit at Call/certified cheque etc. iv. Technical Compliance Form v. Undertaking vi. Declaration of Beneficial Owners’ Information vii. Duly signed and stamped, Volume-I of the Bidding document.

	<p>viii. All documents related to Minimum Eligibility/Qualification Criteria including Annexure (If Any) as given in ITB</p> <p>3. <u>The following should be the contents of the Financial Proposal Envelope/Volume-II:</u></p> <p>i. Financial Bid Submission Form</p> <p>ii. Duly filled, signed and stamped Volume-II of the Bidding document</p> <p>Important Note: The above-mentioned forms are pre-requisite and their non-availability will result in the rejection of a bid.</p>
29.1	Fifteen percent (30%) increase or decrease in scope of services.
30.1	The Contractor shall, within fourteen (14) days of signing the Contract, furnish a Performance Guarantee of GBP 20000/-. The Guarantee shall remain in force until twenty-eight (28) days after the issuance of the Final Acceptance Certificate and shall be released thereafter provided that the Contractor has fulfilled all contractual obligations.

SECTION III: FORMS FOR TECHNICAL BID

- 1. Form I – Authorization Form for Bidder’s Representative**
- 2. Form II – Technical Bid Submission Form / Form of Bid**
- 3. Form III – Bid Security Form**
- 4. Form IV – Technical Compliance Form**
- 5. Form V – Undertaking**
- 6. Form VI – Declaration of Beneficial Owners’ Information**

High Commission of Pakistan, London, UK

Form – I: Authorization Form for Bidder's Representative

(To be provided on service provider's letterhead)

ITB No:

Title: Expression of Interest (EOI)- Establishment of Facilitation Centers

We, M/s < _____ > , incorporated under <mention the relevant Act/ordinance/regulation> _____ having its registered office at < _____ > do hereby nominate Mr./Ms. < _____ > , Designation < _____ > , ID# < _____ > as our lawful representative to participate, negotiate, sign, correspond and fulfil all associated formalities of the subject procurement on our behalf.

Official Seal & Signature of Bidder:

Date:

Form – II: Technical Bid Submission Form / Form of Bid (Letter of Offer)

Bid Reference No:

Title: Expression of Interest (EOI)- Establishment of Facilitation Centers

To:
Gentlemen,

1. Having examined the Bidding Documents including Addenda Nos. _____ for the execution of the above-named services, we, the undersigned, being a company/firm doing business under the name of _____ and address _____ and being duly incorporated established under the laws of United Kingdom hereby offer to execute the subject services and remedy any defects therein in conformity with the said Documents including Addenda thereto for the Total Bid Price as stated in Volume-II: Schedule of Prices or such other sum as may be ascertained in accordance with the said Documents.
2. We understand that all the Schedules attached hereto form part of this Bid.
3. As security for due performance of the undertakings and obligations of this Bid, we submit herewith a Bid Security as provided in Bid Data Sheet drawn in your favor or made payable to you and valid for a period of two hundred eight (208) days
4. We undertake, if we qualify and our Bid is accepted, to take up the subject services for the time period as stated in our proposal or arrived at through mutual understanding.
5. We agree to abide by this Bid for a period of 180 days from the date fixed for opening the same and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
6. Unless and until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof, shall constitute a binding contract between us.
7. We undertake, if our Bid is accepted, to execute and abide by the Performance Guarantee referred to in Conditions of Contract for the due performance of the Services.
8. We understand that you are not bound to accept the lowest or any bid you may receive.
9. We do hereby declare that the Bid is made without any collusion, comparison of figures or arrangement with any other person or persons making a bid for the Services.
10. We do hereby declare that all the terms and conditions mentioned in the Bidding Documents are acceptable to us and we have no objection about any clause/sub-clause of the Conditions of Contract and other parts of the Bidding Documents.

Dated this _____ day of _____, 2025.

Signature _____

In the capacity of _____ duly authorized to sign the bid for and on behalf of the Bidder. A letter of authorization in respect of the Person who has signed the Bid Form, etc. is also attached.

(Name of Bidder in Block Capitals)

(Seal)

Address

Witness:

(Signature) _____

Name: _____

Address: _____

Form III: Sample Bid Security Form

The following forms of bid security is acceptable:

- Unconditional Bank Guarantee
- Demand Draft
- Pay Order / Call Deposit Receipt (CDR)

(Note: A sample format is given below. A bidder can use such template and customize as per the form of bid security it is providing)

To: Head of Chancery, High Commission of Pakistan, UK

Whereas [Name of Bidder] (hereinafter called “the Bidder”) has submitted its bid dated [insert date of submission] for the Expression of Interest (EOI)- Establishment of Facilitation Centers (hereinafter called “the Bid”) in response to your Request for Proposals.

KNOW ALL PEOPLE by these presents that we [Name of Bank] located at [Address of Bank] (hereinafter called “the Bank”) are bound unto the High Commission of Pakistan, London (hereinafter called “the Beneficiary”) in the sum of [mention amount] for the payment of which sum well and truly to be made, the Bank binds itself, its successors and assigns by these presents.

The conditions of this obligation are:

1. If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder; or
2. If the Bidder, having been notified of the acceptance of its Bid by the High Commission:
 - a. Fails or refuses to execute the Contract Agreement; or
 - b. Fails or refuses to furnish the Performance Security.

We undertake to pay the Beneficiary the above amount upon first written demand without any reference to or contestation by the Bidder, and without requiring the High Commission to prove or show grounds or reasons for its demand.

This Guarantee shall remain valid up to and including the date [insert date 28 days beyond the bid validity period], and any demand in respect thereof must be received by the Bank at the above office on or before that date.

Signed and sealed this [insert day] of [insert month], [insert year].

[Seal and Signature of Authorized Bank Representative]

Form IV: Technical Compliance Form

(ON SERVICE PROVIDER'S LETTERHEAD)

Sr.#	Description	Bidder Response (Yes/No)
1	All the requirements mentioned in "Section-VI-Part I-"Specific Services Data/Scope of Services".	
2	All the stated Terms and Conditions of the Contract including Specific Services Data/Scope of Services and forms etc.	
3	Bid is unconditional.	

Seal and Signature of Bidder: _____

Note: The minimum eligibility / technical qualification will be evaluated totally as per the technical criteria listed in the bidding documents. The Financial proposal of only the Technically qualified bidders will be opened. The bid found to be the most advantageous bid shall be accepted.

For simplification, the bid found to be the most advantageous i.e. having received the maximum marks against the technical criteria and offered the lowest evaluated cost shall be accepted and will be awarded the contract.

Form – V: Undertaking

Dear Sir,

1. I/We, M/s -----, hereby undertake that I/We, M/s shall comply with all applicable on the subject matter.
2. I/We, M/S-----, hereby further undertake that a detailed technical evaluation has been carried out by us and the solution that our firm has proposed shall comprehensively fulfill the objective of the procurement titled “Expression of Interest (EOI)- Establishment of Facilitation Centers” however if there is any deficiency in our proposal which is identified at the time of implementation of project it would be done by us free of charge or without any liability on the part of the High Commission.
3. I/We, M/s -----, understand and agree unconditionally that in case I/We, M/s fail to abide by the above undertaking or any of terms of the Contract, the Client/High Commission of Pakistan shall be at liberty to terminate the Contract without prejudice to any other rights / remedy available in the Contract.
4. I/We hereby confirm and declare that I/We, M/s -----, has neither been Blacklisted/debarred under Rule 19 of PPR-2004 nor sanctioned by the Pakistan/UK Government or any other relevant authority.
5. Detection of false declaration/statement at any stage of the entire Bidding Process / Currency of the Contract shall lead to disqualification and forfeiture of Bid Security and/or Performance Guarantee and termination of the contract.

Seal & Signature of Bidder: _____

Date: _____

Form – VI: Declaration of Beneficial Owners' Information

Unless anything related to filling up and submission of this form is contrary to the UK laws and regulations, the bidder shall provide Beneficial Ownership information on the below prescribed Form:

1. Name	
2. Father's Name/Spouse's Name	
3. CNIC/NICOP/Passport no.	
4. Nationality	
5. Residential address	
6. Email address	
7. Date on which shareholding, control or interest acquired in the business.	

