

PAKISTAN REVENUE AUTOMATION (PVT) LIMITED

TENDER DOCUMENT P-03/2024

GROUP LIFE INSURANCE OF PRAL EMPLOYEES FOR THE PERIOD
FROM
JULY 01, 2024 TO JUNE 30, 2025

May 2024



Online (e-bid) shall be submitted only at e-PAK Acquisition & Disposal System (EPADS), on or before 11:00 AM, 04th June 2024.

Incase of any query, please contact Phone: (+92) 51-9259353

Or visit

Admin & HR Department (Procurement Wing)

Pakistan Revenue Automation (Private) Limited,
Software Technology Park, 2nd Floor, Service Road (North), Sector I-9/3, Islamabad.

Email: at procurement@pral.com.pk

Website: pral.com.pk



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1) Invitation to Bid:

Pakistan Revenue Automation (Private) Limited (acronym – PRAL). PRAL is a private limited Company registered under section 32 of the companies ordinance, 1984 (XLVII of 1984). PRAL is working with federal and provincial tax and revenue agencies to provide wide variety of tax and revenue collection automation solutions, since its incorporation in June, 1994. Online (e-bids/proposals) are invited from bidders for the **Group Life Insurance of PRAL Employees for the Period from July 01, 2024 to June 30, 2025**. All interested and eligible bidders are requested to go through the tender document and provide relevant required information and supporting documents mentioned in this document.

2) Instructions to Bidders:

The selection of a company/firm will be based on the **Quality and Cost Method**, through **Single Stage Two Envelope** bidding procedure. The Bidder is expected to examine all instruction forms, terms and Conditions of the bidding documents. Failure to furnish all information required by the bidding documents and/or to submit a bid not substantially responsive to the bidding documents will be at the bidder's risk, which may result in rejection of bid.

- 2.1 The PDF copy of the Technical and financial proposals/bids along with the bid security shall only be submitted online on EPADS no hardcopy shall be entertained.
- 2.2 In the first instance, the "Technical bid/Proposal" shall be opened for technical evaluation and the "Financial Proposal" shall remain unopened in the system.
- 2.3 PRAL shall evaluate the Technical Proposal in a manner prescribed in section-8 given in the document, without reference to the price and condition PRAL shall reject any proposal which does not conform to specified requirements.
- 2.4 During the technical evaluation, no amendments in Technical Proposal shall be permitted.
- 2.5 After evaluation of the technical proposals, PRAL shall open the financial proposals of the technically responsive bids online, and shall communicate the date, time & venue through system in advance, within the bid validity period.
- 2.6 The financial bids whose technical bids declared non-responsive, shall not be opened.
- 2.7 The Technical and Financial Proposal will be evaluated based on PRAL's evaluation criteria as provided in section-08 and 09 of this document.
- 2.8 The bid shall remain valid for the period of 90 days from the date of bid opening.
- 2.9 This document has different sections carrying information of eligibility, technical evaluation criteria, Scope of work and conditions of tender etc. to assist the potential bidders to develop their technical proposals.
- 2.10 Minimum passing marks are 70 in technical evaluation, along with a compulsion to obtain full marks in Serial # 3 of Annexure-D, shall be considered as technically qualified.
- 2.11 PRAL reserves the right to request submission of additional information from the bidders to clarify/further understand aspects of technical proposal, if required. PRAL also reserves the right to verify any information provided by the bidder.
- 2.12 PRAL has the right to visit business premises to verify the information shared in tender documents. Bidder presenting information intentionally incorrectly or fraudulently will be disqualified.



- 2.13 PRAL reserves the right to award or not to award the contract and bidders who fail to submit complete and attach all the relevant documents shall be disqualified. No bid shall be accepted in hardcopy.
- 2.14 Bidders to strictly ensure that their bid documents are submitted before the closing time and date of the tender, else the system will not accept the bids after the closing time.
- 2.15 Questions about the bidding document can be made only in writing through EPADS or Email: at procurement@pral.com.pk and must be asked on or before COB May 22, 2024.
- 2.16 Although adequate thought has been given in the drafting of this document, errors such as typos may occur for which PRAL will not be responsible.
- 2.17 Companies/Firms cannot apply by forming a consortium (both local or international firms/Companies).
- 2.18 In case the bid opening day falls on a public holiday, the next working day shall be considered as the opening day for the same.
- 2.19 In case, of any disruption observed on the day of bid opening due to any reason related to server/internet connectivity, the next working day shall be considered as the opening day for the same.
- 2.20 The bidding documents should be signed, stamped and readable.
- 2.21 The financial bid/proposal should not be disclosed in the technical proposal/bid, else the bid shall be disqualified.
- 2.22 Data of PRAL employees is available in Softcopy as well as hardcopy and can be obtained from the office of undersigned by writing email at nadeem.anwar@pral.com.pk and it will be used for comparison of the bids; however, policy premium amount will be calculated on the basis of actual employees insured as communicated by PRAL as on 1st July 2024. The number of employees may increase or decrease.
- 2.23 The Procuring Agency, at its discretion, may extend "Deadline for Submission of Bids". In such case, all rights and obligations of the Procuring Agency and Bidders previously subject to the deadline shall thereafter be subject to the extended deadline.
- 2.24 The bidder should be a registered supplier on the e-Pak Acquisition & Disposal System (EPADS) to participate in the subject tender. To register electronically suppliers can visit <https://eprocure.gov.pk/#/supplier/registration>.
- 2.25 The scanned copy of the Bid Security to be uploaded along with the online bid and the hardcopy of the bid security and original copy of the Affidavit shall only be submitted at below mentioned address on or before 11:00 AM 04th June-2024.

