

# GOVERNMENT OF PAKISTAN ISLAMABAD HEALTHCARE REGULATORY AUTHORITY (IHRA) 2<sup>nd</sup> & 3<sup>rd</sup> Floor, DMLC Building (PRCS), H-8/2, Islamabad.



## **NOTICE INVITING TENDER**

# Group Insurance for Islamabad Healthcare Regulatory Authority (IHRA) Employees

- Islamabad Healthcare Regulatory Authority (IHRA) invites sealed proposals from bidders registered with FBR for the Sales Tax and Income Tax & must be an Active Taxpayer (verifiable through ATL).
- A Single Stage, Two Envelopes procedure shall be adopted as per Rule 36 (b) of the Public Procurement Rules, 2004.
- Bid Security equivalent to five percent (05%) of total quoted price, in the shape of a CDR/Demand Draft/Pay Order in the name of 'Islamabad Healthcare Regulatory Authority (IHRA)', as per Rule 25 of the Rules shall be provided in a separate envelope along with the financial proposal for each applying lot.
- 4. Bids/proposal shall be valid for period of 90 days.
- 5. A complete set of Bidding Documents can be downloaded by interested bidders from ISLAMABAD HEALTHCARE REGULATORY AUTHORITY (IHRA) & PPRA websites (<a href="http://www.ihra.gov.pk">http://www.ihra.gov.pk</a>) & (<a href="http://www.ppra.org.pk/">http://www.ppra.org.pk/</a>). Submission of bids through EPAD is a mandatory requirement.
- 6. Last date for submission of the proposal will be 20-May-2025 at 2:00 PM and will be opened on the same day at 2:30 PM in the presence of bidders and/or their authorized representatives in the office of undersigned.

PID(I)7448/24

Islamabad Healthcare Regulatory Authority (IHRA)

2<sup>nd</sup> & 3rd Floor, IHRA, PRCS Building,

Sufi Tabassum Road, H-8 Islamabad. Tel: 051-9199-902

Email: procurement@ihra.gov.pk

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#### Islamabad Healthcare Regulatory Authority (IHRA)

2<sup>nd</sup> & 3<sup>rd</sup> Floor, DMLC Building (PRCS) Sufi Tabassum Road, H-8/2
<u>Islamabad</u>

#### **Bidding Document**

# GROUP LIFE INSURANCE FOR Islamabad Healthcare Regulatory Authority (IHRA) EMPLOYEES

#### **Issued at Islamabad**

|  | Tel: 051-91999-02<br>URL: <u>www.ihra.gov.pk</u> |
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#### 1. <u>INTRODUCTION</u>

The Islamabad Healthcare Regulatory Authority (IHRA), an autonomous health regulatory body was enacted under the Islamabad Health Regulation Act, of 2018, and started its functions in March 2020. IHRA aims to improve the quality, efficiency, and safety of healthcare services delivery by adopting evidence-based regulatory standards for the registration and licensing of healthcare establishments, health professionals & equipment, and developing and enforcing minimum standards of safety for patients, healthcare professionals, and other staff in healthcare establishments (both in public and private) in the Islamabad Capital Territory. To achieve the objectives of the Authority, the IHRA has gradually expanded its functions, formulated its policies and Standard Operating Procedures (SOPs), and hired its staff.

IHRA invites sealed bids from Group Life Insurance Firms/Companies, registered with Federal Board of Revenue (FBR) for Income Tax and Sales Tax (Relevant Authority) as per scope of work detailed under terms of reference (ToR).