2. In case of indirect shareholding, control or interest being exercised through intermediary companies, entities or other legal persons or legal arrangements in the chain of ownership or control, following additional particulars to be provided:

1	2	3	4	5	6	7	8	9	10
Name	Legal form (Company/ Limited Liability Partnership/ Association of Persons/ Two Member Company/ Partnership Firm/ Trust/Any other individual, body corporate (to be specified))	Date of incorporation/ registration	Name of registering Authority	Business Address	Country	Contact details/ Email Address	Percentage of shareholding, control or interest of BO in the legal person or legal arrangement	Percentage of shareholding, control or interest of legal person or legal arrangement in the Company	Identity of Natural Person who ultimately owns or controls the legal person or arrangement

3. Information about the Board of Directors (details shall be provided regarding number of shares in the capital of the company as set opposite respective names).

1	2	3	4	5	6	7	8
Name and surname (In Block Letters)	CNIC No. (in case of foreigner, Passport No)	Father's/ Husband's Name in full	Current Nationality	Any other Nationality (ies)	Occupation	Residential address in full or the registered/ principal office address for a subscriber other than natural person	Number of shares taken by each subscriber (in figures and words)
			Total number of shares taken (in figures and words)				

4. Any other information incidental to or relevant to Beneficial Owner(s).

Name & signature

(Person authorized to issue notice on behalf of the company)

Form – VII: System Assessment & Technical Proposal Form

This form shall be completed and submitted as part of the Technical Proposal. It is intended to capture the bidder's detailed assessment of the intended Facilitation Centers for outsourcing of data processing/document collection/service provision for consular documents at different cities of United Kingdom as identified by the High Commission of Pakistan, London, and outline a comprehensive, forward-looking technical solution designed to meet performance and operational standards of Facilitation Centers for high quality and smooth service provision. The occasion of pre-bid meeting may also be utilized to seek clarification related to various queries. The form shall have the following components for even evaluation of all the technical bids¹.

Executive Summary

- Summary of proposed site plan
- Outline of proposed long-term upgrade strategy and broad specification of machinery and equipment.

Compatibility and Integration

- Evaluation of existing systems in Pakistan High Commission and its sub-Missions in Birmingham, Bradford, Manchester and Glasgow
- Integration plan with existing systems.

Technical Design Solution

- Comprehensive overview of one model Facilitation Center
- Human Resource deployment on each center
- Equipment, machinery, furniture and furnishing and detail of other amenities to be provided at Facilitation Centers.
- No. of Facilitation Centers to be opened
- Future strategy to increase the no. of Centers as well as facilities at each Center

SECTION IV: SCHEDULE A TO BID

QUALIFICATION INFORMATION AND BID EVALUATION CRITERIA

1 Basic Conditions for Qualification

- 1.1** Joint Ventures (JV) or sub-contracting/sub-letting are not allowed, only firms/ companies fulfilling the requirements mentioned in the Invitation to Bid are eligible to participate in the bidding process.
- 1.2** The information supplied by the Bidders for the qualification statement must apply to the company, named on the statement only. The substitution of background information pertinent to qualification will not be considered for another company related to the applicant company through a "Group ownership". Financial Bids of only technically qualified bidders shall be opened, and the Contract shall be awarded to the most advantageous bidder.
- 1.2.1** The High Commission will review the information supplied by the bidders submitted for qualification and will make public the results of qualification to the bidders.
- 1.2.2** Firms/Companies applying to qualify are advised that any variation of constitution or membership in variance with whatever put forward in response to this notice, without prior approval of the High Commission may result in their disqualification.
- 1.2.3** The response to this notice must be sufficiently detailed to convince the High Commission that the firms/companies applying for qualification have the experience as well as the technical, administrative and financial qualifications necessary for the execution of the services and they must prove that they have carried out similar services in the UK.
- 1.2.4** Only the Technical Proposals shall be opened, in the presence of Bidders or their authorized representatives who choose to attend, at the time and place stated in the Invitation to Bids. Bidders shall ensure that their Technical Proposals contain sufficient detail for proper evaluation. All clarifications shall be sought and addressed during the pre-bid meeting to ensure common understanding of the project requirements and submission of standardized bids.
- 1.2.5** The Financial Proposals of technically qualified Bidders shall be opened at the date and venue communicated to them by email, registered post, or courier service. The Financial Proposals of Bidders who do not qualify shall be returned unopened. The decision of the High Commission in this regard shall be final and binding on all Bidders.

2 Qualification Criteria:

2.1 General

- 2.1.1** Qualification shall be determined on the basis of all criteria specified in paras. 2.1 to 2.2, including the Bidder's general and specific experience, personnel and equipment capabilities, and financial position, as demonstrated through the Bidder's responses in the prescribed forms. The High

Commission reserves the right to waive minor deviations, provided such deviations do not materially affect the Bidder's capability to perform the contract.

- 2.2** The High Commission reserves the right to verify or seek clarification of any information furnished by the Bidders, including conducting site visits to confirm previous work experience. Any application may be rejected if it contains misrepresentation, whether made knowingly or otherwise, or if any statement furnished in connection therewith is found to be incorrect in any respect and relied upon by the High Commission. The High Commission also reserves the right to verify that the unit rates provided in Schedule F are consistent with prevailing UK market rates. In case of unreasonable deviations, the High Commission may seek justification or reject such quotations

2.3 Minimum Qualification Criteria

- 2.4** In addition to the eligibility criteria given in the instructions to bidders, for qualification purpose, the bidders must meet the following requirements:

Sr.	Minimum Eligibility/ Qualification Criteria	Annexure / Page (Document to be Attached by Bidder)
1.	Conditional / Un-conditional Bid must be un-conditional, conditional bids shall be rejected.	Form of Bid (signed & stamped)
2.	Bid Security Bid Security amounting to (GBP 10000-) in original is required to be submitted through sealed envelope before opening of Bid.	Original Bid Security Instrument (Bank Guarantee / CDR)
3.	Active Tax Payer The bidder should be registered with relevant Tax authorities and appear on Active Tax payer list (If applicable) in the UK.	Tax Compliance Certificate
4.	Undertaking (As per Format attached) The bidder is required to submit an undertaking as per format provided.	Undertaking Form (Annex attached in bid docs)
5.	Proposed Services / Execution Plan of the Bidder Duly filled Methodology/ Program of Performing the Services provided in Schedule-E to bid.	Methodology / Execution Plan (Schedule E to Bid)
6.	Available Financial Capability In order to be considered for technical and financial evaluation, the Bidder must demonstrate adequate financial strength to undertake the proposed contract by meeting at least one of the following criteria: Option A — Minimum Liquid Assets Bidder shall provide proof of liquid assets totaling at least GBP 200,000 in any one instance during the three (03) months preceding the publication of the Invitation to Bid (ITB) . Acceptable evidence includes: <ul style="list-style-type: none"> • Bank statement confirming account balance • Credit facility letter issued by a recognized financial institution • Ownership documentation of marketable financial instruments, such as: 	Bank Statements / Credit Facility Letter / Audited Financial Statements / Business Credit Report (D&B, Experian, etc.)

	<ul style="list-style-type: none"> ○ Premium Prize Bonds ○ Stock Bonds or equivalent liquid securities <p><i>Note: Fixed assets or non-liquid holdings (e.g., property) will not be accepted.</i></p> <p>OR</p> <p>Option B — Annual Sales Volume</p> <p>Bidder shall demonstrate a Gross Annual Turnover of at least GBP 500,000 in any one of the last three (03) fiscal years.</p> <p>Acceptable documentation:</p> <ul style="list-style-type: none"> • Audited Financial Statements • Certified Tax Returns • Bank-issued transactional summaries 	
7.	<p>Experience of the Firm</p> <ul style="list-style-type: none"> i. Minimum 5 years of running/managing similar service provision of centers. ii. Completion of at least three (3) projects in the past 5 years of similar nature in UK or elsewhere iii. The following may be provided as the supporting documents <ul style="list-style-type: none"> a. Completion certificates or client references b. Contract award letters or performance reports c. Project summaries detailing: <ul style="list-style-type: none"> • Scope of work (e.g., design, installation, commissioning) • Type of facility (e.g., High Commission, government, institutional, or commercial) iv. At least one (1) of the above projects must preferably be: <ul style="list-style-type: none"> a. For a foreign High Commission, diplomatic mission, or UK government/institutional building/International Organization, and b. Accompanied by a satisfactory completion certificate or reference letter from the client. 	Completion Certificates, Client References, Contract Award Letters, Project Summaries
8.	<p>Valid Registration with relevant United Kingdom bodies/institutions</p> <p>The bidder must be registered with United Kingdom relevant authorities as service provider</p>	Copies of License,

2.5 Evaluation Criteria – Quality and Cost Based Selection (QCBS)

2.5.1 The bids will be evaluated using the Quality and Cost Based Selection (QCBS) method. Technical proposals will be evaluated on a scale of 80 marks and financial proposals on a scale of 20 marks. Final scores will be computed by normalizing both components to a 100-point scale, with 80%

weight for technical and 20% weight for financial evaluation. The minimum qualification score for Technical proposal is 60%.