Admin & HR Department (Procurement Wing)

Pakistan Revenue Automation (Private) Limited,
Software Technology Park, 2nd Floor, Service Road (North), Sector I-9/3, Islamabad.

3) Conditions for Eligibility:

The bidders, fulfilling the following criteria, will be considered eligible for the bidding process.

- 3.1 Evidence of the bidding firm/company's registration/Incorporation is required (Copy of certificate of incorporation/company registration certificate is required).
- 3.2 Have National Tax Number (NTN) and GST/ PST (if applicable) in the name of Organization (Provide a copy of registration).
- 3.3 Should be active taxpayer on the date of submitting the bid. (Status report must be provided).



3.4 Affidavit on stamp paper, declaring that the bidding company/Firm is not blacklisted by any Telco/FMCG/autonomous body/government/semi government or any organization. (Affidavit on stamp paper original signed & stamped).

3.5 Only Life insurance Companies are eligible to participate, (Share the documentary evidence)

3.6 Credit rating of the Company should be Minimum "A+, or above" from PACRA/JCR-VIS, (Share the credit rating of your company with documentary evidence/Proof).

If bidder fails to provide above mentioned information using "Eligibility Criteria Checklist" (Annexure B), they shall be dis-qualified and declared ineligible from the bidding process and its technical evaluation will not be carried out.

4) Scope of the Work:

The following scope of work identifies the duties and responsibilities that the qualifying Company/Firm shall deliver upon, by working closely with the Human Resource Department of PRAL:

Scope of Work/Services:

PRAL intends to acquire Group Life insurance service for their employees for the year starting from 1st July-2024 to 30th June-2025 in the form of a Pay Continuity Plan as below:

Pay Continuity Plan means that the Last drawn monthly gross salary per month shall be paid to the family (nominated) of the deceased employee in case of death both (natural/accidental) and in case of permanent disability both (natural/accidental) the said amount to be paid per month to the employee or family (nominated) with an annual increase of 10% in gross salary in both case (death/permanent disability) for the period of 84 months or for the remaining period of superannuation age, whichever is less.

- ❖ The free cover limit will be PKR 30 million for all employees.
- ❖ If medical examination is required of employees having benefits above the Free Cover Limit, the expenses for the medical examination shall be borne by the insurance company.
- ❖ The insurance company is required/obligate to disclose the formula for charging extra premium for those employees declared as risk/high risk resulting to medical examination.
- ❖ Insurance Company shall be liable to pay death/ disability claim to PRAL on an annual basis in advance.
- ❖ Profit sharing will be on annual basis regardless of whether the policy is renewed or not.
- ❖ Insurance company shall also share the formula for profit sharing.
- ❖ The insurance company will also provide the premium calculation formula in Excel Format of followings.
 - a. Criteria for calculation of premium per employee.
 - b. Criteria for calculation of premium for additions of employees during the policy year.
 - c. Criteria for calculation of refund of premium for deletions of employees during the policy year.
- ❖ Insurance company is required to provide the claims settlement within 15 calendar days.
- ❖ Detailed SOP and claim procedure to be shared.



5. General or Special Conditions of Tender

The successful bidder shall agree to the following terms to provide Services to PRAL:

- 5.1 All documents and information received by PRAL from bidders will be treated in strictest confidence.
- 5.2 All expenses related to participation in this bidding document shall be borne by the bidder.