#### 2. BIDDING PROCESS

- a. An open, competitive, and transparent bidding process in accordance with Public Procurement Regulatory Authority (PPRA) Ordinance, 2002, Rules, Regulations and Guidelines made thereunder shall be adopted.
- b. A Single Stage, one Envelope procedures shall be adopted as per Rule 36 (a) of the Public Procurement Rules, 2004. (Hereinafter referred to as "Rules")
- c. The bid/proposal to be submitted, shall comprise of a **single package** containing two separate envelopes comprising both the **technical proposal** and the **financial proposal**.
- d. The envelopes shall be sealed separately and marked as "FINANCIAL PROPOSAL" and "TECHNICAL PROPOSAL" as appropriate in bold and legible letters.
- e. A bid security in the form of a CDR/Pay Order/Demand Draft, in the name of 'Islamabad Healthcare Regulatory Authority (IHRA)', of value 5% of Contract Price must be attached in a separate envelope.
- f. No financial instrument for bid security or mode of payment for bidding documents shall be acceptable other than specified in clause (e)

#### 3. ELIGIBILITY CRITERIA

Bidders must give compliance to the below mentioned clauses as these are mandatory for being eligible for the bidding process.

| Sr.No# | Attributes   | Ref. Page no. in proposal |
|--------|--|---------------------------|
|        |  |                           |
| 1      | The Bidder can be a Firm or a Company.                   |                           |
|        |  |                           |
|        | In case of company, Incorporation certificate from       |                           |
|        | Security and Exchange Commission of Pakistan (SECP)      |                           |
|        | with valid NTN.  |                           |
|        | Incase of Firm, Form-C issued by registrar of Firms with |                           |
|        | Valid NTN.   |                           |
| 2      | • Valid Registration with FBR for Income Tax             |                           |
|        | purposes and with relevant Tax/Revenue                   |                           |
|        | Authority and are on Active Taxpayer List                |                           |

|    | (ATL).  |  |
|----|---|--|
|    | Sales Tax Registration Number   |  |
| 3  | The Bidder shall provide an undertaking on letter head that the Bidder has not been declared blacklisted by any Government/Semi-Government institutions.  |  |
| 4  | Bidders must have a minimum ten (10) years of relevant working experience at national level from the date of registration with concerned Authorities in provision of similar services.  |  |
| 5  | Biddermust have fully functional office(s) in Islamabad/Rawalpindi.   |  |
| 6  | A bid security in the form of a CDR/Pay Order/Demand Draft, in the name of 'Islamabad Healthcare Regulatory Authority (IHRA)', of value 5% of contract price must be attached with proposals as per Rule 25 of the Rules must be provided in a separate sealed envelope along with the technical proposals. |  |
| 7  | Compliance against each clause and sub-clause of Bidding Document and ToR's must be attached by signing & stamping each page of bidding document and ToR's.   | Acknowledgement required with sign and stamp |
| 8  | Applicants are required to state, in their proposals, the name, title, contact number and email address of the applicant's authorized representative through whom all communication shall be directed until the process has been completed or terminated.   |  |
| 9  | Below rated company/firm by PACRA/JCS-VIS are allowed to participate: (Recent report/rating shall be attached) minimum AA+  |  |
| 10 | 15 days Maximum claim reimbursement/settlement period.  | Acknowledgement required                     |
| 11 | No deductions on claim Reimbursements.  | Acknowledgement required                     |

#### 4. <u>INSTRUCTIOINS/GENERAL CONDITIONS</u>

- a. The bidder will be selected after an open, competitive and transparent bidding process.
- b. Proposals shall be submitted in English language.
- c. All prices mentioned in the Financial Proposal shall be in Pak Rupees (PKR) and inclusive of all applicable taxes.
- d. Each page of the Technical and Financial Proposal shall be signed by an authorized representative of the Bidder. The representative's authorization shall be confirmed by Letter of Authorization on official letter head of the bidder along with CNIC's of both the person authorizing and the authorized representative.
- e. For clarification on any item of this bidding document, the bidder may send written queries, up till five (05) working days before the proposal submission date.
- f. All clarifications will be communicated to the registered Bidders through e-mail.