2.6 Evaluation of Technical Bids

2.6.1 The technical bids will be evaluated as per the following criteria:

Technical Evaluation Criteria

A. Company Profile & Governance (10 Marks)

Sub-Category	Description	Marks
A1	Company incorporation + UK registration	3
A2	Organizational structure & governance incl. Data Protection Officer (DPO)	2
A3	Years of relevant outsourcing experience	3
A4	Diplomatic/government outsourcing experience	2

B. Relevant Experience & Past Performance (20 Marks)

Sub-Category	Description	Marks
B1	Major outsourcing contracts (2 per contract, max 10)	10
B2	Commendation certificates (1 per certificate, max 5)	5
B3	High-volume handling capacity (>100,000 applicants/year)	5

C1. Physical Infrastructure (10 Marks)

Sub-Category	Description	Marks
C1.1	Operational centres in the	5

UK (1 per centre, max 5)

C1.2	Facility readiness (layout, seating, counters, accessibility)	5
------	---	---

C2. Mandatory Parking Requirement (5 Marks)

Requirement	Description	Marks
C2.1	Parking facility Minimum 20+ parking spaces at each center (All centers must comply)	5

C3. Information Technology (IT) Systems (5 Marks)

Sub-Category	Description	Marks
C3.1	Appointment Management System (AMS)	1
C3.2	Queue Management System (QMS)	1
C3.3	Closed-Circuit Television (CCTV) with 90-day retention	1
C3.4	Data Backup & Disaster Recovery (DR)	1
C3.5	System uptime & redundancy (UPS, dual internet)	1

C4. Data Security Architecture (5 Marks)

Sub-Category	Description	Marks
C4.1	GDPR compliance, DPIA, appointment of DPO	2
C4.2	Encryption, access control, audit trails	2

C4.3	Data Breach Response Plan (DBRP)	1
------	----------------------------------	---

D. Staffing Plan & Operational Capacity (10 Marks)

Sub-Category	Description	Marks
D1	Staffing levels per centre	5
D2	Training (customer service + data privacy)	4
D3	Multilingual capability	1

E. Quality Assurance & Service Standards (10 Marks)

Sub-Category	Description	Marks
E1	ISO certifications (ISO 9001 & ISO 27001)	4
E2	Complaint handling system	2
E3	Service Level Agreement (SLA) framework	2
E4	Reporting & audit protocols	2

F. Financial Viability (5 Marks)

Sub-Category	Description	Marks
F1	Annual turnover ≥ £500,000/year	3
F2	Audited financial statements	1
F3	Bank solvency/cashflow stability	1

Financial Evaluation (20 Marks)

Financial Score = (Lowest Bid ÷ Bid Under Evaluation) × 20

Price competitiveness only.

Final QCBS Formula

Final Score = (Technical Score × 0.80) + (Financial Score × 0.20)

High Commission of Pakistan, London, UK

SECTION V :FORM FOR FINANCIAL BID (VOLUME II)

SCHEDULE B (PART I): Summary of Financial Bid

This Schedule shall be completed and submitted only in the Financial Proposal (Volume II). No prices shall be included in the Technical Proposal. Any disclosure of pricing in the Technical Proposal may result in rejection of the bid.

Financial Fee Schedule Form

This Financial Fee Schedule Form must be completed by all bidders and submitted in the Financial Proposal Envelope. All service fees must be quoted in GBP (£). Government fees (NADRA, Passport Office, etc.) must NOT be included.

Instructions

- Complete all fields below.
- Quote a fixed, all-inclusive service fee for each category.
- Partial quotes or missing categories will lead to disqualification.
- Premium/Executive services may be quoted separately.
- All fees must remain valid for the duration of the contract.

Service Fee Schedule

Service Category	Unit Service Fee (GBP £)	Notes (Optional)
Processing of National Identity Card for Overseas Pakistanis (NICOP)	£ _____	
Processing of Machine Readable Passport (MRP)	£ _____	
Processing of Family Registration Certificate (FRC)	£ _____	
Processing of Birth Certificate	£ _____	

Document Attestation / £ _____
Legalization (incl. Power of
Attorney, PCC)

Visa Application Assistance £ _____

Courier / Secure Dispatch of £ _____
Documents

Premium / Executive £ _____
Services (Optional)

Declaration

We hereby declare that the above fees are complete, accurate, and inclusive of all operating costs, staff costs, infrastructure, IT systems, security, maintenance, utilities, and all other expenses required to perform the services.

We understand that:

- Government fees are separate and must not be included.
- Financial evaluation will be based on the aggregate total service fees quoted.
- No changes to the Financial Proposal are permitted after bid opening.

Bidder's Authorized Signatory: _____

Company Name: _____

Date: _____

SECTION-VI: SCHEDULE C TO BID

PART-1: Specific Services Data/ Scope Of Services

- 1 The Pakistan High Commission in London, along with its Consulates General in Birmingham, Bradford, Manchester, and Glasgow, provides a wide range of consular services to the Pakistani community residing in the United Kingdom. In order to further enhance efficiency, accessibility, and the overall quality of service delivery, it has been decided to outsource selected consular services to a qualified Service Provider through a transparent and competitive process in accordance with the Public Procurement Regulatory Authority (PPRA) Rules of Pakistan, using the Single Stage, Two-Envelope method. The objective of this tender is to invite reputable Service Provider Companies with relevant experience, capacity, and technical expertise to participate in the pre-qualification and bidding process for the outsourcing of designated consular services. The selected Service Provider will establish and operate Consular Service Centres in major cities of the UK with significant Pakistani populations, ensuring high-quality, citizen-friendly, and secure service delivery.

1.1 Scope of Services of Facilitation Centers

The Centers will provide facilitation to applicants in for the following consular services:

- Data processing of Machine Readable Passport (MRP) applications through IMPASS website
- Data processing and assistance in NADRA Registration and other online related services
- Assistance in Visa applications
- Collection of documents requiring Attestation and legalization (not including Power of Attorney, Police Character Certificates and any other documents requiring personal appearance)
- Other consular facilitation and documentation services as required

1.2 Infrastructure and Facility Requirements

Each Facilitation Centre must adhere to the following minimum standards:

- At least one office in each of the major UK regions with substantial Pakistani communities (including London, Birmingham, Bradford, Manchester, Cardiff, Luton, Edinburgh, Peterborough, Southampton, Portsmouth, Oxford, Rochdale, Blackburn, Nelson, Liverpool, Leeds, Huddersfield, Middlesbrough)/ or as decided by the procurement committee.
- Waiting hall capacity: Seating for a minimum of 100 visitors.
- Designated counters: Separate counters for Passport, NADRA, Visa and other consular services.
- Special counters to facilitate walk-in and emergency cases.
- Reception Area: Dedicated reception desk for visitor guidance and token issuance.
- Amenities: Free Wi-Fi, free photocopier, free photo booth, drinking water, and tea/coffee facility for visitors.
- Accessibility: Facilities for elderly and differently-abled visitors.
- Security Installations: CCTV surveillance, controlled entry, and data protection measures in accordance with GDPR and the Government of Pakistan's data security standards.

- Establish Call Centre to facilitate and address the inquiries of the applicants / updates on applications / and address queries related consular services
- Ensure to collection and dispatch of legal documents, passports, NICOPS / POCs, Certificates etc in a secure manner.
- Additional Option: Provision of Executive Service / Priority Counters for premium applicants.

1.3 Responsibilities of the Service Provider

- Establishment, furnishing, and maintenance of service centers as per approved specifications.
- Recruitment and training of qualified staff to professionally manage daily operations.
- Ensuring efficient queuing, appointment management, and customer handling systems.
- Coordination with the respective Consulate(s) for scheduling and appointment integration.
- Strict compliance with security, confidentiality, and data protection requirements.
- Financial management and transparent remittance of service-related fees to Government accounts as per agreed mechanisms.