6. Form of Contract:

- 6.1 The successful bidder shall sign and execute the standard contract of PRAL including any general conditions on the terms and conditions specified therein. Any amendment to the standard contract shall be made with mutual consent of both parties.
- 6.2 Successful bidder will sign a contract and will provide the Services as per the Scope of work mentioned in the bidding document, after issuance of the Purchase order/Service Order/Contract.
- 6.3 The duration of the contract shall be 01 year; however, it can further be extended up to 03 years, based on the satisfactory performance of the bidder with the mutual consent of both parties on the same rates, terms & conditions.
- 6.4 PRAL reserves the right to terminate the agreement at any point in time by assigning any reasons with a written one (01) month notice.
- 6.5 In case of any dispute regarding services the decision of the PRAL shall be final & binding.
- 6.6 The competent authority may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. PRAL shall upon request communicate to any bidder, the grounds for its rejection of all bids or proposals but shall not be required to justify those grounds.
- 6.7 All taxes will be deducted in accordance with the applicable laws.
- 6.8 The bid shall remain valid for the period of 90 days from the date of bid opening.
- 6.9 In case the selected bidder fails to process any pending claim(s) as per the Scope of work/services, the bank guarantee of the bidder will be forfeited, and the contract may be terminated.

7. Delivery Timelines

The Insurance company is required to provide the claims settlement within 15 calendar days.

8. Technical Evaluation Criteria

This document is governed by the procedure approved by PRAL management. The technical proposal of eligible organizations will be evaluated against the requirements specified in the “Annexure-D”.

9. Financial Evaluation Criteria

The financial proposals of only eligible & technically responsive bidders will be opened in the presence of all the bidders who participated in the tender. All technically qualified bids shall be opened by the evaluation committee publicly online in the presence of the bidders or their representatives who may choose to be present at the time and place announced prior to the bidding. The chairperson or member of the evaluation committee shall read aloud the unit price as well as the bid amount if any and shall record the minutes of the bid opening. All bidders shall sign an attendance sheet at the time of bid opening.

Please provide information regarding Financials in **Annexure – F”**.



10. Performance Security

- a. Upon signing of this Agreement, the Service Provider shall provide a performance guarantee equivalent to 10% of the first instalment of the payment, issued by the renowned scheduled bank for the contract period to be offered (the “Guarantee”). The Guarantee shall be valid until expiry of the Initial Term of the Agreement, following which it shall be released by PRAL. In case the bidder fails to provide the Bank Guarantee, 10% of the first instalment payment shall be retained by PRAL (the “Retention Money”). The Retention Money shall be released by PRAL in favour of the Service Provider upon expiry of the Initial Term.
- b. The bid security shall be returned after submission of performance guarantee by the bidder or after the amount retained by the PRAL from the 1st installment.
- c. The performance guarantee/security will be returned after completion of the Contract.

11. Pre-Bid Meeting

A pre-bid meeting will be held on May 23, 2024 at 11:00 AM at PRAL Office i.e. Software Technology Park, 2nd Floor, Service Road (North), Sector I-9/3, Islamabad for clarification of any query from the potential bidders.

12. Submission of Bids (Technical and Financial Proposal): -

The complete bid containing the Technical and Financial proposals along with Bid Security shall only be submitted online in PDF format on EPADS, no hardcopy shall be entertained. Only the bid security and original copy of the Affidavit shall also be submitted in hardcopy at the given address in the bidding document on or before 11:00 AM 04th June-2024. Technical proposals will be opened online on the same day i.e., 11:30 AM 04th June 2024 at PRAL Head Office Islamabad in the presence of bidder’s representatives who wish to attend it. The bidder who fails to submit the hardcopy of bid security on or before the closing date & time on the given address shall be disqualified from the bidding process. The Bid Security of the disqualified bidders will be returned after awarding the business to the successful bidder.

12.1 Bid Security

Bid Security amounting to rupees 300,000/-PKR in the form of pay order or demand draft favoring Pakistan Revenue Automation Pvt Ltd shall be submitted along with the bid. The Bid Security should be valid for a period not less than 6 months.

- a. Any bid not secured by “Bid Security” shall be considered as rejected
- b. if “Bid Security” is found less than Rs. 300,000/-, the bid shall be considered as rejected at any stage.

12.2 Cover Letter for the Submission of Technical Proposal

A cover letter as specified in **Annexure I** shall be submitted with the proposal.

Note: Please provide the required Information/Response to all Annexure mentioned in this document and mark them while submitting the bid.