- g. IHRA may reject all bids or proposals at any time prior to the acceptance of a bid or proposal.
- h. The bidders shall bear all costs associated with the preparation and submission of their respective bids and IHRA will, in no case, be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- i. Bidders must submit bid / quote against exact life insurance services as mentioned in ToRs.
- j. Bidders are under obligation to read and understand complete information package/bid documents, IHRA shall not be responsible towards the Bidders for any of their claim or complaint which may arise as a result of non-reading or misreading the bid documents/information package by Bidders.
- k. IHRA is the originator of information package/bidding documents, any clarification or interpretation communicated by IHRA, whether in response of a query or otherwise, shall be deemed final, conclusive and will remain unquestioned.
- 1. Most Advantageous Bidder will be issued Letter of Intent (LoI) and bidder shall submit Letter of Acceptance (LoA). Upon submission of LoA by Most Advantageous Bidder, a formal Group Life Insurance Contract / policy will be signed for a period of one (01) year which will be extended further.
- m. IHRA requires that Bidders, observe the highest standard of ethics during the procurement and process and period of execution of such contract. In pursuit of this policy, the IHRA:
  - 1. Defines, for the purposes of this provision, the terms set forth below as follows:
  - II. "corrupt practice" is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
  - III. "fraudulent practice" is 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;
  - IV. "collusive practice" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
  - V. "coercive practice" is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
  - VI. "obstructive practice" is deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede IHRA investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation.
- n. Only registered suppliers/service providers who are on the Active Taxpayers List (ATL) of FBR are eligible to supply goods/services to the IHRA. Bids/Proposals/applications of all those bidders/service providers who are not found on ATL on the date of bid/proposal/application opening shall be rejected or the bidders who are not registered with Sales Tax.
- o. Any proposal received by the IHRA after the deadline for submission of proposal prescribed in these documents will be returned unopened to such applicant. Delays in the mail or courier, delays of person in transit, or delivery of a proposal to the wrong office shall not be accepted as an excuse for failure to deliver a proposal at the proper place and time. It shall be the applicant's responsibility to determine the manner in which timely delivery of his proposal will be accomplished either in person, by messenger or by mail.

- p. In the event that there is more than one qualified bidder i.e. they have quoted equal prices in financial bid, the tied qualified bidders shall be notified by IHRA and they will submit revised financial proposals in compliance with the bidding document. The revised bid amount must be either equal to the original submitted bid or less than previous bid amount. The revised financial proposal shall be submitted in a sealed envelope that is securely closed and shall be opened in the presence of Authorized Representative of the bidder.
- q. In case, the first most advantageous bidder fails to provide the required services, or the IHRA administration/management is not satisfied with the quality of services provided, IHRA reserves the right to terminate the Contract of the Service Provider as per Contractual Clauses (to be mentioned in the Contract). Moreover, IHRA reserves the right to retender the process for hiring a new vendor or may offer the contract to the second most advantageous bid in the initial bidding process.

#### 5. BID SECURITY / PERFORMANCE GUARANTEE

- a. A bid security in the form of a CDR/Pay Order/Demand Draft, in the name of 'Islamabad Healthcare Regulatory Authority (IHRA)' of the value of 5% of contract price must be attached with proposals as per Rule 25 of PPRA must be provided in a separate sealed envelope along with the Technical proposals.
- b. Payment of bid security in form other than that is specified at clause 5(a) shall not be entertained and accepted. IHRA shall return such bids unopened to respective bidders.
- c. Bid Security of Bidders who do not technically qualify shall be returned unopened after result announcement of final evaluation report.
- d. Bid Security of technically responsive (qualified) Bidders will be released after ten (10) days of the signing of the contract with the successful Bidder.
- e. Performance Guarantee equivalent to ten (10%) of the total value of Group Life Insurance Contract / Policy in shape of Bank Guarantee will be mandatorily submitted by the Most Advantageous Bidder. In case of non-submission by the Most Advantageous Bidder within the stipulated time as mentioned in Letter of Intent (LoI), IHRA shall proceed accordingly.
- f. The Performance Guarantee submitted by Most Advantageous Bidder shall remain valid till the whole term of the Group Life Insurance Contract / Policy and shall be released after the successful completion of the said Contract / Policy.