1.4 Compliance and Safety

- 1.4.1 Comply with UK and Pakistan federal, state and local data protection laws while processing any document and data
- 1.4.2 Comply with UK federal, state, and local building codes, safety, and energy standards on all sites across UK of Facilitation Centers
- 1.4.3 Compliance with rules/SOPs issued by High Commission and its Sub-Missions for processing of documents

1.5 Project Timeline

- 1.5.1 Submit a detailed project schedule with milestones for each phase. The Facilitation Centers should be ready for operations within 30 days of signing of the contract
- 1.5.2 Ensure timely establishment of fully operational Facilitation centers within agreed time
- 1.5.3 Obtain all required local permits, approvals, and inspections from relevant UK building departments, utility authorities, and code enforcement agencies.

2 Post Establishment Service Schedule:

- 2.1 The Facilitation Centers would have to operational 5 days of week through out the year except public holidays as declared by the High Commission. The bidder will submit a schedule of operations of facilitation centers.

3 Reporting and reconciliation mechanism

- 3.1 The successful bidder would submit a daily report to High Commission or concerned Consulate of all the documents processed.
- 3.2 All fees due to be paid to Government of Pakistan would be deposited in High Commission or

concerned Consulate's Bank Account on daily basis.

- 3.3 A reconciliation statement of all financial transactions along with bank statement would be submitted to High Commission or concerned Consulate on daily basis and a receipt issued by High Commission or Consulate would be kept in record.
- 3.4 A weekly report of all documents processed would be shared with High Commission or concerned Consulate.
- 3.5 Documents requiring attestation/legalization would be processed within same day.

High Commission of Pakistan, London, UK

Schedule E To Bid

Proposed Methodology/ Program of Performing The Services

As a part of Technical Proposal and in accordance with this Schedule of Services and frequency, bidder shall provide a complete program of services with proposed resources deployment at Facilitation Centers. The following format is suggested but not compulsory.

S. No	Component of Premises	Services Daily/monthly/yearly Schedule	Proposed Services Management Plan
	Example 1. Total centers proposed to be established 2. Number of counters at each center 3. HR deployment at each centers 4. Amenities being provided at each center		

Schedule F

Standard form of Bill of Quantities (BOQs)

Note: The bidder shall fill and submit the Bill of Quantities as part of the Financial Proposal. Any pricing details disclosed in the Technical Proposal will result in disqualification

The following format shall be used by bidders to submit their detailed Bill of Quantities (BoQ) in Financial proposal.

All prices should be quoted in GBP, inclusive of applicable taxes.

Item No.	Description of service	Mode of service i.e data collection/processing/collection of documents etc	Unit Rate/PER Document (GBP)	Taxes (if any) (GBP)	Total cost/per document (GBP)
1					
2					
3					
4					
5					

SECTION VI: PART 2

General & Specific Conditions of Contract

1 General Provisions of the contract (GCC)

1.1 **Definitions:** Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

- 1.1.1 **“Applicable Law”** means the laws and any other instruments having the force of law in the Islamic Republic of Pakistan.
- 1.1.2 **“Authorized Officer”** means the person notified by Client to act as the officer in-charge for the purpose of the implementation of Contract and named as such in the Work Order or Letter of Acceptance.
- 1.1.3 **“Confidential Information”** means all information (including copies) however disclosed including any Intellectual Property Rights (IPR), documents, ideas, computer programs, specifications, plans, drawings, pricing, marketing and customer information, information relating to market opportunities or business affairs and any other information marked or by implication, confidential or of commercial value.
- 1.1.4 **“Client”** means High Commission of Pakistan- London (the High Commission), that signs the Contract for the Services with the selected Service Provider.
- 1.1.5 **“Contract”** means the legally binding written agreement signed between the Client and the Service Provider, which includes all the attachments and appendices thereto, and all documents incorporated by reference therein.
- 1.1.6 **“Day”** means a Gregorian calendar day unless indicated otherwise.
- 1.1.7 **“GCC”** means these General Conditions of Contract;
- 1.1.8 **“Government”** means the Government of the Islamic Republic of Pakistan;
- 1.1.9 **“Party”** means the Client or the Service Provider, as the case may be, and “Parties” means both of them;
- 1.1.10 **“Services”** means the work to be performed by the Service Provider under this Contract.
- 1.1.11 **“Service Provider’s Bid”** means the completed Bidding Documents submitted by the Service Provider to the Client
- 1.1.12 **“SCC”** means the Special Conditions of Contract by which the GCC may be amended or supplemented;
- 1.1.13 **“Specifications”** means the specifications of the service included in the Bidding

Documents submitted by the Service Provider to the Client

- 1.1.14 **“Service Points”** are the number of locations of services where service provider is required to provide uninterrupted services, simultaneously.
- 1.1.15 **“Service Provider”** means the person whose tender/bid has been accepted by the **Client** and the legal successors in title to such person, but not (except with the consent of the Employer) any assignee of such person.
- 1.1.16 **“Service Provider’s Employee”** employees of the Service Provider.

1.2 **Applicable Law**

- 1.2.1 The Contract shall be governed by the general provisions of the laws of the Islamic Republic of Pakistan.

1.3 **Language**

- 1.3.1 This Contract has been executed in English, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.

1.4 **Notices**

- 1.4.1 Any notice, request, or consent made under this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, email, or facsimile to such Party at the address specified in the SCC.

1.5 **Location**

- 1.5.1 The Services shall be performed at such locations as are specified in this document and, where the location of a particular task is not so specified, at such locations within the High Commission, as the Client may approve.

1.6 **Authorized Representatives**

- 1.6.1 Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Client or the Service Provider may be taken or executed by the officials specified in the SCC.

1.7 **Instructions, Inspection and Audit by the Client**

- 1.7.1 The Service Provider shall carry out all instructions of Client communicated through the authorized person which comply with the applicable laws where the Buildings/ Premises are located.
- 1.7.2 The Service Provider shall upon reasonable notice by the Client allow the Client’s Management, its auditors to inspect, examine and audit its accounts and records which are directly relevant to the performance of the Services as outlined in this contract and to have them audited by auditors appointed by the Client if so required by the Client.

1.8 **Taxes, Duties and other applicable laws**

- 1.8.1 The Service Provider shall organize to pay its own and its employees taxes, and the Client is authorized to withhold any tax from payment to the Service Provider and to deposit the same into the Governmental Treasury. The Service Provider shall also ensure compliance with local laws and applicable regulations.
- 1.8.2 Any additional tax, levies, duties, or modification in the existing rates of tax and other applicable laws imposed during the pendency of this contract shall be adjusted in the contract price by both parties.

1.9 **Priority of Contract Documents**

- 1.9.1 The Contract and Documents are to be taken as mutually explanatory. Ambiguities or discrepancies between the documents shall be promptly brought to the attention of Client for clarification. In case of conflict between the documents, the most stringent requirement shall be deemed to be included in the Contract as determined by Client.

1.10 **Services**

- 1.10.1 The Services include as mentioned in bidding documents and in accordance with Client's requirements, industry best practices.

1.11 **Service Execution Schedule**

- 1.11.1 The Services Provider shall provide and ensure uninterrupted services as per Scope of Services. Client however, reserves the right to make adjustments, changes, alterations in the service timings depending upon the requirements of the Client which will be communicated to the Service Provider from time to time.
- 1.11.2 The Services Provider shall be obliged to complete the Services as assigned under the Contract during the service schedule fixed by the Client and if the Service Provider has to spend time beyond the assigned service schedule to complete the contractual obligation, the Client shall not be responsible for any extra payment.
- 1.11.3 If required on holidays, the Service Provider shall be obliged to manage the Services in such a manner as necessary for the execution of the Services under the Contract. If the Service Provider fails to provide the requisite services, Client is entitled to impose reasonable damages.
- 1.11.4 The Service Provider shall have to coordinate with the authorized officer of the Client in advance if he wants to execute the services beyond the services schedule to perform his contractual obligations under the Contract.
- 1.11.5 If, for any reason beyond the reasonable control of the Service Provider, it becomes necessary to replace any of its representative, the Service Provider shall provide as a replacement after fulfillment of requirements as per Client's security protocol/requirement.
- 1.11.6 If Client finds that any of the Service Provider's representative have

1.11.6.1 committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of its employees, then the Service Provider shall arrange for a replacement.