Annexures

Annex – A (Organization Information)

Organization Information		
S #	Required Information	Response
1	Legal name of the organization	
2	Year of Registration / Establishment of the Organization	
3	National Tax Number	
4	General / Punjab Sales Tax Number	
5	What is the legal status of your organization? Tick the relevant box (one box only). (Attach Copy/Copies of Registration Certificate/s)	Public Sector Organization
		Section 42 Company
		Public Ltd. Company
		Private Ltd. Company
		Private Partnership Firm
	Other	
6	Name and designation of 'Head of Organization'	
	Mobile:	
	Phone/s:	
	Email:	
7	Name and designation of 'Contact Person':	
	Phone/s:	
	Mobile:	
	Email:	
8	Address of organization	



Annex – B (Eligibility Criteria Check List)

Eligibility Check List				
Sr. No.	Eligibility Criteria Details	Evidence/Proof Required	Attached Supporting Documents/Proof and mark Yes/No	
			Yes	No
1	Evidence of the bidding firm/company's registration/incorporation	Copy of certificate of incorporation/company registration	<input type="checkbox"/>	<input type="checkbox"/>
2	Provide National Tax Number (NTN) and GST/ PST, (if applicable) in the name of Organization	Copy of registration	<input type="checkbox"/>	<input type="checkbox"/>
3	Should be active taxpayer on the date of submitting the bid.	Status report must be provided	<input type="checkbox"/>	<input type="checkbox"/>
4	Affidavit on stamp paper, declaring that company is not blacklisted by any Telco/FMCG/autonomous body/government/semi government or any organization.	Affidavit on stamp paper original signed & stamped	<input type="checkbox"/>	<input type="checkbox"/>
5	Only Life insurance Companies are eligible to participate	Share the documentary evidence	<input type="checkbox"/>	<input type="checkbox"/>
6	Credit rating of the Company should be Minimum "A+, or above" from PACRA/JCR-VIS	Share the credit rating of your company with documentary evidence/Proof	<input type="checkbox"/>	<input type="checkbox"/>



Annex – C (Relevant Experience)

Relevant Experience		
Sr. #	Required Information of the Clients	Response (Please provide exact information with Clients organization name, location/s and duration) Provide data in sequence given below
1	Details of the Clients to whom Similar Services are provided	
	Name of Clients Organization(s) along with the following details:	i.
	I. Company Name	ii.
	II. Addresses, email address, Phone #, website	
III. Contact person		iii.
IV. Start and end dates of Services (For example – Jan 2009 to July 2021)		



Annex – D (Technical Evaluation Criteria)

TECHNICAL EVALUATION CRITERIA				
Sr #	Descriptions	Total Points	Scoring Points	Remarks (Attachment of relevant evidence in each case is mandatory. In case of non-compliance no mark will be awarded)
1	Client Portfolio	20		
	Provided Similar nature of Services to more than 12 local/international/multinational clients including public sector or private sector organizations having more than 500 employees along with dependents insured:		20	Documentary proof: (Purchase/Service order/ copies of contract with contract details of clients should be furnished along with certificate of satisfaction from each client. *Multiple projects with same client will be counted as one.
	Provided Similar nature of Services to more than 09 but less than or equal to 12 local/international/multinational clients including public sector or private sector organizations having more than 500 employees along with dependents insured:		15	
	Provided Similar nature of Services to more than 06 but less than or equal to 09 local/international/multinational clients including public sector or private sector organizations having more than 500 employees along with dependents insured		10	
	Provided Similar nature of Services to more than 03 but less than or equal to 06 local/international/multinational clients including public sector or private sector organizations having more than 500 employees along with dependents insured		05	
2	Relevant Experience	20		
	Experience of more than or equal to 12 years for providing similar nature of Services to local or international or multinational clients i.e. (Telco/FMCG/autonomous body/government/semi government or any organization)		20	Documentary proof: (Purchase/Service order/ copies of contract with contract details of clients should be furnished. *Multiple projects with same client will be counted as one.
	Experience of less than 12 years but more than or equal to 09 years for providing similar nature of Services to local or international or multinational clients i.e. (Telco/FMCG/autonomous body/government/semi government or any organization)		15	
	Experience of less than 09 years but more than or equal to 06 years for providing similar nature of Services to local or international or multinational clients i.e.		10	



	(Telco/FMCG/autonomous body/government/semi government or any organization)			
	Experience of less than 06 years but more than or equal to 03 years for providing similar nature of Services to local or international or multinational clients i.e. (Telco/FMCG/autonomous body/government/semi government or any organization)		05	
3	Compliance to the Scope of work/Services mentioned in the bidding document	30		
	100 % Compliance to the Scope of services mentioned in the bidding document		30	A Confirmation on company's letterhead is required
4	Credit Rating of insurance Company by PACRA/JCS-VIS	10		
	Credit Rating is above A+		10	Share the credit rating of your company with documentary evidence/Proof
5	Online portal and claim tracking	05		
	Online portal and claim tracking		05	05 marks shall be given if the insurance company has an online portal for claim tracking, else zero (0)
6	Financial Turnover	15		
	Annual turnover /revenue of the company is greater than or equal to 200 million (PKRs)		15	Documentary proof required (tax returns or financial audited report from registered firm/company for the year 2022-2023 or latest)
	Annual turnover /revenue of the company is less than 200 million (PKRs) but greater than or equal to 150 million (PKRs)		10	
	Annual turnover /revenue of the company is less than 150 million (PKRs) but greater than or equal to 100 million (PKRs)		05	
Total Technical Evaluation Score		100		

*Please mark/flag the supporting documents shared for technical qualification scoring.