#### 6. TECHNICAL PROPOSAL

Technical Proposals to be submitted by the applicants shall be in compliance with the requirements laid down in the bidding document and ToR.

i. Technical Evaluation Criteria

| Technical Evaluation Criteria |  |                   |       |
|-------------------------------|--|-------------------|-------|
| S/No                          | <b>Description</b> Marks   |                   | Marks |
|                               | Experience of  | of Firm / Company |       |
|                               | >5 =6 years  | 12 Marks          |       |
| 1                             | >6 =7 years  | 14 Marks          | 20    |
| 1                             | >7 =8 years  | 16 Marks          | 20    |
|                               | >8 =9 years  | 18 Marks          |       |
|                               | >5 =6 years<br>>6 =7 years<br>>7 =8 years<br>>8 =9 years<br>>9 years | 20 Marks          |       |

| 2      | Currently Providing Group Life Insurance to Firms/Companies 02-05 Clients   | 20  |
|--------|---|-----|
| 3      | AA+ rated Company for Group Life insurance by PACRA/JCR-VIS  AA+ 20 Marks Any below rating: 0 Marks (Provide list with Technical Proposal)  | 20  |
| 4      | Financial Capability (Annual Turnover in Millions) =>10 <=20  | 20  |
| 5      | Any Special features/complementary services offered by Life Insurance company which have monetary value and which are free of cost and have no financial impact on bid price If Yes = 20 Marks No = : 0 Marks | 20  |
| Minimu | Total Marks om Score Required to Qualify 70   | 100 |

The Technical proposal shall be clearly marked with the following:-

#### "TECHNICAL PROPOSAL"

The technical proposal shall include;

- a. A covering letter from the head of the Firms / Companies or an authorized representative of the applicant entailing the objectives and the executive summary.
- b. The following documentation will be provided as part of the technical proposal:
  - i. Brief description of the Firm / Company
  - ii. All documents mentioned in this bidding document shall be attached with technical proposal.
- c. Compliance against each clause and sub-clause of Bidding Document and ToR must be attached.
- d. Additional Information (If Any)

#### 7. <u>FINANCIAL PROPOSAL</u>

The bidder shall submit Financial Proposals in separate sealed envelope. Envelop shall be clearly marked with the following: -

#### "FINANCIAL PROPOSAL

The Financial Proposal shall include the following;

a. A lump sum premium of the required life insurance services inclusive of all applicable taxes

shall be provided.

- b. The proposal must remain valid for a period of 90 days after the submission date.
- c. Taxes will be deducted at the time of the payment as per government rules and regulations.
- d. All payments will be subject to the active taxpayer status of the service provider at the time of the release of payment. If the Service provider's status is not active on ATL or deregistered or blacklisted by FBR; no payment shall be made till the resolution of their status.
- e. The service provider shall pay all such taxes, Stamp duty or other duties, fees and other impositions levied under the applicable law, the amount of which is deemed to have been included in the financial bid.

#### 8. SUBMISSION, OPENING AND RECEIPT OF PROPOSALS

- a. The original proposal (Technical and Financial Proposal) shall be prepared without any interlineations or overwriting.
- b. Two printed copies & one soft copy (to be provided in USB) for each Technical and Financial proposal shall be submitted in separate envelopes. Each Technical and Financial Proposal shall be marked "ORIGINAL" and/or "COPY" as appropriate. Submission of bid through E-PADS is also mandatory and no bid shall be accepted if not applied through E-PADS.
- c. The envelopes shall be marked separately as "Technical Proposal" and the "Financial Proposal" in bold and legible letters to avoid confusion.
- d. Technical and Financial proposals must be delivered at the address given below on or before 2:00 p.m. (PST), 20<sup>th</sup> May 2025.