1.11.6.2 have reasonable cause to be dissatisfied with the performance of any of its employees, then the Service Provider shall arrange for a replacement.

1.12 **Attendance of Meetings**

1.12.1 The Service Provider shall attend all the meetings, when called by Client, to discuss the quality of services and other matters related to the Contract, without any compensation from Client.

1.13 **Responsibilities, Liabilities and Warranties By The Service Provider**

1.13.1 Notwithstanding to any provision contained in the Contract, the Service Provider shall be exclusively responsible for the following during the currency of the Contract:

1.13.1.1 The Service Provider shall execute and deliver Services as mentioned in the Contract in accordance with Client's requirements, relevant rules, regulations, standards, safety measures and shall maintain good order at the premises as communicated by Client from time to time during execution of the services. The Services shall be fit for the express or implied purposes for which supplied.

1.13.1.2 The service provider shall ensure complete security of data collected at Facilitation Centers and would not use or allow use of this data to any third party without written permission of the High Commission.

1.13.1.3 The data so collected would be transferred to High Commission on quarterly basis. Once data is transferred to High Commission, the service provider will not retain its physical or e-copy in any form.

1.13.1.4 Service Provider shall follow professional official etiquette, industry best practices and adequate standards of hygiene while executing the services like avoidance of abusive language by its employees, ensure proper dressing/uniform as per local culture/norms by displaying service provider cards for identification and any others practices which are followed in Client. Service Provider shall not act in a way which is prejudicial to Client's interests or business;

1.13.1.5 The Service Provider/or their resources to hold requisite power, authority and valid license and authority to carry out the Contract and deliver Services mentioned in the Contract. The Service Provider shall obtain or renew all permits, NOCs, licenses, certificates or registrations etc. that may be required to perform the Services under this Contract.

1.13.1.6 The Service Provider shall bring at site all equipment including but not limited to those specified in the Contract necessary to carry out the services under the Contract. The Service Provider shall ensure the equipment remains in working order.

1.13.1.7 The Service Provider shall adhere to all directions of Client and observe security protocol as per Client's requirement for execution of services like security clearance of its employees, etc. for which documents / data shall also be provided to Client. The Service Provider

warrants that its employee(s) have no criminal record and shall not indulge in any criminal activity. The Service Provider agrees that if Client is not satisfied with the services of its resources for execution of services, necessary replacements will be arranged and Client shall have exclusive right to not accept the services of any service provider resource.

- 1.13.1.8 Any breach by Service Provider of this Clause, shall constitutes a material breach of the Contract and may lead towards Termination as per Clause-2.6.2 In addition, Client shall be entitled to require Service Provider to (a) remedy the breach at its cost; (b) pay for it to be remedied; or (c) repay all amounts already paid for the defective Services.

2 Commencement, Completion, Modification, and Termination of Contract

2.1 Effectiveness of Contract

- 2.1.1 This Contract shall come into effect on the date the Contract is signed by both parties, or such date as may be stated in the SCC or work order.

2.2 Duration of Contract

- 2.2.1 The duration of this contract shall be one (01) years, renewable for a further two years on mutual consent on the same rates, terms and conditions subject through mutual agreement.

2.3 Extension of Contract

- 2.3.1 The Contract may further be extended on same rates, terms and conditions for a period suitable to Client to call new tenders and award of a fresh contract.

2.4 Modification/Variations

- 2.4.1 Modification of the terms and conditions of this Contract, including any modification of the scope of the Services or the Contract Price, may only be made by written agreement between the Parties in compliance with PPR-2004 as well as the applicable Uk law/regulations.

2.5 Force Majeure

- 2.5.1 For this Contract, "Force Majeure" means an event that is beyond the reasonable control of a Party and which makes a Party's performance of its obligations under the Contract impossible or so impractical as to be considered impossible to be performed under the circumstances. The Party affected by Force Majeure shall on the occurrence of the event leading to Force Majeure immediately notify the other Party in writing and take all reasonable steps to overcome the Force Majeure. If the Force Majeure persists the affected Party may terminate this contract as per clause 2.6 of the Contract because of Force Majeure.

- 2.5.1 **No Breach Contract:** The failure of a Party to fulfill any of its obligations under the Contract shall not be considered to be a breach of or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the party affected by such an event; has taken all reasonable precautions, due care and reasonable alternative measures to carry out the terms and conditions of this Contract, and has informed the other Party as soon as possible about the occurrence of such an event.

- 2.5.1 **Extension in Time:** Any period within which a Party shall, under this Contract, complete any action or task or additional task shall be extended for a period equal to the time during which such Party was unable to perform such activities as a result of Force Majeure or on the advice of Client.

2.6 Termination

- 2.6.1 **By the client:** The Client may terminate this Contract, by not less than fourteen (14) days written notice of termination to the Service Provider, to be given after the occurrence of any of the events specified in paragraphs (2.6.1.1) through (2.6.1.8) of this Clause 2.6.1:
- 2.6.1.1 if the Service Providers do not remedy a failure in the performance of their obligations under the Contract,
 - 2.6.1.2 if the Service Provider becomes insolvent or bankrupt;
 - 2.6.1.3 if, as the result of Force Majeure, the Service Provider/s are unable to perform a material portion of the Services for not less than sixty (60) days; or
 - 2.6.1.4 if the Service Provider/s, in the judgment of the client has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
 - 2.6.1.5 If The Service Provider's employees commit a serious crime within the premises which can result in police action under the laws of the UK
 - 2.6.1.6 if the Service Provider does not maintain a Performance Guarantee under Clause 3.12
 - 2.6.1.7 if Service Provider materially or consistently breaches the Contract including failure to correct performance deficiencies as mentioned under the Clause 7.2.
 - 2.6.1.8 Client in its sole discretion, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Client's convenience, the extent to which performance of the Service Provider under the Contract is terminated, and the date upon which such termination becomes effective.
- 2.6.2 **By the Service Provider:** The Service Provider may terminate this Contract, by not less than sixty (60) days" written notice to the Client, such notice to be given if Client fails to fulfill any of major obligation arising under this contract.

3 Obligations of the Service Provider

3.1 General

- 3.1.1 The Service Providers shall perform the Services in accordance with the Description of the Services and the Activity Schedule, and carry out their obligations with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices. The Service Provider shall always act in good faith in respect of any matter relating to this Contract or to the Services, and shall at all times support and safeguard the Client's legitimate interests in any dealings with Sub

Service providers or third parties.

- 3.1.2 The Service Provider will ensure continuity of services without interruption as per requirement.
- 3.1.3 In the course of the performance of the services the Service Provider shall comply with all requirements of the Client.
- 3.1.4 The Service Provider shall comply with all applicable laws, rules and regulations, instructions and customary practices of the Client in UK.
- 3.1.5 The Service Provider shall promptly notify the Client of any matter coming to their knowledge that could have a material effect on the business or affairs of the Client.

3.2 Indemnification

- 3.2.1 The Service Provider agrees to indemnify the Client and hold it harmless against all liabilities, including judgements and cost of litigation, for anything done or omitted by the service provider in the execution of this Contract.
- 3.2.2 Any claims of service provider's current employees or ex-employees, or associates, or their heirs whether against the Service Provider, other Service Providers working within the same premises or any other person, regarding deals made at personal level by the staff or personal matters or deals carried out in whatsoever form, manner or capacity.
- 3.2.3 Any claims made by any person affected by the services provided by the Service provider or any breach of data or any other claim arising out of any action taken or omitted by the service provider during the course of execution of this contract in respect of third party/person or entity.
- 3.2.4 Any Government Permits, Licenses, etc. that may be required for performing the services contemplated under the Contract.
- 3.2.5 Any tax, government duties, insurance contributions and other taxes or social security contributions in respect of Service Provider's employee(s) or sub-service provider of Service Provider together in each case with any interest, fines or penalties thereon
- 3.2.6 All claims of compensation by an employee of Service Provider, his family or legal heirs or any other agency, autonomous body, any NGO or government department, arising from injury, disability, ill health or death of any of his employees during the currency or expiry of this Contract while performing any services under this Contract or any claim regarding the medical care or treatment expenses submitted by the employee or ex-employee of the Service Provider or their legal heirs.

