

PROVISION OF STORAGE & COURIER SERVICES FOR 250,000 DONATED CHROMEBOOKS EXPECTED DURING 2026–2027

SCOPE OF SERVICES

The successful Contractor shall provide comprehensive warehousing, storage, inventory management, handling, support for inspection/testing and branding, nationwide distribution, proof of delivery and reverse logistics services for up to **250,000 donated Chromebooks** during the contract period.

The Contractor shall ensure the safe custody, proper handling, accurate tracking and timely movement of all Chromebooks and consignments entrusted to it by the Procuring Agency.

A. WAREHOUSING AND STORAGE SERVICES

A.1 Infrastructure Requirements

The Contractor shall:

- Provide suitable and secure warehouses in **Karachi, Lahore and Islamabad**.
- Provide minimum covered storage capacity adequate to accommodate the quantity of Chromebooks allocated to each location.
- Ensure adequate space for safe stacking, segregation, handling and movement of Chromebooks.
- Provide suitable loading and unloading machinery/equipment at each storage facility, including forklifts, pallet jacks, trolleys or other appropriate equipment, as required.
- Provide appropriate fire detection and fire-fighting/safety systems in accordance with applicable requirements.
- Maintain suitable environmental conditions, including temperature control between **15°C and 30°C** during storage.
- Provide effective pest-control and moisture-protection arrangements.
- Ensure that warehouses are clean, dry, well ventilated and suitable for the secure storage of electronic equipment.
- Maintain appropriate access roads and loading/unloading arrangements for movement of consignments.

A.2 Security Requirements

The Contractor shall:

- Provide CCTV surveillance covering storage and loading/unloading areas, with a minimum **30 days' recording retention**.

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- Provide adequate armed and/or unarmed security guards as appropriate to the facility.
 - Restrict warehouse access to authorized personnel only.
 - Maintain an appropriate visitor and access-control record.
 - Ensure secure handling and movement of Chromebooks within the warehouse premises.
 - Maintain insurance coverage for the Chromebooks and consignments while in the Contractor's custody, possession or control.
 - The insurance coverage shall be adequate to cover the **full declared/replacement value of the Chromebooks and consignments**, as specified by the Procuring Agency.
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B. BRANDING, INSPECTION AND TESTING SPACE FOR STORED DEVICES

The Contractor shall provide a **dedicated, secure and adequately equipped space at its warehouses in Karachi, Lahore and Islamabad** for the authorized vendor/firm nominated by the Procuring Agency to carry out inspection, testing, verification and branding of the Chromebooks.

The Contractor shall provide all necessary infrastructure, facilities and support services required for smooth and uninterrupted execution of inspection, testing and branding activities, including but not limited to:

- Adequate covered, secure and suitable workspace for the Ministry's nominated vendor/inspection and branding team.
- Tables, workstations, chairs and other necessary furniture and equipment.
- Adequate electricity supply, power sockets and safe electrical connections.
- Reliable internet connectivity for testing, verification, reporting and inventory-related activities.
- Adequate lighting and ventilation and suitable working conditions.
- Safe, controlled and uninterrupted access to the stored Chromebooks.
- Adequate warehouse staff/labour for movement and handling of Chromebooks between the storage area and inspection/testing/branding area.
- Necessary equipment for internal movement and handling, including trolleys, pallet jacks, forklifts or similar equipment.
- Proper identification and segregation of **uninspected, inspected, tested, branded, rejected and damaged Chromebooks**.
- Necessary security arrangements to safeguard the Chromebooks, equipment and personnel during inspection, testing and branding.

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- Reasonable operational and logistical support to the authorized vendor/firm to ensure timely completion of the assigned activities.

The Contractor shall ensure that the dedicated space and all associated facilities remain available and operational throughout the period during which inspection, testing and branding activities are scheduled by the Procuring Agency.

The **inspection, testing, verification and branding shall be performed by the vendor/firm nominated or authorized by the Procuring Agency**. The Warehouse Contractor shall provide the required space, infrastructure, utilities, manpower, handling and logistical support and shall not interfere with or undertake the technical inspection, testing or branding activities unless specifically authorized by the Procuring Agency.