#### **Procuring Agency**

#### Islamabad Healthcare Regulatory Authority (IHRA).

2<sup>nd</sup> & 3rd Floor, IHRA, PRCS Building, Sufi Tabassum Road, H-8 Islamabad.

Tel: 051-9199-902

Email: procurement@ihra.gov.pk

e. Proposals shall be opened on the same day i.e. 2:30 p.m. (PST), 20<sup>th</sup> May 2025 (PST), in presence of all the applicants who choose to be present.

#### 9. AWARD OF CONTRACT

- a. The most advantageous bid, if not in conflict with any other law, rules, regulations or policy of the Federal Government shall be awarded the contract, within the original or extended period of bid validity.
- b. A letter of Intent (LoI) will be issued to the lowest evaluated Most Advantageous Bidder who shall submit Letter of Acceptance (LoA) within period stipulated under LoI.
- c. After the submission of LOA the successful bidder shall furnish the Performance Guarantee after the acceptance of LOA. However, the contract shall be signed between the parties as per the guidelines provided in Rules 35 of PPRA Rules (2004 as amended till date).
- d. The initial term of the contract shall be one year which may be extended for another term as may be mutually agreed between the parties.

#### 10. PAYMENT TERMS:-

- a. Payment of premium of life insurance policy will be made as follows:
  - o 100% upfront payment after the signing of Group Life Insurance Contract / Policy.

#### 11. Penalty Terms

- a. The payment of claim shall be made to IHRA which shall absolve and discharge Group Life Insurance Provider of its liability to the extent of such claims. All claims must be settled in accordance with attached TORs within fifteen (15) working days.
- b. In case of non-compliance of the above Clause No. (11)(a) of during the term of the Group Life Insurance Policy / Contract, IHRA shall have the right to:
  - i. forfeit Performance Guarantee,

or

ii. impose penalty in the form of Liquidated Damages at the rate of [0.5%] per day per day of the total amount of delayed claims up to the maximum of twenty [20%] of the total amount of delayed claim(s). In case the amount of Liquidated Damages exceeds the amount of Performance Guarantee, the Group Life Insurance Provider shall have to submit Pay Order of a value of such exceeding amount of Liquidated Damages. Provided that the imposition of Liquidated Damages and its payment shall not absolve the Group Life Insurance Provider from any other liabilities or obligations under the contract. Provided that the imposition of Liquidated Damages and its payment shall not absolve the Group Life Insurance Provider from any other liabilities or obligations under the contract.

#### 12. Terms of Reference / Scope of Work:

- a. Islamabad Healthcare Regulatory Authority (IHRA) intends to acquire the Group Life Insurance policy of its employees / staff from the period starting from 1<sup>st</sup> July 2025 (Midnight 12:00 a.m.) to 30<sup>th</sup> June 2026 till 11:59:59 p.m. which will be extendable for further period.
- b. All IHRA employees will be covered in Group Life Insurance Policy with equal coverage rate. List of employees is attached and is subject to any addition or deletion by the time contract / policy is signed.
- c. All IHRA employees will be covered in Group Life Insurance Policy at the following rate:

| Category          | Life Insurance Natural &<br>Accidental / PTD & PPD<br>Natural & Accidental | TTD 100% for the period of 1 year |
|-------------------|--|-----------------------------------|
| Flat for all IHRA | Rs. 2,500,000  | Rs. 50,000                        |
| Employees         | (Rupees Two Million and Five Hundred Thousand)                             | (Fifty Thousand per month)        |

- d. Same policy coverage will apply for all death cases regardless of any accidental or normal death.
- e. If at any time during the period of Group Life Insurance Contract / Policy, any IHRA employee who defined in the Policy / Schedule shall die or incur disability then Group Life Insurance Provider will pay to IHRA for the benefit of such IHRA employee the sum assured, mentioned as per above grid.
- f. The sum assured under Group Life Insurance Policy / Contract shall become payable in the event of the death due to any reason including natural as well as accidental death / Permanent Total Disability (PTD) Accidental & Natural declared by medical practitioner of IHRA employee whilst in service i.e. regular IHRA employee.
- g. The payment of claim shall be made to IHRA within **fifteen (15) working** days which shall absolve and discharge Group Life Insurance
  Provider of its liability to the extent of such claim.
- h. Addition of new IHRA employee or deletion of any regular IHRA employee from IHRA payroll during the period of Policy / Contract i.e. **one (01) year term** of Group Life Insurance Policy / Contract shall be duly covered thereunder.