3.3 Conflict of Interests

- 3.3.1 **Service Provider and Service Provider's employee (s) Not to Benefit from Commissions and Discounts:** Payment against the services under Clause 6 shall constitute sole payment to the Service Provider. The Service Provider shall not accept for their benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract, and in discharge of their obligations under this Contract. The Service Provider shall ensure that the Service Provider's Employee(s), or their affiliates shall not receive any

additional payment.

- 3.3.2 **Prohibition of Conflicting Activities:** Neither the Service Providers nor their affiliates shall engage, either directly or indirectly, in any activities during the term of this Contract, any business or professional activities in the United Kingdom which would conflict with the activities assigned to them under this Contract;

3.4 Confidentiality

- 3.4.1 Information relating to evaluation of bids and recommendations concerning to award of the contract shall not be disclosed by the High Commission to the Service Provider or to any other person who is not officially concerned with the process, until the announcement of the result of evaluation.
- 3.4.2 The Service Provider shall not disclose or attempt to make public any information relating to the bidding documents, bidding process and award of the contract to any person or entity without the High Commission's prior written consent.
- 3.4.3 In case of any disclosure related to the bidding process and contractual obligations at any stage by any Service Provider, the High Commission may reject its bid and/or terminate the contract with the Service Provider.

3.5 Contractual Liability Insurance

- 3.5.1 From the Commencement Date until the expiry of the Contract, the risks of personal injury, death, and loss of or damage to property of Client and third Party due to the negligence of the Service Provider, its employees, associates, sub-Service Provider, assigns etc. (including, without limitation, the tiles, cables, wood works, paint/polish, flower pots, plants, fixtures, metallic items etc.), all such risks are Service Provider's risks. The Service Provider shall have to make good all damages/losses to Client. In case of failure, Client reserve all legal rights including but not limited to deduction from any money of the Service Provider with the Bank.
- 3.5.2 The Service Provider shall indemnify and keep indemnified Client, at all times against any loss, claim, damage, charge occurred to Client due to negligence or fraud committed by Service Provider or its employee. The Service Provider may, to protect themselves, obtain "Contractual Liability Insurance" to cover all claims related to Negligence / Fraud/theft if any, committed by the Service Provider or its employees but this is not obligatory. If the Service Provider obtains the above insurance, Service Provider shall be responsible for indemnifying the Client regardless of the payment of the insurance amount paid by the insurance company to the Service Provider. Failure of the Service Provider to pay the Client's claim shall authorize Client to deduct the claimed amount from the amount payable to Service Provider.

3.6 Service Providers' Actions Requiring Client's Prior Approval

- 3.6.1 The Service Provider shall obtain the client's prior approval in writing before taking any of the following actions:
- 3.6.1.1 entering a subcontract for the performance of any part of the Services,
- 3.6.1.2 changing the schedule of activities;

3.6.1.3 any other action that may be specified in the SCC.

3.7 **Independent Service Provider Status**

3.7.1 The parties agree that this contract creates an independent Service Provider relationship, not an employment relationship. The Service Provider acknowledges and agrees that the client will not provide the Service Provider or the Service Provider's employee(s) any fringe benefits or for the reimbursement of any expenses, including without limitation any medical or pension payments, and that income tax/withholding tax is Service Provider's responsibility.

3.7.2 None of the Service Provider's employee(s) shall be entitled to seek employment with the client merely on the ground that he/she had been posted by the Service Provider at any of the premises of Client for performance of this contract.

3.8 **Compliance with all the Regulatory Requirement**

3.8.1 The Service Provider shall be responsible for complying with all applicable laws on the subject matter which includes but not limited to: Payment of at-least minimum wages, salaries, remuneration as notified by the respective Government.

3.8.1.1 Ensure compliance with all the UK and Pakistani labour laws.

3.8.1.2 Group Life and Medical Insurance

3.8.1.3 Casual, medical and maternity or any other leaves as per applicable laws.

3.8.1.4 Gratuity and any other requirement as per applicable laws.

3.8.2 The Service Provider will ensure that the terms and conditions of employment/ service of its employees are compliant and in accordance with the applicable labor laws existing in UK and/or Pakistan.

3.8.3 The Service Provider shall take all practicable steps to ensure that all of its resources comply with the Applicable Law

3.9 **Reporting Obligations**

3.9.1 The Service Provider shall submit to the client the reports and documents specified in the Bidding document or otherwise, as and when required by the client.

3.10 Documents Prepared by the Service Providers to Be the Property of the Client

3.10.1 All, reports, and other documents and software submitted (if any) by the Service Provider under Clause 3.9 shall become and remain the property of the client, and the Service Provider shall during the execution of Contract and in any case not later than upon termination or expiration of this Contract, deliver all such documents and software to the client, together with a detailed inventory thereof. The Service Provider may retain a copy of such documents and software. Future use of these documents by the Service Provider shall be subject to approval of Client.

3.11 Penalties /Liquidated Damages

- 3.11.1 For each deficiency and poor service, Client will impose a penalty amounting up to 1.5 times of its daily respective services fee (i.e. monthly fee of respective services for ongoing year/30) per event without prejudice to any other remedy or relief available to Client under the Contract and / or applicable law. The deduction of the penalty does not relieve the Service Provider to provide services as mentioned in the Agreement.
- 3.11.2 In addition to the above penalty, the Client would be entitled to deduct actual cost of damage.
- 3.11.3 Without prejudice to above, the Service Provider shall have to deploy extra resources, to meet the service quality standards at no extra cost to Client as and when required.
- 3.11.4 Client may impose penalty equal to 1/30 of the respective monthly invoice in case of non-disbursement of salaries/wages/remuneration within the date specified in the Contract.

3.12 Performance Guarantee

- 3.12.1 The Services Provider shall furnish a Performance Guarantee equal to GBP 20000/- in the shape of Bank Guarantee/Bank draft issued from schedule bank in United Kingdom, which will be valid 28 days beyond the Contract Period. Such Performance Guarantee will be released when Service Provider has successfully completed the Contract and performed all its obligations under the Contract.
- 3.12.2 Notwithstanding anything contained in the Contract and / or applicable law the Performance Guarantee shall be forfeited if the Services Provider fails to perform its obligations under the Contract.

3.13 Early Warning by the Service Provider

- 3.13.1 The Service Provider shall warn Client in writing at the earliest opportunity of specific likely future events, problems or circumstances whether on Service Provider's part or on Client's part, that may adversely affect the quality of Services. The Service Provider should also provide the details of likely corrective measures required.
- 3.13.2 Client shall evaluate and decide the corrective measure to be adopted as soon as reasonably possible.
- 3.13.3 If the Service Provider fails to give an early warning without any justified reason he shall be held responsible for all the consequences thereof.

3.14 Declaration

- 3.14.1 The Service Provider hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Client through any corrupt business practice.
- 3.14.2 The terms and conditions and the Schedules thereto represent the entire Contract and understanding between Client and the Service Provider, in relation to the subject matter hereof and supersede all previous agreements and/or understandings between the parties in relation

thereto.

3.14.3 If any provision of the Contract is found by any court or competent authority to be invalid, unlawful or unenforceable, that provision shall be deemed not to be a part of the Contract and it shall not affect the enforceability of the rest of the Contract.

3.14.4 Unless expressly provided, no term of this Contract is enforceable by any third party.

3.14.5 This Contract is personal to Service Provider and Service Provider shall not assign or subcontract any of its rights or obligations under it without Client's prior written consent. Any subcontracting shall be on terms consistent with these Conditions.

3.14.6 The Contract shall be governed by the laws of Pakistan and Service Provider and Client agree to submit to the exclusive jurisdiction of the courts in Pakistan.

4 Description of Services to be performed by the Service Provider

4.1 The scope of services to be performed by the Service Provider as given in **ITB** and as amended by the Client from time to time.

5 Obligations of the Client

5.1 Provision of information: The Client shall at the request of Service Provider, provide the information on the code of conduct and security procedures. The Client shall immediately notify the Service Provider of any changes to the same during the continuance of this Contract.

5.2 Change in the Applicable Law

5.2.1 If after bid submission a change occurs to any applicable law of the Government of Pakistan, notification of any local or other duly constituted authority, or the introduction/revision of any such Federal and/or Provincial Law, regulation or bye-law especially labor laws regarding revision in minimum wage or any other statutory benefits for the labor force, notification which causes addition or reduction in the cost of Service such additional or reduced cost shall be added to or deducted from the Contract Price as per following procedure:

5.3 Services and Facilities

5.3.1 The Client shall make available to the Service Provider the Services and Facilities, if any provided in the Contract.