C. INVENTORY MANAGEMENT

The Contractor shall:

- Maintain a **real-time digital inventory management system** for all Chromebooks received, stored, moved, branded, dispatched, delivered and returned.
 - Maintain complete records of receipt, storage, internal movement, dispatch, delivery and return of each batch/consignment.
 - Maintain **batch-level tracking** and reconciliation.
 - Where applicable, maintain serial-number-level records of Chromebooks.
 - Record the status of each Chromebook/consignment, including received, under inspection, branded, ready for dispatch, dispatched, delivered, undelivered, damaged and returned.
 - Ensure that all stock movements are properly authorized and recorded.
 - Provide inventory reports to the Procuring Agency in the required format.
 - Immediately report any discrepancy, shortage, loss, damage or unexplained inventory variance.
 - Conduct regular physical inventory reconciliation against the digital inventory records.
 - Provide access to inventory information to authorized representatives of the Procuring Agency.
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D. NATIONWIDE DISTRIBUTION SERVICES

The Contractor shall provide nationwide distribution/courier services for delivery of Chromebooks to designated students/recipients at addresses provided by the Procuring Agency.

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The Contractor shall:

- Collect/receive consignments from the designated warehouses.
- Prepare and dispatch consignments in accordance with the distribution list/instructions provided by the Procuring Agency.
- Deliver Chromebooks to designated students/authorized recipients across Pakistan.
- Provide a unique shipment/tracking number for each consignment.
- Provide online/digital shipment tracking and status updates.
- Ensure secure transportation and handling of Chromebooks throughout the delivery process.
- Obtain and maintain verifiable Proof of Delivery (POD).
- Provide regular distribution and reconciliation reports.
- Comply with the delivery timelines/service levels specified by the Procuring Agency.

D.1 Service Level / Delivery Timeline

The Contractor shall deliver consignments within the delivery timelines prescribed by the Procuring Agency and shall comply with the agreed **Service Level Agreement (SLA)** covering dispatch, delivery, tracking, failed delivery and return of consignments.

Any anticipated delay shall be immediately reported to the Procuring Agency along with the reason and proposed corrective action.

E. PROOF OF DELIVERY (POD)

For each successful delivery, the Contractor shall obtain and maintain verifiable Proof of Delivery containing, at minimum:

- Name of receiving student/authorized recipient;
- Complete delivery address;
- Shipment/tracking number;
- Date and time of delivery;
- Quantity received;
- Condition of the consignment at the time of delivery;
- Signature, thumb impression or verifiable electronic acknowledgement of the recipient; and
- Any other information required by the Procuring Agency.

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The Contractor shall provide POD records to the Procuring Agency in physical and/or electronic form, as required.

F. UNDELIVERED CONSIGNMENTS

If a consignment cannot be delivered, the Contractor shall:

- Immediately update the tracking system with the delivery status and reason for non-delivery.
 - Report the reason for non-delivery to the Procuring Agency within the prescribed reporting period.
 - Make reasonable delivery attempts in accordance with the agreed SLA.
 - Coordinate with the Procuring Agency where further instructions are required.
 - Safely store the undelivered consignment pending further instructions.
 - Return the consignment to the designated warehouse/location when instructed.
 - Ensure that all returned consignments are properly recorded and reconciled in the inventory management system.
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G. REVERSE LOGISTICS

The Contractor shall collect and return **undelivered, rejected, damaged, incorrectly addressed or otherwise designated consignments** to the location specified by the Procuring Agency.