#### **Acceptance of above ToRs:**

| Authorized signatures: | Company Stamp: |
|------------------------|----------------|
| Date:                  | •              |

### Affidavit

| I son of CNIC resident of do here   |
|---|
| by Solemnly affirm and declare that I have participated in the Tender Group Life  |
| nsurance for IHRA Employees. I further declare that my Company/Firm have  |
| never been blacklisted from Government/Semi-government organizations.   |
| Deponent  |
| The above name deponent do here by affirms and declares at on   |
| day of 2025 that the contents of above-mentioned affidavit are true and correct to the best of my knowledge and belief and nothing has been concealed there |
| from  |

#### FORM OF CONTRACT AGREEMENT

| Islamabad Healthcare Regulatory Authority (IHRA), (hereinafter called — <b>the Purchaser -1</b> ) of the one part and of (hereinafter called — <b>the Supplier-2</b> ) of the other part (hereinafter also referred to collectively as the "Parties" and individually as a "Party").                                 |
|--|
| WHEREAS the Purchaser invited bids for certain goods and ancillary services, viz., for  and has accepted a bid by the Supplier for supply  |
| of following goods and services in the sum of Rs. /- (Rupeesonly) (hereinafter called —the Contract Price).  |
| NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:  |
| <ol> <li>In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.</li> <li>The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:</li> </ol>                         |
| <ul> <li>Request For Proposal (RFP)/Bidding Documents</li> <li>a. Specifications /Requirements</li> <li>b. Supplier 's Bid (Bid Form &amp; Price Schedule submitted by the bidder)</li> <li>c. Performance Security</li> <li>d. General conditions</li> </ul>  |
| 3. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of this Agreement.                      |
| 4. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by this Agreement. |
| INWITNESSwhereofthePartiesheretohavecausedthisAgreementtobeexecutedinaccordance with the respective laws the day and year first above written.   |
| Signed, sealed, delivered by the (for the Purchaser)   |
| Witness 1: Witness 2:  |
| Signed, sealed, delivered by the (for the Supplier)  |
| Witness 1: Witness 2:  |

#### **Integrity Pact**

The Pre-Qualified Bidders will be required to submit the below text on stamp paper after filling in the details and duly signed as well as stamped, as part of their RFP Proposal.

### <u>DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC</u> PAYABLE BY THE SUPPLIER OF GOODS, SERVICES & WORK IN CONTRACTS

(To be filled by the bidder as a part of technical proposal)

| Contract Number:   | Dated:  |
|--|---|
| Contract Value:  |   |
| Contract Title:  |   |
| hereby declare that it has interest, privilege or other obligation or be subdivision or agency thereof or any other entitipartner.  Without limiting the generality of the forgoin declared the brokerage, commission, fees etc. to give and shall not give or agree to give to through any nature or juridical person, include promoter, shareholder, sponsor or subsidiary, whether described as consultant fee or otherwof a contract, right, interest, privilege or other has been expressly declared pursuant hereto. | and strict liability for making any false declaration, not making g any action likely to defeat the purpose of this declaration, contract, right, interest, privilege or other obligation or benefit out prejudice to any other right and remedies available to GoP voidable at the option of GoP. Notwithstanding any rights and agrees to identify GoP for any loss rrupt business practices and further pay compensation to GoP f any commission, gratification, bribe, finder's fee or kickback use of obtaining or inducing the procurement of any contract, |
|  |   |
| [Buyer]  | [Seller / Supplier]   |