5.4 Assistance and Exemptions

5.4.1 No assistance regarding exemption will be provided by the Client.

5.5 Performance / Completion Certificate

5.5.1 Client will provide a Performance certificate during pendency of Contract and completion Certificate after completion of Contract to the Service Provider on his written request.

5.6 Currency of Payment

5.6.1 All Payments shall be made in GBP.

5.7 Taxes and Duties

5.7.1 All applicable taxes shall be deducted by Client at source unless a valid tax / duty exemption certificate is submitted by the Service Provider.

5.7.2 The Service Provider is bound to pay provincial and other taxes, duties, liabilities, license fees etc. due to the department concerned directly, and is bound to discharge all duties and liabilities in this regard. Any concealing facts in this regard would lead to termination of Contract and blacklisting etc.

6 Quality Control

6.1 Performance Standards

6.1.1 The Service Provider will maintain the highest level of service standards as per best industry practice or as specified in this contract.

6.2 Correction of Defects, and Penalty for Lack of Performance

6.2.1 Client shall check the Service Provider's work and bring to the knowledge of the Service Provider of any defects that are found. Such checks shall not affect the Service Provider's responsibilities.

6.2.2 The Client's authorized Officer shall serve a written warning to the Service Provider to improve the quality of Services and remove the deficiencies. For each deficiency and poor service, Client will impose a penalty **as given in ITB**.

6.2.3 The Service Provider shall adhere to service standards accordingly and cover the performance gaps. Failing which, Client may issue notice to the Service Provider.

6.2.4 If the Service Provider fails to deliver the Services as per Contract, despite previous warnings in writing persistently or flagrantly neglecting to comply with any of his obligations under the Contract, Client may after giving the 14 days' notice to Service Provider terminate the Contract. Notwithstanding anything in contained in the Contract and / or applicable law, the Performance Guarantee shall be forfeited, and Client shall also debar the Service Provider from participation in future Contracts.

7 Dispute Resolution

7.1 If any dispute arises between the parties (Service Provider and Client), regarding the performance of the Services or anything contained in the Contract, the parties shall use their best good faith efforts to reach a reasonable, equitable and mutually agreed resolution of the issue(s) causing the dispute.

7.2 If the matter is not resolved in 30 days, the matter may be resolved through courts in Pakistan in accordance with laws of Islamic Republic of Pakistan.

8 Health, Safety, Utilities, First Aid Facilities

8.1 Health, Safety, Environment and Security (HSE&S)

- 8.1.1 The Service Provider shall comply with all statutory and regulatory requirements related to Health, Safety, Environment and Security (HSE&S) as well as Client's instructions, procedures or policies related thereto, at no additional cost to Client. The costs of supplying and/or doing all such things required for the purpose as per industry practice shall be deemed to be included in the amounts payable under this Agreement to the Service Provider.
- 8.1.2 Client may periodically check the Service Provider's compliance with standard HSE&S practices and conduct safety inspections as and when it deems fit. The Service Provider shall ensure that Client's recommendations and industry standards in this regard are implemented without any delay.
- 8.1.3 The Service Provider shall provide Client information about its working practices, materials and equipment and shall operate in a manner which does not compromise Client's security or environment standards and the safety and health of its employees and other people. The Service Provider shall also provide Client with any information which it may have related to a potential or actual security threat to Client.
- 8.1.4 The Service Provider shall confirm in writing that its personnel are fully trained to execute the Services safely and shall ensure that they understand all risks and hazards associated with the Services.
- 8.1.5 Client reserves the right to terminate this Contract without notice to the Service Provider in the event of violation of any of the above instructions by the Service Provider and related HSE&S requirements of Client communicated to the Service Provider from time to time

8.2 First aid Facilities

- 8.2.1 The Service Provider shall be responsible to arrange for first aid facilities during the course of the work including first-aid facilities and treatment at the premises (if required) and shall, for this purpose, keep a properly equipped first aid kit at the premises.

9 Corrupt & Fraudulent Practices

- 9.1 Definitions: The Client requires compliance with its policy regarding corrupt and fraudulent practices. In pursuit of this policy, the Client follows, inter alia, the instructions contained in Rule 2(1)(f) of PPR 2004 Pakistan.

10 Mechanism of Blacklisting and Cross Debarring²

- 10.1 The client will terminate the contract if it determines that the Service Provider recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive and obstructive practices in competing for the contract in question;
- 10.2 The client will sanction a Service Provider, including declaring the Service Provider ineligible, either indefinitely or for a stated period, to be awarded a client's contract if at any time it

² Note: However, such barring action shall be undertaken only after Service Provider who is to be barred and blacklisted shall be accorded adequate opportunity of being heard. Decision of the Blacklisting Committee of Client will be final and conclusive.

determines that the service provider has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive and obstructive practices in competing for, or in executing Client's contract; and

- 10.3 Under Rule 19 of PPR-2004, "The Client can inter alia blacklist Service Provider found to be indulging in corrupt or fraudulent practices. Such barring action shall be duly publicized and communicated to the PPRA.

NATURE OF OFFENSE / FAULT	MEANS OF VERIFICATION
Corruption	Actual instance verifiable as per law of land and applicable rules and regulations of THE HIGH COMMISSION
Deviation from commitment	If the bidder deviates from its prior commitment or declaration made regarding the bid or proposal submitted by the bidder.
Fraud	Cross verification of documentary undertakings submitted by Contractor/ Bidder/Consultant/Supplier
Collusion	Results of Bid/Proposal analysis resulting in substantive evidence of collusion
Performance Deficiencies	Documented evidence in form of performance deficiencies not suitably responded or defended by Contractor/ Bidder/ Supplier/ Consultant

11 Beneficial Ownership information

- 11.1 The bidder shall provide Beneficial Ownership information on the prescribed Form. Failure to provide the required information of the beneficial ownership by the company or submission of false or partial information, the procuring agency shall:

11.1.1 Blacklist the said company in accordance with rule 19(1)(a) of Public Procurement Rules, 2004,

11.1.2 Reject the bid of the said company.

12 Disclaimer / Additional Information

- 12.1 The Client, at any stage, may require the Service Provider to provide information concerning their professional, technical, financial, legal, managerial competence, clearance from AML/CFT or any other information that is not specifically required under the Contract. The Services Provider upon Clients' first written request without cavil or arguments shall immediately provide the requisite information.

13 Onboarding and Offboarding

- 13.1 In case of conclusion or termination of Contract due to any reason, the Service Provider is under obligation to handover all data collected during the contract period, equipment/ assets (owned by Client which has been handed over to the Service Provider under the Contract) in safe, sound and working condition to new service provider. The Service Provider shall prepare a complete checklist as instructed by the Client providing all details. A formal handing over and taking over shall be made between the out-going service provider and in-coming service provider with the witness of the Client.

14 Non-Disclosure Agreement

- 14.1 The service provider will sign the Non-Disclosure Agreement as per template provided with bidding documents.

High Commission of Pakistan, London, UK

SPECIAL CONDITIONS OF CONTRACT (SCC)

The following Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, the provisions herein shall prevail over those in the General Conditions of Contract.

Number of GCC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
Client	The Client is <i>High Commission of Pakistan, London</i>
Service Provider	The Service Provider is [insert name]
Procurement	The Title & Reference of the procurement is; <i>Expression of Interest (EOI)- Establishment of Facilitation Centers (Rebidding)</i>
Addresses	The addresses are: Client: 34-36 Lowndes Square London SW1X 9JN
Authorized Representative	The Authorized Representatives will be nominated in the Work order.
Performance Guarantee	GBP 20000/- stated in Letter of Acceptance / Award in the form of Pay Order/Demand Draft/Deposit at Call.
Currency	Payment shall be made in GBP
Governing Law	The laws of Islamic Republic of Pakistan would be governing law in case of a dispute

High Commission of Pakistan (Disclosing Party)	Agreed to and Accepted by (Receiving Party)
Signature of nominated officer and Date	Signature of authorized representative and Dat
Name	Name
<u>WITNESS:</u>	<u>WITNESS:</u>
ID No. _____	_____
	CNIC No. _____

SECTION VII : SERVICE MANAGEMENT PLAN OF SERVICE PROVIDER

(To be provided by the Service Provider)

High Commission of Pakistan, London, UK

Integrity Pact

DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC.