The Contractor shall:

- Arrange collection of the relevant consignment.
 - Ensure safe transportation and handling during return.
 - Update the shipment tracking system.
 - Record the reason for return.
 - Reconcile returned quantities against dispatch and delivery records.
 - Submit return/reverse logistics reports to the Procuring Agency.
 - Segregate damaged/rejected consignments from good stock upon return.
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H. CUSTODY, LOSS, DAMAGE AND LIABILITY

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The Contractor shall remain responsible for the **safe custody and proper handling of all Chromebooks and consignments from the time of receipt until final delivery to the designated recipient or return to the location specified by the Procuring Agency.**

The Contractor shall:

- Exercise due care and diligence in the storage, handling, transportation and delivery of Chromebooks.
- Immediately report any loss, theft, shortage, damage or unauthorized movement.
- Investigate and document any loss or damage occurring while the Chromebooks are under its custody or control.
- Be responsible for loss, theft, shortage or damage attributable to its negligence, misconduct, failure to exercise due care, or failure to comply with the contractual requirements.
- Ensure that damaged, lost or short-delivered consignments are properly documented and reconciled.

I. REPORTING AND RECONCILIATION

The Contractor shall provide periodic reports to the Procuring Agency covering, at minimum:

- Opening inventory;
- Receipts;
- Warehouse-wise stock position;
- Inspection/testing/branding status;
- Internal stock movements;
- Dispatches;
- Deliveries;
- Undelivered consignments;
- Returned consignments;
- Damaged/rejected consignments;
- Losses/shortages, if any;
- Closing inventory; and
- Any other information required by the Procuring Agency.

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The Contractor shall reconcile physical inventory with digital records at regular intervals and whenever required by the Procuring Agency.

Any discrepancy shall be reported immediately and resolved in coordination with the Procuring Agency.

J. ACCESS, INSPECTION AND AUDIT

The Procuring Agency and its authorized representatives shall have the right to inspect the warehouses, inventory, security arrangements, CCTV records, relevant documents and other facilities related to the services during the contract period.

The Contractor shall provide reasonable access and cooperation to facilitate such inspections, verification, stock counting and audits.

The Contractor shall maintain all relevant records, documents, inventory data, PODs, shipment records and CCTV records for the period specified in the Contract.

K. GENERAL OPERATIONAL REQUIREMENTS

The Contractor shall ensure:

- Availability of adequate manpower at all three warehouse locations.
- Continuity of warehouse and distribution operations throughout the contract period.
- Proper coordination among Karachi, Lahore and Islamabad warehouses.
- Safe and secure movement of Chromebooks between storage, inspection/testing/branding areas and dispatch points.
- Compliance with all applicable laws, safety requirements and contractual instructions of the Procuring Agency.
- Immediate notification to the Procuring Agency of any event that may affect the security, custody, storage, testing/branding support or delivery of Chromebooks.

The Contractor shall provide all resources, manpower, equipment, facilities and operational support necessary to perform the above services effectively, unless specifically stated otherwise in the Contract.

L. TIMELINES AND SERVICE LEVEL REQUIREMENTS

The Contractor shall perform the services within the following timelines. All timelines shall be calculated from the date of receipt of the relevant instruction, inventory, distribution list, or consignment from the Procuring Agency, as applicable.

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Sr. No.	Activity / Service	Required Timeline
1	Mobilization of warehouse facilities in Karachi, Lahore and Islamabad	Within 15 calendar days of issuance of the Contract/Notice to Proceed
2	Readiness of warehouse infrastructure, security, CCTV, fire safety, loading/unloading equipment and other facilities	Within 15 calendar days of issuance of the Contract/Notice to Proceed
3	Provision of dedicated inspection, testing and branding space at all three locations	Within 15 calendar days of issuance of the Contract/Notice to Proceed
4	Provision of furniture, electricity, internet connectivity and other support facilities for inspection/testing/branding	Within 15 calendar days of issuance of the Contract/Notice to Proceed
5	Receipt and physical verification of Chromebooks at warehouse	Within 24 hours of receipt of each consignment
6	Updating digital inventory after receipt of consignment	Within 24 hours of physical receipt
7	Reporting of any shortage, damage or discrepancy identified at receipt	Within 24 hours of detection
8	Movement of Chromebooks from storage to inspection/testing/branding area	Within 24 hours of authorized request/schedule
9	Return of inspected/tested/branded Chromebooks to designated storage area	Within 24 hours of completion of the relevant activity
10	Updating inventory after inspection/testing/branding	Within 24 hours of completion of activity
11	Preparation of consignments for dispatch after receipt of approved distribution list	Within 48 hours
12	Dispatch of consignments from warehouse	Within 48 hours after receipt of final dispatch instructions
13	Delivery within the same city/region	Within 2 working days from dispatch

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Sr. No.	Activity / Service	Required Timeline
14	Delivery to other major cities/district headquarters	Within 3–5 working days from dispatch
15	Delivery to remote/rural areas across Pakistan	Within 5–7 working days from dispatch
16	Updating shipment tracking/status	Real-time / within 24 hours of each movement or status change
17	Reporting of failed/undelivered consignment	Within 24 hours of failed delivery attempt
18	Subsequent delivery attempt for an undelivered consignment	Within 48 hours of the previous unsuccessful attempt, where practicable
19	Obtaining and uploading/maintaining Proof of Delivery (POD)	Within 24 hours of successful delivery
20	Collection of undelivered/rejected/damaged consignments for reverse logistics	Within 48 hours of receiving return instructions
21	Return of consignments to designated warehouse/location	Within 3–7 working days , depending on location
22	Updating inventory for returned consignments	Within 24 hours of receipt
23	Reporting of loss, theft or major damage	Immediately and in any case within 24 hours
24	Submission of distribution/reconciliation report	Weekly , or as otherwise directed by the Procuring Agency
25	Submission of warehouse-wise inventory report	Weekly , or as otherwise directed by the Procuring Agency
26	Physical inventory reconciliation	Monthly and whenever required by the Procuring Agency
27	Resolution/reporting of inventory discrepancies	Within 48 hours of identification

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Sr. No.	Activity / Service	Required Timeline
28	Provision of CCTV footage when requested by the Procuring Agency	Within 24 hours of request
29	Response to urgent operational/logistics instructions	Within 4 hours of receipt of instruction
30	Response to routine operational queries/requests	Within 1 working day

L.1 Delivery Performance

The Contractor shall ensure that at least **95% of consignments** are delivered within the applicable delivery timeline specified above, excluding delays caused by circumstances beyond the Contractor's reasonable control and duly accepted by the Procuring Agency.

L.2 Failed Delivery

The Contractor shall make at least **two delivery attempts** at reasonable intervals before classifying a consignment as undelivered, unless the Procuring Agency instructs otherwise.

Each failed delivery attempt shall be properly recorded in the tracking system, including the date, time, reason for failure and any relevant remarks.

L.3 Reporting of Delays

The Contractor shall immediately notify the Procuring Agency of any actual or anticipated delay that may affect the agreed service timeline. Such notification shall include:

- reason for delay;
- affected consignment(s);
- expected duration of delay;
- corrective action being taken; and
- revised expected delivery date.

Failure to report a delay shall not relieve the Contractor of its responsibility under the Contract.

L.4 Service Level Monitoring

The Procuring Agency shall monitor the Contractor's performance against the above timelines and service levels on the basis of warehouse records, inventory reports, shipment tracking data, Proof of Delivery, reconciliation reports and other relevant records.

Persistent failure to meet the specified service levels may result in the application of contractual penalties and/or other remedies as provided in the Contract.

L.5 Exceptional Circumstances

Where delay occurs due to circumstances beyond the reasonable control of the Contractor, including officially declared natural disasters, severe security restrictions, road closures or other Force Majeure events, the Contractor shall immediately notify the Procuring Agency and provide supporting evidence. Any extension of time shall be subject to approval by the Procuring Agency in accordance with the Contract.

M. LIQUIDATED DAMAGES FOR DELAY AND SERVICE FAILURE

M.1 General Provision

If the Contractor fails to perform any service within the timelines specified in the Contract, Scope of Services, Service Level Agreement (SLA), or instructions issued by the Procuring Agency, the Contractor shall be liable to pay **Liquidated Damages (LDs)** for the period of delay, without prejudice to any other rights and remedies available to the Procuring Agency under the Contract and applicable procurement laws/rules.

M.2 Delay in Mobilization and Warehouse Readiness

In case the Contractor fails to make the required warehouses in **Karachi, Lahore and Islamabad** fully operational within the specified **15 calendar days**, Liquidated Damages shall be imposed at the rate of:

0.5% of the daily service charges applicable to the affected warehouse for each week or part thereof of delay, subject to a maximum of **10% of the applicable monthly service charges**.

M.3 Delay in Dispatch

Where the Contractor fails to dispatch consignments within the prescribed **48-hour dispatch timeline** after receipt of approved dispatch instructions, Liquidated Damages shall be imposed at:

0.5% of the applicable service charges for the delayed consignments for each day or part thereof of delay, subject to a maximum of **10% of the applicable service charges for such consignments**.

M.4 Delay in Delivery

Where the Contractor fails to deliver a consignment within the applicable delivery timeline specified in the Contract, Liquidated Damages shall be imposed at:

0.5% of the applicable courier/delivery charges for the delayed consignment for each day or part thereof of delay, subject to a maximum of **10% of the applicable delivery charges for such consignment**.

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For repeated or persistent failure to achieve the minimum agreed delivery performance/SLA, the Procuring Agency may take further contractual action in accordance with the Contract.

M.5 Failure to Process Undelivered/Returned Consignments

Where the Contractor fails to collect or return an undelivered, rejected or damaged consignment within the prescribed reverse-logistics timeline, Liquidated Damages shall be imposed at:

0.5% of the applicable reverse-logistics charges for each day or part thereof of delay, subject to a maximum of **10% of the applicable reverse-logistics charges**.

M.6 Delay in Inventory and Reconciliation Reports

Where the Contractor fails to submit the required inventory, distribution, reconciliation, Proof of Delivery (POD), or other contractual reports within the prescribed timelines, the Procuring Agency may impose Liquidated Damages at:

0.5% of the weekly service charges for each week or part thereof of delay, subject to a maximum of **10% of the monthly service charges**.

M.7 Loss, Damage or Shortage

Liquidated Damages for delay shall be without prejudice to the Contractor's liability for any **loss, theft, shortage or damage to Chromebooks while they are in the Contractor's custody, possession or control**.

Where any Chromebook is lost, stolen, irreparably damaged or otherwise not accounted for due to the Contractor's negligence, misconduct or failure to exercise due care, the Contractor shall be liable to compensate the Procuring Agency for the **actual loss/value of the affected Chromebook(s)** in accordance with the Contract and applicable law.

M.8 Maximum Aggregate Liquidated Damages

The total aggregate Liquidated Damages imposed for delays and service-level failures shall not exceed **10% of the total Contract Price**, unless otherwise provided under the applicable procurement rules or approved Contract conditions.

Upon reaching the maximum limit of Liquidated Damages, the Procuring Agency may, subject to the terms of the Contract, consider such continued or persistent failure as grounds for **termination of the Contract and/or other contractual remedies**.

M.9 Deduction of Liquidated Damages

The Procuring Agency shall have the right to deduct Liquidated Damages from any amount payable to the Contractor, including invoices, pending payments, retention amounts or Performance Security, to the extent permitted under the Contract and applicable law.

M.10 Exclusion from Liquidated Damages

Liquidated Damages shall not be imposed where the delay is directly caused by:

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- Force Majeure events;
- written instructions or delays attributable to the Procuring Agency;
- changes in distribution instructions or delivery addresses provided by the Procuring Agency;
- suspension of services ordered by the Procuring Agency; or
- any other circumstance expressly accepted by the Procuring Agency as being beyond the reasonable control of the Contractor.

The Contractor shall notify the Procuring Agency **within 24 hours** of becoming aware of any event that may affect the agreed service timelines and shall provide documentary evidence where required.

M.11 No Waiver of Other Remedies

Payment or deduction of Liquidated Damages shall not relieve the Contractor of its obligation to complete the delayed service. The Procuring Agency shall retain all other rights and remedies available under the Contract and applicable laws/rules.