*If the quoted item is below the required requirements/specification, the Bid shall stand non-Responsive



Annex – E (Key Management Staff of the Company)

Please attach CVs for your Key Management Staff

Key Management Staff of Company					
Sr #	Name of Management Staff	Designation	Qualification	Area of Expertise	Number of years in company



Annex – F (Financial Proposal)

FINANCIAL BID FORMAT

**GROUP LIFE INSURANCE OF PRAL EMPLOYEES FROM THE PERIOD STARTING FROM 01ST JULY-2024
TO 30TH JUNE-2025**

SR #	Description	Quantity	
	Total number of persons covered (up to 60 th Birthday)	843	
SR #	Description	Qty	Total of life sum assured amount in PKR
	Total life sum assured	843	
SR #	Description	Rate	Annual Premium in PKR inclusive of all applicable taxes (if any)
1.	Death benefit (death due to any cause including natural as well as accidental)		
2.	Natural Disability benefit (PTD Nat)		
3.	Accidental Disability Benefit: Permanent Total Disability (Own and similar Occupation) (PTDA Own)		
	Total Annual Premium for all Coverages		

Note: Free Cover Limit & Non-Medical Limit: 30 million in PKR

Bidder to share Additional information along with financial bid for addition/deletion:

- Criteria for calculation of premium per employee.
- Criteria for calculation of premium for additions of employees during the policy year by clearly mentioning the rates to be charged on additions / deletions.
- Criteria for calculation of refund of premium for deletions of employees during the policy year.
- Criteria of calculation of special premium, if any, in cases of employee identified at risk/high risk resulting to medical examination.

Business award Criteria:

The business shall be awarded to the bidder whose financial bid found lowest among the technically qualified bidders.

Authorized Signatory

Name _____

Designation _____

Signature _____

Stamp _____

Date _____



Annex-G (Penalty Clauses & Payment Terms)

1. Payment of the policy premium shall be made in two installments in advance.
 - First installment at inception of policy (after signing of agreement)
 - 2nd installment: 1st January 2025.
2. Premium for subsequent additions and deletions will be cleared at the end of the policy period
3. All the payments shall be made in PKR after applying all applicable taxes, unless otherwise exemption/SRO provided for non-deduction.
4. Prices will be inclusive of all applicable taxes.
5. All payments shall be made in Pak Rupees.



Annex – H (Declaration)

I, _____ hereby declare that:

- all the information provided in the technical proposal is correct in all manners and respects.
- and I am duly authorized by the Governing body/Board/Management to submit this proposal on behalf of "[Click here and type the name of organization]"

Name: -	
Designation: -	
Signatures: -	
Date and Place: -	



Annex – I (Cover Letter)

BIDDING FORM

Tender No. P-03/2024

Pakistan Revenue Automation (Pvt.) Limited, Islamabad.

Gentlemen,

1. Having examined the conditions to Tender and Specifications of Tender P-03/2024 the receipt of which is hereby acknowledged we, the undersigned, offer to provide Life insurance services in conformity with terms and conditions and detail mentioned in Tender for the sum of Rs. _____ (Rupees _____) or such other sums as may be ascertained in accordance with the said Conditions.
2. If our Bid is accepted, we shall provide the services as per detail given in the Tender Documents w.e.f. 1st July 2024.
3. We agree to abide by the terms and conditions of the Tender for the period of _____ from the date fixed for receiving the same and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
4. Until a formal Purchase order(s) is placed, this Bid, together with your written acceptance thereof, shall constitute a binding contract between us.
5. We understand that you are not bound to inform us the rejection of our bid or to give any reasons therefore.

Dated this _____ day of _____ 2024 _____

Signature _____ in the capacity of _____ duly authorized to sign Tender for and on behalf of _____

_____ (NAME OF FIRM IN BLOCK CAPITALS)

Complete address:

Fax No. _____ Telephone No. _____

(SIGNATURES) Witness: - 1. _____ 2. _____

(SIGNATURES)

Witness: -

1. _____