Contract No. _____ Dated _____

Contract Value: _____

Contract Title: _____

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

Without limiting the generality of the foregoing, [name of Supplier] 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 juridical person, including its affiliate, agent, associate, broker, consultant, 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 the Government of Pakistan (GOP), except that which has been expressly declared pursuant hereto.

[name of Supplier] 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 the Government of Pakistan and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

[name of Supplier] 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 procured as aforesaid shall, without prejudice to any other rights and remedies available to GOP under any law, contract or other instrument, be voidable at the option of GOP.

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

Name of Buyer:

Name of Seller/Supplier:

Signature:

Signature:

[Seal]

[Seal]

Form of Performance Guarantee

(Bank Guarantee)

Guarantee No. _____

(Letter by the Guarantor to Head of Chancery, High Commission of Pakistan, London)

Name of Guarantor (Scheduled Bank in UK)

with address: _____

Name of Principal (Service Provider) with

address: _____ Penal Sum of Guarantee (express in words and figures) _____

Letter of Acceptance No. _____ Dated _____

KNOW ALL MEN BY THESE PRESENTS, that in pursuance of the terms of the Bidding documents and abovesaid Letter of Acceptance (hereinafter called the Documents) and at the request of the said Service Provider we, the Guarantor above named, are held and firmly bound unto the High Commission of Pakistan, London (hereinafter referred as "the High Commission") in the penal sum of the amount stated above, for the payment of which sum well and truly to be made to the High Commission, we bind ourselves, our heirs, executors, administrators and successors, jointly and severally, firmly by these presents.

THE CONDITION OF THIS OBLIGATION IS SUCH, that whereas the Service Provider has accepted the High Commission's above said Letter of Acceptance for _____
_____(Name of Project). (Name of Contract) for the

NOW THEREFORE, if the Service Provider shall well and truly perform and fulfill all the undertakings, covenants, terms and conditions of the said Documents during the original terms of the said Documents and any extensions thereof that may be granted by the High Commission, with or without notice to the Guarantor, which notice is, hereby, waived and shall also well and truly perform and fulfill all the undertakings, covenants terms and conditions of the Contract and of any and all modifications of the said Documents that may hereafter be made, notice of which modifications to the Guarantor being hereby waived, then, this obligation to be void; otherwise to remain in full force and virtue till all requirements of Conditions of Contract are fulfilled.

Our total liability under this Guarantee is limited to the sum stated above and it is a condition of any liability attaching to us under this Guarantee that the claim for payment in writing shall be received by us within the validity period of this Guarantee, failing which we shall be discharged of our liability, if any, under this Guarantee.

We, _____ (the Guarantor), waiving all objections and defenses under the Contract, do hereby irrevocably and independently guarantee to pay to the High Commission without delay upon the High Commission's first written demand without cavil or arguments and without requiring the High Commission to prove or to show grounds or reasons for such demand any sum or sums up to the amount stated above, against the High Commission written declaration that the Principal has refused or failed to perform the obligations under the Contract, for which payment will be effected by the Guarantor to the High Commission designated High Commission and Account Number.

High Commission of Pakistan UK

PROVIDED ALSO THAT THE HIGH COMMISSION shall be the sole and final judge for deciding whether the Service Provider has duly performed his obligations under the Contract or has defaulted in fulfilling said obligations and the Guarantor shall pay without objection any sum or sums up to the amount stated above upon first written demand from the High Commission forthwith and without any reference to the Principal or any other person.

IN WITNESS WHEREOF, the above bounded Guarantor has executed this Instrument under its seal on the date indicated above, the name and corporate seal of the Guarantor being hereto affixed and these presents duly signed by its undersigned representative, pursuant to authority of its governing body.

High Commission of Pakistan, London, UK

Confidentiality and Non-Disclosure Agreement

Effective Date: _____

Non-Disclosure Agreement

THIS AGREEMENT made on _____ between **High Commission of Pakistan, London**, having its registered address **34-36 Lowndes Square London SW1X 9JN** hereinafter referred to as the **DISCLOSING PARTY**

-and-

The (Name of the company and its authorized representative) a company having its registered office at _____ hereinafter referred to as the **RECEIVING PARTY** the (hereinafter together referred to as "the parties") WHEREAS, the parties believe that they would mutually benefit by sharing certain Confidential/Proprietary Information (as defined herein) and believe it is in the interest of both the parties to ensure that all such confidential/proprietary information of the **DISCLOSING PARTY** will be safeguarded and carefully protected by the **RECEIVING PARTY**.

NOW THEREFORE, for consideration the adequacy of which is hereby acknowledged and intending to be legally bound, the parties hereby agree as follows:

Purpose of this Non-Disclosure Agreement

This Non-Disclosure Agreement serves to protect all confidential information and intellectual property to which Receiving Party shall have access to and/or developed for High Commission of Pakistan.

Confidentiality and Acknowledgement

"Confidential Information" means any information directly or indirectly concerning, or related to the:

- **Information about the activities of the Disclosing Party.**
- **Information including but not limited to:**
 - ♦ **Data collected at Facilitation Centres**
 - ♦ **Policies**
 - ♦ **Procedures**

- ◆ **Business Rules and Plans**
- ◆ **Validation Checks, all project related information**
- ◆ **Process followed etc.**
- **Any other information that recipient obtained from Disclosing Party deliberately or otherwise during the course of this exercise.**

Whereas parties have agreed that the Disclosing Party has disclosed or may disclose certain confidential and proprietary information (*including, without limitation, internal policies & procedures, computer programs, technical drawings, algorithm, know-how, formulas, processes, ideas, whether patent or not and other technical, business, financial, customer and product development plans, forecast, strategies and information which to the extent previously, presently or subsequently disclosed to the Receiving party is hereinafter referred to as the Confidential/Proprietary Information of the Disclosing Party*) to the Receiving Party as per agreed scope of services. Confidential Information also includes proprietary or confidential information of any third party that may disclose such information to either party in the course of the other party's business.

The Receiving Party agrees to treat above types of information as secret and shall not at any time for any reason is permitted to disclosed to any person or otherwise use any unpublished information relating to the Disclosing Party.

Further, the Receiving party agrees:

- (i) To hold the DISCLOSING PARTY's PROPRIETARY INFORMATION in confidence and take reasonable precautions to protect such PROPRIETARY INFORMATION (including, without limitation, all precautions the RECEIVING PARTY employs with respect to its confidential materials).
- (ii) Not to divulge any such PROPRIETARY INFORMATION or any information derived therefrom to any third person.
- (iii) Not to make any use whatsoever at any time of such PROPRIETARY INFORMATION except to evaluate internally its relationship with the DISCLOSING PARTY
- (iv) Not to copy or reverse-engineer any such PROPRIETARY INFORMATION,
- (v) To provide Disclosing Party, upon request, a list of all such persons who have been given access to Confidential Information.

Term of agreement

This agreement shall commence as of the effective date of agreement and shall remain in full force and effect for 1 years from the effective date.

Remedies

The RECEIVING PARTY acknowledges that breach of this Agreement, Disclosing Party, in addition to terminating the contract _____ (add title of contract) and taking other actions available to it, may obtain preliminary and permanent court injunctions to stop the breach, and

may also sue to recover from the Recipient an amount equal to the damages that may be caused by the breach together with all costs and expenses, including attorney's fees incurred by High Commission of Pakistan of Pakistan in taking.

Applicable laws

This agreement shall be governed by and constructed in accordance with the laws of Pakistan.

This Agreement constitutes the sole understanding of the parties about this subject matter and maynot be amended or modified except in writing signed by each of the parties to the Agreement.

High Commission of Pakistan, London, UK

Discharge Certificate

Date: _____

ITB No:

Title: Expression of Interest (EOI)- Establishment of Facilitation Centers

Dear Sir,

I/We, M/s _____, hereby certify that the total of the Final Statement / Bill represents full and final settlement of all monies due to the us arising out of or in respect of the Contract. Upon payment of Final Statement/Bill, I/We, M/s _____ hereby _____ irrevocably _____ and unconditionally waives all claims, direct, indirect or consequential arising out in connection with the Contract.

Seal & Signature of
Service Provider:

Date:
