

Standard Bidding Document

Tender for Procurement of IT Support Services (Non-Consultancy Services)

National

Single Stage-Two Envelope



September 18, 2026

*Pakistan Civil Aviation Authority (Ministry of Defence), Additional Director Admin
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PROCUREMENT NOTICE

PROCUREMENT OF NON-CONSULTANCY SERVICES

1. The **Pakistan Civil Aviation Authority (Ministry of Defence)** has reserved Funds for the procurement planned for FY **2026-27**. The **Pakistan Civil Aviation Authority (Ministry of Defence)** intends to apply part of the proceeds of this Fund to cover eligible payments under the contract for the “**Tender for Procurement of IT Support Services**” with the reference of “**P127207**”
2. The **Pakistan Civil Aviation Authority (Ministry of Defence)** invites Bids through **EPADS v2.0** from eligible Bidders registered on **EPADS v2.0** for provision of Non-Consultancy Services.
3. **Single Stage-Two Envelope** Procedure of Principal Method of Procurement (i.e. Open Competitive Bidding) will be used by adopting **Quality and Cost Based Selection (QCBS)** Technique for the subject procurement, in line with the Public Procurement Rules, 2004 and any Regulations, and Instructions issued by the Authority (from time to time).
4. All Bids must be accompanied by a Bid Security described in Bid Security Section in Bidding Document in the form of **Pay Order** or Bid Securing Declaration on the prescribed format described.
5. E-Bidding documents, containing detailed terms & conditions, specifications and requirements etc. are available on **e-Pak Acquisition and Disposal System (EPADS)** at **<https://epads.gov.pk/opportunities/federal/procurements/127207>**.
6. The e-bids, prepared in accordance with the instructions in the e-Bidding documents, must be submitted through **EPADS v2.0** on or before **Monday, October 5, 2026 11:00 AM**. E-bids will be opened on the same day at **Monday, October 5, 2026 11:30 AM**. Manual submission of Bids shall not be entertained. Those vendors who have not yet registered on the new version of **EPADS v2.0**, may register themselves on **<https://vendors.epads.gov.pk/>**. A tutorial to explain the registration process is available at

<https://www.youtube.com/watch?v=MNW6T38v7tc>

7. In terms of Rules 48 of Public Procurement Rules, 2004 Grievance Redressal Committee (GRC) is notified for the subject procurement and notification copy is available on the procuring agency's website and also available on **EPADS v2.0** as well as Authority's website at (www.ppra.org.pk).

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Instructions to Bidders

A. Introduction

1. Scope of Bids

1.1. The Procuring Agency (PA), as indicated in the **Bids Data Sheet (BDS)** invites Bids through **EPADS v2.0** for the provision of Non-Consultancy Services for as specified in the BDS and **in Section Evaluation Criteria, Specifications & Schedule of Requirements**. The name, identification, and number of items/deliverables are provided in the **BDS**. **Single Stage-Two Envelope** procedure of the open competitive method shall be used. The successful Bidders will be expected to provide the services within the specified period and timeline(s) as stated in the **BDS**.

2. Source of Funds

2.1. Source of funds is referred in Clause-1 of Invitation for Bids.

3. Fraudulent & Corrupt Practices

3.1. As defined under Rule 2(1)(f) of the Public Procurement Rules, 2004.

4. Eligible Bidders

4.1. A bidder is eligible to participate in a procurement process if the bidder:

4.1.1. possesses or has access to the technical competence, financial resources, equipment and other physical facilities, personnel, managerial capability, experience and reputation necessary to complete the procurement contract;

4.1.2. has the legal capacity to enter into a procurement contract;

4.1.3. is not insolvent, in receivership, bankrupt or being wound up and its activities or affairs are not suspended or being administered under any Act, by a court or by a judicial officer;

4.1.4. is not the subject of legal proceedings for any of the matters mentioned in sub-rule (c);

4.1.5. has fulfilled or has made substantial arrangements satisfactory to the relevant authorities, to fulfil its obligations to pay taxes and social security (where applicable) other contributions of its employees; and

4.1.6. has not, or in the case of a company, its owners and beneficial owners, directors or officers have not, been convicted of a criminal offence related to:

4.1.6.1. its professional conduct; or

4.1.6.2. a bidder (or, in the case of a company, its key individuals such as owners, beneficial owners, directors, or officers) must not have engaged in any prohibited practice, such as fraud, corruption, collusion, or coercion, within the time period stated in the bidding documents, which can be up to three years before the start of the procurement process. Additionally, the bidder must not have been debarred (i.e., banned) from participating in public procurement processes in Pakistan or by any international organization or country. If they have, they are ineligible to participate in the current bidding.

4.2. The procuring agency may require a bidder participating in the procurement process to provide the prescribed documentary evidence or other information to satisfy itself that the bidder is qualified in accordance with the criteria in sub-clause (1).

4.3. A procuring agency shall set out in the bidding document all the criteria for qualification to be applied in accordance with sub-clause (1).

4.4. Except as permitted under the Ordinance, Rules and Regulations, the procuring agency shall not establish a criterion for eligibility of a bidder that:

4.4.1. discriminates against or among a bidder or against categories of bidders; or

4.4.2. is not required for the performance of the procurement contract; or

4.4.3. is not related to the avoidance or management of legal, reputational or economic risk to the procuring agency unless it is in the national interest to do so, and the criteria is set out in the bidding documents.

4.5. A procuring agency shall assess the eligibility of a bidder for participation in the procurement process against the criteria for qualification under sub-clause (1).

4.6. In the case of a joint venture, consortium, or association, all members shall be jointly and severally liable for the execution of the contract in accordance with the terms and conditions of the contract. The joint venture, consortium, or association shall nominate a lead member as nominated in the BDS,

4.7. who shall have the Authority to conduct all business for and on behalf of any and all the members of Joint venture, consortium, or association during the bidding process, and in case of award of contract, during the execution of the contract.

4.8. The appointment of the lead Member in the joint venture, consortium, or association shall be confirmed by submission of valid power of Attorney to the procuring agency.

4.9. Subject to the limits specified in the BDS, the procuring agency may allow bidders to participate in the form of a Joint Venture (JV). However, each party in the JV must individually meet the eligibility criteria specified in the BDS

4.10. No Bidder can be a sub-contractor while submitting a Bids individually or as a member of a joint venture in the same Bidding process.

5. Qualification of the Bidder

5.1. All Bidders shall provide in Section VI, Bid Forms, a preliminary description of the proposed work method and schedule, including drawings and charts, as necessary.

B. Bidding Documents

6. Contents of Standard Bidding Document

6.1. The Services required, bidding procedure, and terms and conditions of the contract are prescribed in the bidding document. In addition to the Invitation for Bids, the bidding document which should be read in conjunction with any addendum issued by the Procuring Agency include:

Section I -Invitation to Bid

Section II Instructions to Bidders (ITB)

Section III Bid Data Sheet (BDS)

Section IV Eligible Countries

Section V Evaluation Criteria, Specifications, Schedule of Requirements, and Technical Specifications.

Section VI Bidding Forms

Section VII Fraudulent & Corrupt Practices

Section VIII - Material & Non-material deviation

Section IX General Conditions of Contract (GCC)

Section X Special Conditions of Contract (SCC)

Section XI Contract Forms

6.2. The Bidder is expected to examine all instructions, requirements, forms, terms and specifications in the bidding documents. Failure to furnish all the information required in the bidding document will be at the Service provider's risk and may result in the rejection of his bids.

7. Clarifications

7.1. Clarifications of the bidding documents may be requested in writing through EPADS v2.0 by any bidder up to three days prior to the deadline for the submission of bids.

The procuring agency shall respond promptly and in writing to any request by a bidder for clarification of the bidding documents and, in any event, no later than two days prior to the deadline for the submission of bids or proposals.

Responses to requests for clarification shall be communicated simultaneously and in writing to all bidders participating in the procurement proceedings.

No bidder shall be allowed to alter or modify his bid after the bids have been opened however, the procuring agency may seek and accept clarification to the bid that do not change the substance of the bid, through EPADS v2.0.

7.2. Procuring Agency's response will be uploaded on the EPADS v2.0, including a description of the inquiry.

7.3. Should the Procuring Agency deem it necessary to amend the bidding document as a result of a clarification, it shall do so following the procedure under **ITB 1.1.**

7.4. If indicated **in the BDS**, the bidder's designated representative is invited at the bidder's cost to attend a pre-bid meeting at the place, date and time mentioned **in the BDS**. During this pre-bid meeting, prospective bidder(s) may request clarification(s) regarding the schedule of requirements, the Evaluation Criteria or any other aspects of the bidding document.

7.5. Minutes of the pre-bid meeting, if applicable, including the text of the questions asked by bidders, and the responses given, together with any responses prepared after the meeting will be uploaded on EPADS v2.0. Any modification to the bidding document that may become necessary as a result of the pre-bid meeting shall be made by the Procuring Agency exclusively through the use of an Addendum.

7.6. To assist in the examination, evaluation and comparison of Bids of the Bidders, the Procuring Agency may, ask any Bidder for a clarification of its bid including breakdown of prices, through EPADS v2.0. Any clarification submitted by a bidder that is not in response to a request by the Procuring Agency shall not be considered.

No change in the prices or substance of the bid shall be sought, offered, or permitted.

The alteration or modification in the bid which in any way affect the following parameters will be considered as a change in the substance of a

bid:

- 7.6.1. evaluation & qualification criteria;
- 7.6.2. required scope of work or specifications;
- 7.6.3. all securities requirements;
- 7.6.4. tax requirements;
- 7.6.5. terms and conditions of bidding documents; and
- 7.6.6. change in the ranking of the bidders.

From the time of bid(s) opening to the time of contract award, if any bidder wishes to contact the procuring agency on any matter related to the bid, it should do so in writing or through electronic form that provides record of the content of communication.

8. Amendment of Bidding documents

8.1. Before the deadline for submission of bids, the procuring agency for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder or pre-bid meeting may modify the bidding documents by issuing addendum.

8.2. Any addendum issued including the notice of any extension of the deadline shall be part of the bidding document and shall be uploaded on EPADS v2.0 as well as Authority's website. The procuring agency shall promptly publish the addendum at the procuring agency's website indicated in the **BDS**:

Provided that the bidder who had either already submitted his bid, shall have the right to withdraw his already submitted bid and submit the revised bid, prior to the original or extended bid submission deadline.

8.3. To give prospective bidders reasonable time in which to take an addendum/corrigendum into account in preparing their bids, the Procuring Agency may, at its discretion, extend the deadline for the submission of bids:

Provided that the Procuring Agency shall extend the deadline for submission of bids, if such an addendum is issued within last three (03) days of the bid submission deadline.

C. Preparation of Bids

9. Documents Constituting the Bids

9.1. The bids prepared by the bidders shall constitute the following components: -

9.1.1. Forms of bid and Bid Prices completed in accordance with ITB BDS, GCC and SCC;

9.1.2. Documentary evidence established in accordance with BDS that services to be provided by the bidder are eligible services, and conform to the bidding documents;

9.1.3. Documentary evidence established in accordance with BDS that the bidder is eligible and/or qualified for the subject bidding process;

9.1.4. Documentary evidence established, that the bidder has been authorized to provide the services;

9.1.5. Bid security or Bids Securing Declaration furnished in accordance with BDS; and

9.1.6. Any other document required in the BDS.

10. Documents Establishing Eligibility of the Services and Conformity to bidding documents

10.1. To establish the conformity of the Non-Consulting Services to the Bidding document, the bidder shall furnish as part of its bid the documentary evidence that services provided conform to the requirements.

10.2. Standards for the provision of the Non-Consulting Services are intended to be descriptive only and not restrictive.

11. Documents Establishing Eligibility and Qualification of the Bidder

11.1. Pursuant to BDS, the bidder shall furnish, as part of its bid, all those documents establishing the bidder's eligibility to participate in the bidding process and/or its qualification to perform the contract if its bid is accepted.

11.2. The documentary evidence of the bidder's eligibility to bids shall establish to the satisfaction of the procuring agency that the bidder, at the time of submission of its bid, is from an eligible country as defined in Section-IV titled as "Eligible Countries".

11.3. The documentary evidence of the bidder's qualifications to perform the contract if its bid is accepted shall establish to the satisfaction of procuring agency that:

11.3.1. the bidder has the financial, technical, and supply/production capability necessary to perform the Contract, meets the qualification criteria specified in BDS.

11.3.2. that the bidder meets the qualification criteria listed in the Bids Data Sheet.

12. Form of Bid

12.1. The bidder shall fill the Form of Bid furnished in the bidding documents. The Bid Forms must be completed without any alterations to its format and no substitute shall be accepted.

13. Bids Prices

13.1. The Bids Prices quoted by the bidder in the Forms of Bid and in the price schedule shall conform to the requirements specified or exclusively mentioned hereafter in the bidding document.

13.2. All items in the Schedule of Requirements must be listed and priced separately in the Price Schedules. If a Price Schedule shows items listed but not priced and neither explicitly mentioned, their prices shall be construed to be included in the prices of other items.

13.3. The Bid price to be quoted in the Forms of Bid shall be the total price of the bid, excluding any discounts offered.

13.4. The bidder shall indicate on the appropriate Price Schedule, the unit prices (where applicable) and total bid price of the services, it proposes to provide under the contract.

13.5. Prices quoted by the bidder shall be fixed during the currency of the contract and not subject to variation on any account. A bid submitted with an adjustable price will be treated as non-responsive and shall be rejected, unless otherwise price adjustment is permissible under Conditions of the Contract. (May be reviewed)

14. Price Adjustment

14.1. Price adjustment shall not be applicable.

14.2. Procuring agency may increase the remuneration of the human resources involved in non-consultancy services on annual basis as per agreement.

14.3. Procuring agency shall incorporate the provisions to allow wage rate in compliance with Federal Government's minimum wage notification, subject to the applicability in that case.

15. Bids Currencies

15.1. Prices shall be quoted in Pakistani Rupees unless otherwise specified in the BDS.

16. Bid Validity Period

16.1. Bid(s) shall remain valid for the period specified in the BDS after the bid submission deadline prescribed by the Procuring Agency. A Bid valid for a shorter period shall be rejected by the Procuring Agency as non-responsive. The period of bid validity will be determined from the complementary bid securing instrument i.e. the expiry period of bid security or bid securing declaration as the case may be.

17. Bid Security or Bid Securing Declaration

17.1. Unless otherwise specified in the BDS, the bidder shall furnish as part of its bid, in the amount and currency specified in the BDS or Bid Securing Declaration on the format provided in Section VI (Bid Forms) The scanned copy of the Bids Security shall be uploaded in the EPADS v2.0 while submitting bid, whereas the original forms of Bid Security shall be submitted to the procuring agency before the bid submission deadline. The bidder who failed to submit the original bid security before the submission deadline shall be disqualified straightaway.

17.2. The Bid Security or Bid Securing Declaration is required to protect the Procuring Agency against the risk of Bidder's conduct which would warrant the security's forfeiture.

17.3. The Bid Security shall be payable promptly upon written demand by the Procuring Agency in case any of the conditions listed in BDS, GCC and SCC are invoked.

17.4. Unsuccessful Bidders' Bid Security will be discharged or returned as promptly as possible after the award of contract, however in no case later than thirty (30) days after the expiration of the period of Bid Validity prescribed by the Procuring Agency. The Procuring Agency shall make no claim to the amount of the Bid Security, and shall promptly return the Bid Security document, whichever of the following that occurs earliest:

17.4.1. the expiry of the Bid Security;

17.4.2. the entry into force of a procurement contract and the provision of a Performance Guarantee, for the performance of the contract if such a guarantee, is required by the bidding document;

17.4.3. the rejection by the Procuring Agency of all Bids;

17.4.4. the withdrawal of the Bid prior to the deadline for the submission of bids, unless the bidding document stipulate that no such withdrawal is permitted.

17.5. The Bid Security may be forfeited or the Bid Securing Declaration executed:

17.5.1. if a bidder:

17.5.1.1. withdraws its bid during the period of bid validity as specified by the Procuring Agency, and referred by the bidder in the Forms of Bid, except as provided for in the ITBs; or

17.5.1.2. does not accept the correction of errors, or

17.5.2. in the case of a successful bidder fails:

17.5.2.1. **to sign the contract in accordance with SCC; or**

17.5.2.2. **to furnish Performance Guarantee in accordance with BDS and SCC.**

17.6. The bid security shall be valid for a period specified in BDS. Bids with shorter bid security validity period shall be rejected straight away.

18. Alternative Bids by Bidders

18.1. Alternatives will not be considered, unless specifically allowed for in the BDS.

18.2. When alternative times for completion are explicitly invited, a statement to that effect will be included in the BDS and the method of evaluating different time schedules will be described in Evaluation and Qualification Criteria.

19. Withdrawal, Substitution, and Modification of Bids

19.1. Before Bids submission deadline, any bidder may withdraw, substitute, or modify his bid after it has been submitted.

20. Format and Signing of Bids

20.1. The bidder shall prepare and submit his bid with due diligence after carefully reading all the terms and conditions before submission through

EPADS v2.0.

20.2. Any interlineations, erasures, or overwriting shall be valid only if they are signed by the person(s) signing the forms of bid.

D. Submission of Bids

21. **Submission of Bids through EPADS v2.0 before Dead deadline**

21.1. The Technical and Financial Bids as the case may be, shall be submitted in the due portion of the EPADS v2.0, before bid submission deadline. The bid submission option shall be automatically disabled once the deadline is over.

21.2. The Procuring Agency may, under exceptional circumstances and at its discretion, extend the deadline for the submission of bids by amending the Bidding Documents. In such a case, all rights and obligations of the Procuring Agency and the Bidders that were previously subject to the original deadline shall thereafter be subject to the revised deadline.

E. Opening and Evaluation of Bids

22. **Opening & Evaluation of Bids by the Procurement Cell/Evaluation Committee**

22.1. The Procuring Agencies to constitute odd number Bid Evaluation Committee for the purpose of bid opening and evaluation of all procurements. As per Rules 29 & 30 of Public Procurement Rules, 2004, The Procuring Agency is required to establish a Procurement Cell/Evaluation Committee which shall Evaluate the Bids in accordance with the evaluation criteria, terms and conditions given in the bidding documents.

23. **Opening of Bids**

23.1. The Bid Evaluation Committee of the Procuring Agency will open all bids through EPADS, in the presence of bidders' or their representatives who

choose to attend, and other parties with a legitimate interest in the bid proceedings at the place, on the date and at the time, specified in the **BDS**. The Bidders' representatives present shall sign attendance sheet as proof of their attendance.

23.2. The bids shall be opened one at a time, and the following read out and recorded: (a) the name of the bidder; (c) the presence of a bid security, if required; and (d) any other details as the procuring agency may consider appropriate.

23.3. No bid will be rejected at the time of bid opening except for bids whose bid security has not been provided to the procuring agency before submission deadline.

23.4. The procuring agency shall prepare minutes of the bid opening. The record of the bid opening shall include, as a minimum: the name of the bidder and the bid price, if applicable.

24. **Confidentiality**

24.1. Information relating to the examination, clarification, evaluation and comparison of bids and recommendation of contract award shall not be disclosed to bidders or any other person(s) not officially concerned with such process, until the time of the announcement of the respective evaluation report.

24.2. Any effort by a bidder to influence the procuring agency processing of bids or award decision may result in the rejection of his bid.

25. **Preliminary Examination of Bids**

25.1. Prior to the detailed evaluation of bids, the procuring agency will determine whether each bid:

25.1.1. meets the eligibility criteria defined in **BDS**;

25.1.2. has been prepared as per the format and contents defined by the procuring agency in the bidding document;

25.1.3. is accompanied by the required securities; and

25.1.4. is substantially responsive to the requirements of the bidding document.

25.2. The procuring agency will confirm that the documents and information specified under **BDS, GCC and SCC** have been provided in the bids. If any of these documents or information is missing, or is not provided in accordance with the Instructions to Bidders, the bids shall be rejected.

25.3. If a bid is not substantially responsive, it will be rejected by the procuring agency and may not subsequently be evaluated for complete technical responsiveness.

26. Examination of Terms and Conditions, Technical Evaluation

26.1. The procuring agency shall evaluate the technical aspects of the bids submitted in accordance with **BDS**, to confirm that all requirements specified in **Evaluation Criteria, Technical Specifications and Schedule of Requirements**, prescribed in the bidding document have been met without material deviation or reservation.

26.2. If after the examination of the terms and conditions and the technical evaluation, the procuring agency determines that the bid is not substantially responsive in accordance with BDS, it shall reject the bids.

27. Correction of Errors

27.1. Bids determined to be substantially responsive will be checked for any arithmetic errors. Errors will be corrected as follows: -

27.1.1. 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 procuring agency 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;

27.1.2. if there is an error in a total corresponding to the addition or subtraction of sub-totals, the sub-totals shall prevail and the total shall be corrected; and

27.1.3. where there is a discrepancy between the amounts in figures and in words, the amount in words will govern.

27.1.4. Where there is discrepancy between grand total of price schedule and amount mentioned on the Forms of bid, the amount referred in Price Schedule shall be treated as correct subject to elimination of other errors.

27.2. The amount stated in the bid will be adjusted by the procuring agency in accordance with the above procedure for the correction of errors and, with the concurrence of the bidder that shall be considered as binding upon the bidder. If the Bidder does not accept the corrected amount, his bid will then be rejected, and the Bid Security may be forfeited or the Bid Securing Declaration may be executed.

28. Conversion to Single Currency

28.1. As per Rule 30 of Public Procurement Rules, 2004.

29. Evaluation of Bids

29.1. The procuring agency shall evaluate bids in accordance with Rule 30 of Public Procurement Rules, 2004 and compare only those bids determined to be substantially responsive.

29.2. In evaluating the Technical Bids of each Bidder, the Procuring Agency shall apply the evaluation criteria and methodologies specified in the Bid Data Sheet (BDS) and in accordance with the Statement of Requirements and Technical Specifications. No other evaluation criteria or methodologies shall be permitted.

29.3. In case of tie of bids, the bidders shall be provided an opportunity to offer their best and final monetary offer through EPADS. However, in no case the rates shall be higher than the original financial bids.

29.4. The Procuring agency evaluation of a bid will take into account:

29.4.1. the bid price, excluding provisional sums and the provision, if any, for contingencies in the summary bill of quantities, but including day work items, where priced competitively;

29.4.2. price adjustment for correction of arithmetic errors in accordance with **ITB 6**;

29.5. converting the amount resulting from applying (a) and (b) above, if relevant, to a single currency in accordance with **ITB 7**;

29.6. The estimated effect of the price adjustment provisions of the Conditions of Contract, applied over the period of execution of the Contract, shall not be taken into account in bid evaluation.

29.7. If these bidding documents allow bidders to quote separate prices for different lots, and the award to a successful bidder of multiple lots, the methodology of evaluation to determine the lowest evaluated lot combinations in the Form of Bid, is specified in the **BDS**.

30. Determination of Most Advantageous Bids

30.1. Selection technique will be adopted for determining the Successful Bid in accordance with the criteria referred in the **BDS** or prescribed in the separate section titled as Evaluation Criteria.

31. Abnormally Low Financial Bids

31.1. Procuring agency may reject a bid if it has determined that the price, in combination with other constituent elements of the bid, is abnormally low in relation to the subject matter of the procurement, such that it raises material concerns on the part of the procuring agency, as to the ability of the bidder to perform the procurement contract satisfactorily for the offered price.

A procuring agency shall not reject a bid as abnormally low under sub-clause (1) above unless the procuring agency -

31.1.1. requested in writing through EPADS from the bidder a written clarification of his bid, including a detailed price analysis of his bid price in relation to the subject matter of the procurement contract, scope, methodology, schedule, allocation of risks and responsibilities and any other requirements of the bidding document; and

31.1.2. having taken account, the information provided by the bidder in response to a request under paragraph (a) and the information included in the bid, the procuring agency determines that the bidder has failed to demonstrate its ability to perform the procurement contract satisfactorily for the offered price.

The procuring agency shall promptly communicate to the bidder concerned its decision to reject the bid, including the reasons for the decision.

32. Rejection of Bids

32.1. As per Rule 33 of the Public Procurement Rules, 2004

33. Single Responsive Bid

33.1. The procuring agency may consider single responsive bid subject to underlying conditions of Rule 38(b) of the Public Procurement Rules, 2004.

34. Arbitration

34.1. As per Rule 49 of Public Procurement Rules, 2004.

F. Award of Contract

43. Criteria of Award

43.1. The procuring agency will award the Contract to the bidder whose bid has been determined to be substantially responsive to the bidding document and who has been declared as most advantageous Bid.

44. Procuring Agency's Right to reject All Bids

44.1. The procuring agency reserves the right to reject all the Bids and to annul the procurement process at any time prior to acceptance of the bid(s), without thereby incurring any liability to the affected bidder(s).

44.2. Notice of the rejection of all bids shall be given promptly to all bidders that have submitted the bids. The procuring agency shall upon request communicate to any bidder the grounds for the rejection of his bid, but is not required to justify those grounds.

45. Notification of Award

45.1. Prior to the award of contract, the procuring agency shall issue a Final Evaluation Report giving justification for acceptance or rejection of the bids.

45.2. Bidder whose bid has been accepted, will be notified for the award by the Procuring Agency prior to expiration of the Bid Validity period through EPADS. The Letter of Acceptance will state the sum that the procuring agency will pay the successful bidder in consideration for the execution of the scope of works as prescribed by the Contract (hereinafter and in the Contract called the "Contract Price).

45.3. The notification of award will constitute the formation of the Contract, subject to the condition that bidder furnish the Performance Guarantee and signing of the contract.

46. Signing of Contract

46.1. Promptly after notification of award, Procuring Agency shall send the successful bidder the draft agreement, incorporating all terms and conditions as agreed by the parties to the contract. The successful bidder and the procuring agency shall sign the contract.

47. Performance Guarantee

47.1. After the receipt of the Letter of Acceptance, the successful bidder, within the specified time, shall deliver to the Procuring Agency a Performance Guarantee in the amount and in the form stipulated in the **BDS**

and SCC, denominated in the type and proportions of currencies in the Letter of Acceptance and in accordance with the Conditions of Contract.

47.2. Failure of the successful bidder to comply with the requirement of **BDS, SCC and GCC** shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the procuring agency may make the award to the next ranked bidder or call for new bids.

48. Corrupt & Fraudulent Practices

48.1. Procuring Agencies (including beneficiaries of Government funded projects and procurement) as well as Bidders/Contractors under Government financed contracts, observe the highest standard of ethics during the procurement and execution of such contracts, and will avoid to engage in any corrupt and fraudulent practices.

G. Grievance Redressal & Complaint Review Mechanism

53. Constitution of Grievance Redressal

53.1. Procuring agency shall constitute a Grievance Redressal Committee (GRC) comprising of an odd number of persons with proper power and authorization to address the complaint. The GRC shall not have any of the members of Procurement Evaluation Committee.

54. GRC Procedure

54.1. Any aggrieved party or bidder as the case may be, may file grievance in accordance with Rule 48 of the Public Procurement Rules, 2004 and Redressal of Grievance Regulations, 2022

H. Blacklisting/ Debarment

55. Procedure for Blacklisting/Debarment

55.1. The procuring agency may initiate blacklisting proceedings against contractor/supplier in accordance with Rule-19 of the Public Procurement

Rules, 2004 , Mechanism for Blacklisting, Debarment Regulations, 2024 and Regulation on “procedure for filling and disposal of review petition under rule-19(3) of the Public Procurement Rules, 2004.





Bid Data Sheet

Bids Data Sheet (BDS)

The following specific data for the procurement of Non-Consultancy 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 those in ITB.

BDS Clause Number

ITB Number

Amendments of, and Supplements to, Clauses in the Instruction to Bidders

A. Introduction

BDS Clause Number 1

Name of Procuring Agency: **Pakistan Civil Aviation Authority (Ministry of Defence)**

The subject of procurement is: **Tender for Procurement of IT Support Services**

Expected commencement date: **Saturday, October 31, 2026**

BDS Clause Number 2

Financial year for the operations of the Procuring Agency: **2026-27**

Name and identification number of the Contract: **P127207**

BDS Clause Number 3

JV/Consortium or Association Allowed: **No**

Number of JV/Consortium Members: **Nil**

B. Bidding Documents

BDS Clause Number 4

The Bidders may seek clarifications through **EPADS v2.0**: Clarification Date: Friday, September 25, 2026

BDS Clause Number 5

Any addendum, in case issued, shall be published on **Pakistan Civil Aviation Authority (Ministry of Defence)** website and on **EPADS v2.0**.

BDS Clause Number 6

List of documents required along with the bid: No

BDS Clause Number 7

The qualification criteria to establish the supply / production capability of the bidder.

see Eligibility Criteria

BDS Clause Number 8

Services and Their related documents:

See section Required Services and Scope of Work

BDS Clause Number 9

Price schedule will be provided according to the format defined and acquired.

see section price schedule.

BDS Clause Number 10

Specifications:

see section of specifications.

C. Preparation of Bids

BDS Clause Number 11

The price shall be **Fixed**.

BDS Clause Number 12

Currency of the Bids shall be : **PKR**

BDS Clause Number 13

The Bids/Bid Validity period shall be: **120 Days**

BDS Clause Number 14

The amount of Bid Security shall be as defined in Bid Security Section for items and lots given in **BDS 6**

The Bid Security shall be in the form of: **Pay Order**

BDS Clause Number 15

The Bids security shall be valid for twenty-eight (28) days beyond the expiry of the Bids validity period specified in the bidding documents, for example the bid validity is 90 days so the bid security shall be valid for $90+28 = 118$ days.

BDS Clause Number 16

Alternative Bids to the requirements of the bidding documents will not be permitted.

D. Submission of Bids

BDS Clause Number 17

Bid shall be submitted online on EPADS v2.0 whereas hard copy of the bid security should be submitted to the following;

HEADQUARTERS PAKISTAN CIVIL AVIATION AUTHORITY B-6, KDA Scheme-1, Karsaz, Karachi

Bids that are not submitted on EPADS v2.0 shall be disqualified.

The deadline for Bids submission is: **Monday, October 5, 2026 11:00 AM**

E. Opening and Evaluation of Bids

BDS Clause Number 18

The Bids opening shall take place on **EPADS v2.0**.

Day : **Monday**

Date: **Monday, October 5, 2026**

Time : **11:30 AM**

BDS Clause Number 19

Selection technique adopted will be: **Quality and Cost Based Selection (QCBS)**

see Evaluation Criteria

F. Award of Contract

BDS Clause Number 20

The Performance guarantee shall: **10.00%**.

The Performance Guarantee shall be acceptable in the form of: **Pay Order, Bank Guarantee**

21.

51.1

Arbitrator shall be appointed by mutual consent of the both parties.

G. Review of Procurement Decisions

BDS Clause Number 22

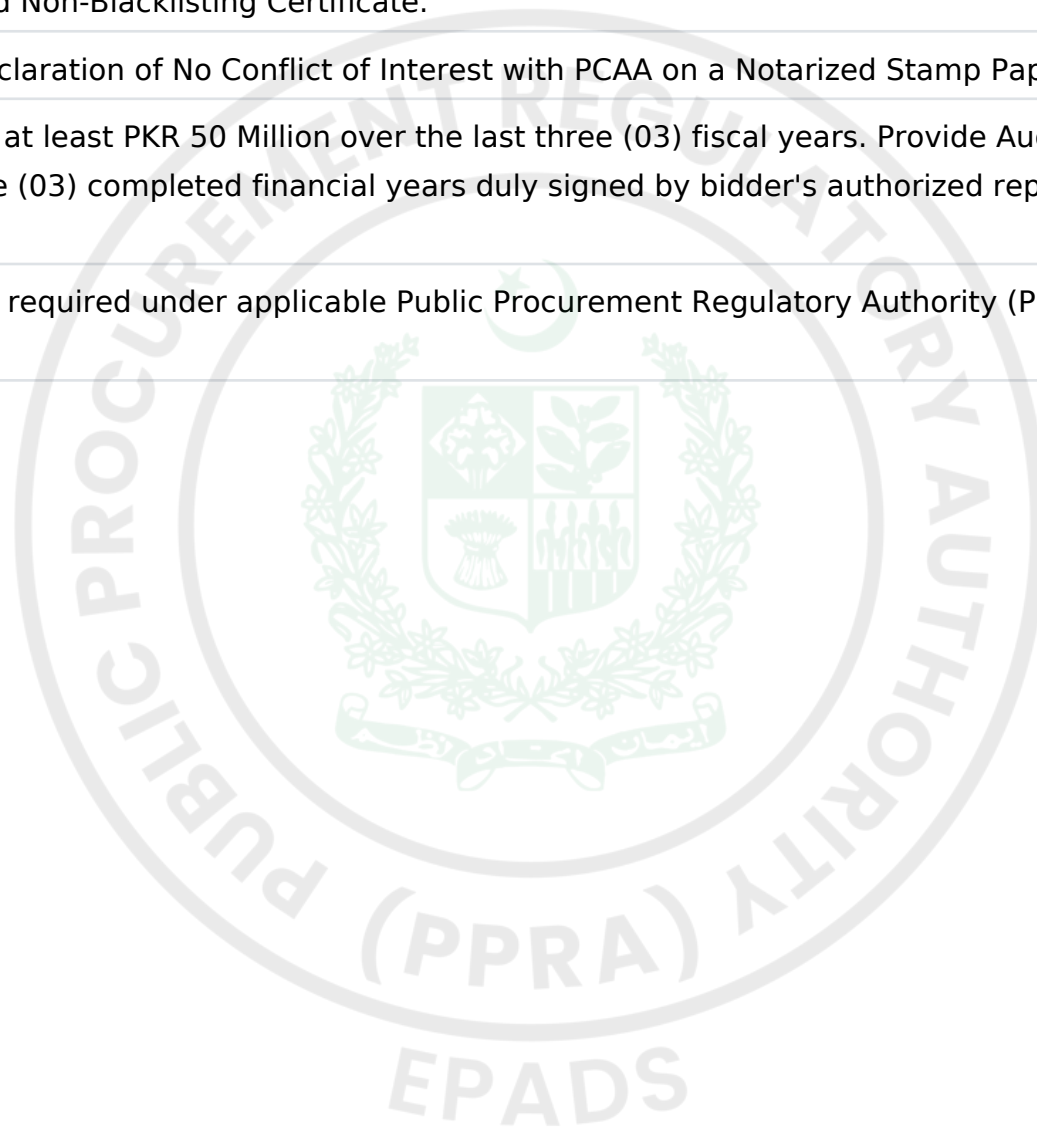
Grievance against this procurement shall be submitted online on EPADS v2.0.

Eligibility Criteria

Bidder's Type	Required Registration
Individual / Individual Consultant	NADRA CITIZENSHIP (CNIC/NICOP)
Sole Proprietorship	FBR (NTN)
Partnership Firm	FBR (GSTN)
Company (Private Limited)	SECP
Company (Public Limited)	
Company (Holding Company)	
Company (Limited by Guarantee)	

Eligibility Criteria	Document
Bidder is a legally registered entity in Pakistan (Company / Firm), duly registered with SECP / Registrar of Firms, as applicable. Provide Certificate of Incorporation / Registration Certificate / Partnership Deed.	Yes
Provide Valid, active National Tax Number (NTN) and Active Taxpayer List (ATL) status with FBR.	Yes
Minimum period of 3 (three) years of operation in the IT services / IT outsourcing / managed-services / technical support business. Provide company / firm profile with documentary proof of relevant experience (e.g. proof of completed projects / services).	Yes

Bidder (including its directors / partners / proprietor) is not currently blacklisted or debarred by any Government, semi-Government, Autonomous Body or Regulatory Authority in Pakistan. provide Notarized Affidavit / Undertaking on judicial / stamp paper and Non-Blacklisting Certificate.	Yes
Provide an Undertaking / Declaration of No Conflict of Interest with PCAA on a Notarized Stamp Paper	Yes
Average Annual Turnover of at least PKR 50 Million over the last three (03) fiscal years. Provide Audited Financial Statements for the last three (03) completed financial years duly signed by bidder's authorized representative and chartered accountant.	Yes
Signed Integrity Pact, where required under applicable Public Procurement Regulatory Authority (PPRA) Rules on Notarized on stamp paper	Yes



Evaluation Criteria

Quality and Cost Based Selection (QCBS)

Weightage

Technical Evaluation %	Financial Evaluation %
80	20

Technical Marks	100
Passing Marks	70
Experience	
Experience in IT Technical Support / Managed Services / IT Outsourcing. Provide Verifiable clientele list with contract details (value, duration, team size, scope) clearly indicating IT technical support / managed services / outsourcing. Completion / Performance Certificates from clients. (Qualitative)(Doc Required)	20
5 or more ongoing/completed contracts: (20)	
4 contracts (15)	
3 contracts (10)	
2 contracts (7)	
1 contract (5)	

Performance	
Performance Certificates & Client Satisfaction. Provide Original or certified copies of Performance / Completion / Satisfaction Certificates from clients for similar IT support / managed services contracts. (Qualitative)(Doc Required) 3 or more excellent performance / satisfaction certificates from clients (10) 2 certificates: (7) 1 certificate (5)	10
Public Sector Experience	
Public Sector / Aviation Sector / Government Autonomous Body IT Support Experience. Provide Client reference list accompanied by completion certificates, client confirmation letters, or verifiable documents proving delivery of IT support services to Public Sector / Aviation / Government entities. (Qualitative)(Doc Required) 3 or more clients (10) 2 clients (7) 1 client (5)	10
Database Administration Support Services:	

Database Administration Support Services. Detailed CVs, attested degrees and experience letters / reference contacts. (Qualitative)(Doc Required)	10
Bachelors/Graduation and 5+ years of hands-on database administration and operational support experience (10)	
Bachelor's + 3-5 years of DBA support experience (8)	
Bachelor's + <3 years of DBA support experience (5)	
System Engineering / Server Administration Support Services	
System Engineering / Server Administration Support Services. System Engineering / Server Administration Support Services (Qualitative)(Doc Required)	10
Bachelors/Graduation and 5+ years of server administration and infrastructure support experience + professional certifications in Windows Server / Linux / VMware / Hyper-V / Active Directory (e.g., MCSE, RHCE, VCP, Azure/AWS SysOps) (10)	
Bachelor's + 3-5 years of server support experience + relevant certifications (8)	
Bachelor's + <3 years of server support experience + basic certifications (5)	
Software Development Support Services:	

Software Development Support Services. Detailed CVs, attested degrees and experience letters / reference contacts. (Qualitative)(Doc Required) Bachelor's in CS / SE and 5+ years of application development, maintenance, and technical support experience + demonstrated expertise in .NET / .NET Core / ASP.NET, C#, JavaScript/TypeScript, Angular/React/Vue, REST APIs, Microservices, Git/CI-CD for ongoing application support and enhancement (10) Bachelor's + 2-5 years of application support/development experience + relevant skills (8) Bachelor's + <3 years of experience levels (5)	10
Network Administration Support Services	
Network Administration Support Services. Detailed CVs, attested degrees and experience letters / reference contacts. (Qualitative)(Doc Required) Bachelors/Graduation and 5+ years of network operations and technical support experience + professional certifications in Cisco / Aruba / Juniper or equivalent (CCNA, CCNP, Aruba ACMA, JNCIA) (10) Bachelor's + 3-5 years of network support experience + CCNA or equivalent (8) Bachelor's + <3 years of network support experience + basic networking certifications (5)	10
AI Automation Engineering Support Services (1 Position)	

AI Automation Engineering Support Services (1 Position). Detailed CVs, attested degrees and experience letters / reference contacts. (Qualitative)(Doc Required) Bachelor's in CS / AI / Data Science and 3+ years of supporting, maintaining, and enhancing AI/automation solutions + demonstrated operational experience with LLMs, RAG systems, AI Agents, NLP, Chatbots, Workflow Automation, and Intelligent Document Processing in a production environment (10) Bachelor's + 2-3 years of AI/automation support experience + hands-on exposure to maintaining AI solutions (8) Bachelor's + <2 years of AI support experience + basic AI knowledge (5)	10
Financial Status	
Financial Status. Audited Financial Statements for the last three (03) completed financial years duly signed by bidder's authorized representative and chartered accountant. (Provide Audited Financial statements or equivalent) (Qualitative) (Doc Required) > 75 Million (10) > 50 Million and < 75 Million (5)	10

Required Services

Lot Title : Procurement of IT Support Services

Bid Security : 1800000 PKR

Position	Delivery Schedule	Quantity
Database Administration Support Services (Financial Proposal must be submitted on Financial Proposal Format attached at Annexure B)	Address: HEADQUARTERSPAKISTAN CIVIL AVIATION AUTHORITYB-6, KDA Scheme-1, Karsaz, Karachi Schedule: IT Resource shall be provided as per the required Scope of Work provided in this Document Quantity: 1/job	1/job
System Administration & Server Management Support Services (Financial Proposal must be submitted on Financial Proposal Format attached at Annexure B)	Address: HEADQUARTERSPAKISTAN CIVIL AVIATION AUTHORITYB-6, KDA Scheme-1, Karsaz, Karachi Schedule: IT Resource shall be provided as per the required Scope of Work provided in this Document Quantity: 1/job	1/job

Position	Delivery Schedule	Quantity
Software Development Services (Financial Proposal must be submitted on Financial Proposal Format attached at Annexure B)	Address: HEADQUARTERSPAKISTAN CIVIL AVIATION AUTHORITYB-6, KDA Scheme-1, Karsaz, Karachi Schedule: IT Resource shall be provided as per the required Scope of Work provided in this Document Quantity: 1/job	1/job
Network Administration Support Services (Financial Proposal must be submitted on Financial Proposal Format attached at Annexure B)	Address: HEADQUARTERSPAKISTAN CIVIL AVIATION AUTHORITYB-6, KDA Scheme-1, Karsaz, Karachi Schedule: IT Resource shall be provided as per the required Scope of Work provided in this Document Quantity: 1/job	1/job
AI Automation & Workflow implementation (Financial Proposal must be submitted on Financial Proposal Format attached at Annexure B)	Address: HEADQUARTERSPAKISTAN CIVIL AVIATION AUTHORITYB-6, KDA Scheme-1, Karsaz, Karachi Schedule: IT Resource shall be provided as per the required Scope of Work provided in this Document Quantity: 1/job	1/job

Related Services :

No



Services Specifications

Lot Title : Procurement of IT Support Services

Position: Database Administration Support Services (Financial Proposal must be submitted on Financial Proposal Format attached at Annexure B)

Specifications / Requirements:

Under this service, the service provider shall perform the following responsibilities, including but not limited to:

- Install, configure and administer database management systems.
- Perform database monitoring, maintenance and performance tuning.
- Manage database users, roles, privileges and access controls.
- Develop and maintain database backup and recovery procedures.
- Perform database backup, restoration and recovery operations.
- Monitor database health, capacity and performance.
- Identify and resolve database performance issues.
- Perform query optimization and database tuning.
- Manage database storage, tablespaces, indexes and other database objects.
- Support database migration, replication and upgrade activities.
- Support high-availability and disaster-recovery arrangements.
- Perform database health checks and preventive maintenance.
- Support application teams on database-related technical matters.
- Maintain database documentation and technical records.
- Support integration between databases and enterprise applications.
- Ensure appropriate database security and access management.
- Assist in data migration, cleansing and transformation activities where required.
- Provide technical support during implementation and deployment of new systems.

Position: System Administration & Server Management Support Services (Financial Proposal must be submitted on Financial Proposal Format attached at Annexure B)

Specifications / Requirements:

Under this service, the service provider shall perform the following responsibilities, including but not limited to:

- Install, configure and administer Windows and Linux servers.
- Administer physical and virtual server environments.
- Manage virtual machines and virtualization platforms.
- Perform server monitoring and preventive maintenance.
- Troubleshoot server, operating system and application hosting issues.
- Manage system resources including CPU, memory and storage.
- Perform operating system updates, patches and upgrades.
- Configure and maintain server services and components.
- Support web/application/database server environments.
- Configure and manage IIS, Apache, NGINX or

equivalent web services. • Support server migration and consolidation activities. • Application Hosting Troubleshooting support. • File-Server Management • Backup management of core-systems and solution implementation, Perform system backup and restoration activities. • Active directory setup and management • Support disaster recovery and business continuity arrangements. • Monitor system availability and performance. • Provide support for security tools implementation. • Maintain server hardening and baseline configurations. • Assist in troubleshooting application deployment and hosting issues. • Maintain system documentation and configuration records. • Support deployment of new servers and applications. • Coordinate with network, database and software development teams for resolution of technical issues.

Position: Software Development Services (Financial Proposal must be submitted on Financial Proposal Format attached at Annexure B)

Specifications / Requirements:

Under this service, the service provider shall perform the following responsibilities, including but not limited to: • Develop new software applications and modules. • Maintain and enhance existing applications. • Analyze business and technical requirements. • Develop web-based and service-oriented applications. • Develop REST APIs and system integrations. • Perform application debugging and troubleshooting. • Optimize application performance. • Develop database-driven applications. • Integrate applications with internal and external systems. • Implement authentication, authorization and role-based access control. • Develop reporting and dashboard solutions. • Perform application deployment and configuration. • Support application testing and defect resolution. • Prepare technical documentation and source-code documentation. • Support data migration and application integration. • Participate in code reviews and technical assessments. • Maintain version control and software repositories. • Support production deployment and post-deployment issues. • Assist in modernization and migration of legacy applications. • Develop solutions using modern software development frameworks and technologies.

Position: Network Administration Support Services (Financial Proposal must be submitted on Financial Proposal Format attached at Annexure B)

Specifications / Requirements:

Under this service, the service provider shall perform the following responsibilities, including but not limited to: • Configure and administer enterprise network infrastructure. • Configure and maintain switches, routers and related network devices. • Monitor network performance and availability. • Troubleshoot network connectivity and performance issues. • Configure VLANs, routing and switching. • Manage IP addressing and network segmentation. • Support LAN/WAN infrastructure. • Support wireless network infrastructure. • Configure and troubleshoot VPN connectivity. • Support firewall and network security teams in network-related activities. • Monitor network bandwidth utilization. • Perform network

performance analysis. • Support network expansion and infrastructure upgrades. • Maintain network diagrams and documentation. • Perform preventive maintenance. • Assist with network capacity planning. • Support data center networking requirements. • Coordinate with system, database and application teams for resolution of infrastructure-related issues. • Assist in network disaster recovery and business continuity activities.

Position: AI Automation & Workflow implementation (Financial Proposal must be submitted on Financial Proposal Format attached at Annexure B)

Specifications / Requirements:

Under this service, the service provider shall perform the following responsibilities, including but not limited to: • Identify business processes suitable for AI-based automation. • Analyze existing workflows and identify opportunities for automation. • Design and develop AI-enabled applications and services. • Develop intelligent automation solutions using appropriate AI technologies. • Integrate AI capabilities with existing enterprise applications. • Develop AI-powered chatbots and virtual assistants. • Develop document processing and information extraction solutions. • Develop AI-assisted search and knowledge management solutions. • Develop workflow automation solutions. • Integrate AI services through APIs. • Develop automation scripts and services. • Support data preparation and transformation for AI applications. • Develop dashboards and analytics solutions where required. • Evaluate AI models and automation solutions. • Monitor performance and accuracy of AI solutions. • Implement appropriate controls for AI-generated outputs. • Support integration of AI solutions with databases, APIs and enterprise systems. • Prepare technical documentation and solution architecture. • Provide demonstrations, proof-of-concepts and prototypes. • Support deployment and maintenance of AI automation solutions.

Scope of Work

Complete Scope of Work is attached at **Annexure - A** of this Document



Price Schedule

For Individual Positions

#	Position Title	Quantity	Unit Price (PKR)	Total Price (PKR)	Delivery Location	Delivery Period / Year	Country of Origin
1							
2							

For Lots

#	Lot Title	Total Lot Price (PKR)	Country of Origin
1	[Lot 1 Title]		





General Conditions of Contract

A. General

1. Definitions

1.1. Unless the context otherwise requires, the following terms whenever used in this Contract shall have the same meaning and shall be interpreted as indicated

1.1.1. “Applicable Law” means the laws and any other instruments having the force of law in the Government’s Country, or in such other country as may be specified in the Special Conditions of the Contract (SC), as they may be issued and in force from time to time;

1.1.2. “The Contract” means an agreement enforceable by law;

1.1.3. “The Contract Price” means the price payable to the Contractor under the Contract for the full and proper performance of its contractual obligations;

1.1.4. “The Services” means the work to be performed by the Contractor pursuant to this Contract and as prescribed in the Specifications and Schedule of Activities included in the Contractor’s Bid;

1.1.5. “Ancillary Services” means those services ancillary to the provision of Services, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training, and other such obligations of the Contractor covered under the Contract;

1.1.6. “GCC” means the General Conditions of Contract contained in this section;

1.1.7. “SCC” means the Special Conditions of Contract by which the GCC may be amended or supplemented;

1.1.8. “Day” means calendar day unless indicated otherwise;

1.1.9. “Effective Date” means the date on which this Contract comes into force and effect;

1.1.10. “The Contractor” means the individual or corporate body whose Bids to provide the Services has been accepted by the Procuring Agency;

1.1.11. “The Project Site,” where applicable, means the place or places named in Bid Data Sheet and technical Specifications;

1.1.12. “Government” means the Government of Pakistan;

1.1.13. “Local Currency” means the currency of Pakistan;

1.1.14. “In Writing” means communicated in written form with proof of receipt;

1.1.15. “Completion Date” means the date of completion of the Services by the Contractor as certified by the Procuring Agency;

1.1.16. “Foreign Currency” means any currency other than the currency of the country of the Procuring Agency;

1.1.17. "Party" means the Procuring Agency or the Contractor, as the case may be, and "Parties" means both of them;

1.1.18. "Service" means any object of procurement other than goods or works;

1.1.19. "Subcontractor" means any entity to which the Bidder subcontracts any part of the Services.

2. Applicable Law

2.1. The contract shall be governed and interpreted in accordance with the laws of Pakistan, unless otherwise specified in SCC.

3. Language

3.1. The Contract as well as all correspondence and documents relating to the Contract exchanged between the Contractor and the Procuring Agency, shall be written in the **English language** unless otherwise stated in the SCC. Supporting documents and printed literature that are part of the Contract may be in another language provided these are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Contract, this translation shall govern.

4. Notices

4.1. Any notice, request, or consent made pursuant to 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, telex, telegram, or facsimile to such Party at the address specified in the SCC.

5. Location

5.1. The Services shall be performed at such locations as the Procuring Agency may approve and as specified in SCC.

6. Authorized Representatives / Authority of Member in charge

6.1. Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Procuring Agency or the Contractor may be taken or executed by the officials specified in the SCC.

B. Commencement, Completion, Modification, and Termination of Contract

7. Effectiveness of Contract

7.1. This Contract shall come into effect on the date the Contract is signed by both parties and such other later date as may be stated in the SCC.

8. Commencement of Services

8.1. The Contractor shall confirm availability of Key Experts and begin carrying out the Services not later than the number of days after the Effective Date specified in the SCC.

9. Program schedule

9.1. Before commencement of the Services, the Contractor shall submit to the Procuring Agency for approval a Program showing the general methods, arrangements, order and timing for all activities. The Services shall be carried out in accordance with the approved Program as updated.

10. Starting Date/Expiration Date

10.1. The Contractor shall start carrying out the Services Five (05) days after the date the Contract becomes effective, or at such other date as may be specified in the SCC.

10.2. Unless terminated earlier pursuant to Clause **GCC 14** hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the SCC.

11. Entire Agreement

11.1. This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any statement, representation, promise or agreement not set forth herein.

12. Modification

12.1. Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any modification(s) or variation(s) made by the other Party.

12.2. In cases of any modification(s) or variation(s), the prior written consent of the Procuring Agency is required.

13. Force Majeure

13.1. Definition

For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Contractor and which makes a Contractor's performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.

13.2. No Breach of 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 in so far as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

13.3. Extension of Time

Any period within which a Contractor shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

13.4. Payments

During the period of their inability to perform the Services as a result of an event of Force Majeure, the Contractor shall be entitled to continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.

14. Termination

14.1. By the Procuring Agency

The Procuring Agency may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (e) of this Clause. In such an occurrence the Procuring Agency shall give at least thirty (30) calendar days' written notice of termination to the Contractor in case of the events referred to in (a) through (d); at least sixty (60) calendar days' written notice in case of the event referred to in (e);

14.1.1. If the Contractor fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of suspension;

14.1.2. If the Contractor becomes (or, if the Contractor consists of more than one entity, if any of its members becomes) insolvent or bankrupt or enter into any agreements with their creditors for relief of debt or take advantage of any law for the benefit of debtors or go into liquidation or receivership whether compulsory or voluntary;

14.1.3. If the Contractor fails to comply with any final decision reached as a result of arbitration proceedings;

14.1.4. If, as the result of Force Majeure, the Contractor is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days;

14.1.5. If the Procuring Agency, in its sole discretion and for any reason whatsoever, decides to terminate this Contract;

14.2. By the Contractor

The Contractor may terminate this Contract, by not less than thirty (30) calendar days' written notice to the Procuring Agency, in case of the occurrence of any of the events specified in paragraphs (a) through (d) of this Clause.

14.2.1. If the Procuring Agency fails to pay any money due to the Contractor pursuant to this Contract and not subject to dispute within forty-five (45) calendar days after receiving written notice from the Contractor that such payment is overdue;

14.2.2. If, as the result of Force Majeure, the Contractor is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days;

14.2.3. If the Procuring Agency fails to comply with any final decision reached as a result of arbitration;

14.2.4. If the Procuring Agency is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the Bidder may have subsequently approved in writing) following the receipt by the Procuring Agency of the Contractor's notice specifying such breach.

C. Obligations of the Contractor

15. General

15.1. Standard of Performance

15.1.1. The Contractor shall perform the Services and carry out the Services with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Contractor shall always act, in respect of any matter relating to this Contract or to the Services, as a faithful adviser to the Procuring Agency, and shall at all times support and safeguard the Procuring Agency's legitimate interests in any dealings with the third parties;

15.1.2. The Contractor shall employ and provide such qualified and experienced Experts and Sub-Contractors as are required to carry out the Services.

15.2. Law Applicable to Services

The Contractor shall perform the Services in accordance with the Contract and in accordance with the Law of Pakistan and shall take all practicable steps to ensure that any of its Experts and Sub-Bidders, comply with the Applicable Law.

16. Conflict of Interests

16.1. Contractor Not to Benefit from Commissions and Discounts

The remuneration of the Contractor shall constitute the Contractor's sole remuneration in connection with this Contract or the Services, and the Contractor shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Contractor shall use their best efforts to ensure that the Personnel, any Subcontractors, and agents of either of them similarly shall not receive any such additional remuneration.

16.2. Contractor and Affiliates Not to be Otherwise Interested in Project

The Contractor agree that, during the term of this Contract and after its termination, the Contractor and its affiliates, as well as any Subcontractor and any of its affiliates, shall be disqualified from providing Services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.

16.3. Prohibition of Conflicting Activities

Neither the Bidder nor its Subcontractors nor the Personnel shall engage, either directly or indirectly, in any of the following activities:

- 16.3.1. during the term of this Contract, any business or professional activities in the Government's country which would conflict with the activities assigned to them under this Contract;
- 16.3.2. during the term of this Contract, neither the Contractor nor their Subcontractors shall hire public employees in active duty or on any type of leave, to perform any activity under this Contract;
- 16.3.3. after the termination of this Contract, such other activities as may be specified in the SCC.

17. Insurance to be Taken Out by the Contractor

17.1. The Contractor(a) shall take out and maintain, and shall cause any Subcontractors to take out and maintain, at its (or the Sub-contractors', as the case may be) own cost but on terms and conditions approved by the Procuring Agency, insurance against the risks, and for the coverage, as shall be specified in the SCC; and (b) at the Procuring Agency's request, shall provide evidence to the Procuring Agency showing that such insurance has been taken out and maintained and that the current premiums have been paid.

18. Contractor's Actions Requiring Procuring Agency's Prior Approval

18.1. The Contractor shall obtain the Procuring Agency's prior approval in writing before taking any of the following actions:

- 18.1.1. appointing such members of the Personnel not provided by the Contractor;
- 18.1.2. changing the Program of activities; and
- 18.1.3. any other action that may be specified in the SCC.

19. Reporting Obligations

19.1. The Contractor shall submit to the Procuring Agency the reports and documents in the numbers, and within the periods as prescribed by the Procuring Agency.

20. Liquidated Damages

20.1. Payments of Liquidated Damages

The Contractor shall pay liquidated damages to the Procuring Agency at the rate per day stated in the SCC for each day that the Completion Date is later than the Intended Completion Date. The total amount of liquidated damages shall not exceed the amount defined in the SCC. The Procuring Agency may deduct liquidated damages from payments due to the Contractor. Payment of liquidated damages shall not affect the Contractor's liabilities.

20.2. Correction for Over-payment

If the Intended Completion Date is extended after liquidated damages have been paid, the Procuring Agency shall correct any overpayment of liquidated damages by the Contractor by adjusting the next payment certificate. The Contractor shall be paid interest on the overpayment, calculated from the date of payment to the date of repayment, at the rates specified in SCC.

20.3. Lack of performance penalty

If the Contractor has not corrected a Defect within the time specified in the Procuring Agency's notice, a penalty for Lack of performance will be paid by the Contractor. The amount to be paid will be calculated as a percentage of the cost of having the Defect corrected, assessed as specified in the Contractor

21. Performance Guarantee

21.1. Within the time stipulated in the acceptance letter from the Procuring Agency, the successful Bidder shall furnish the Performance Guarantee in shape and amount **specified in SCC**.

21.2. The proceeds of the Performance Guarantee shall be payable to the Procuring agency as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.

21.3. The Performance Guarantee shall be denominated in the currency of the Contract, or in a freely convertible currency acceptable to the Procuring agency and shall be in the acceptable form as specified in **SCC**.

21.4. The Performance Guarantee will be discharged by the Procuring agency and returned to the Supplier not later than thirty (30) days following the date of completion of the Supplier's performance obligations under the Contract, including any warranty obligations, unless otherwise **specified in SCC**.

22. Sustainable Procurement

22.1. The Contractor shall conform to the sustainable procurement contractual provisions, if and as specified in the **SCC**.

D. Contractor's Personnel

23. Description of Personnel

23.1. The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Contractor's Key Personnel. The Key Personnel listed by title as well as by name are hereby approved by the Procuring Agency.

24. Removal and / or Replacement of Personnel

24.1. Except as the Procuring Agency may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Contractor, it becomes necessary to replace any of the Key Personnel, the Contractor shall provide as a replacement a person of equivalent or better qualifications.

24.2. If the Procuring Agency finds that any of the Personnel have (i) 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 the Personnel, then the Contractor shall, at the Procuring Agency's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Procuring Agency.

24.3. The Contractor shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

E. Obligations of the Procuring Agency

25. Change in the Applicable Law

25.1. If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Contractor, then the remuneration and reimbursable expenses otherwise payable to the Contractor under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred in the SCC.

26. Services and Facilities

26.1. The Procuring Agency shall make available to the Contractor and the Experts, for the purposes of the Services and free of any charge, the services, facilities and property described in the Terms of Reference, at the times and in the manner specified in the Terms of Reference.

26.2. In case that such services, facilities and property shall not be made available to the Contractor, the Parties shall agree on (i) any time extension that it may be appropriate to grant to the Contractor for the performance of the Services, (ii) the manner in which the Contractor shall procure any such services, facilities and property from other sources, and (iii) the additional payments, if any, to be made to the Contractor as a result thereof.

F. Payments to the Contractor

27. Contract Price

27.1. The price payable shall be in Pakistani Rupees unless otherwise specified in the SCC.

28. Terms and Conditions of Payment

28.1. Payments will be made to the Contractor according to the payment schedule stated in the SCC and as per actual invoice submitted by the Contractor.

28.2. Unless otherwise stated in the SCC, the advance payment shall be made against the provision by the Contractor of a bank guarantee for the same amount, and shall be valid for the period stated in the SCC. Any other payment shall be made after the conditions listed in the SCC for such payment have been met, and the Contractor have submitted an invoice to the Procuring Agency specifying the amount due.

29. Quality Control Identifying Defects

29.1. The principle and modalities of Inspection of the Services by the Procuring Agency shall be as indicated in the SCC. The Procuring Agency shall check the Contractor's performance and notify him of any Defects that are found. Such checking shall not affect the Contractor's responsibilities. The Procuring Agency may instruct the Contractor to search for a Defect and to uncover and test any service that the Procuring Agency considers may have a Defect. Defect Liability Period is as defined in the SCC.

30. Correction of Defects, and Lack of Performance Penalty

30.1. The Procuring Agency shall give notice to the contractor of any Defects before the end of the Contract. The Defects liability period shall be extended for as long as Defects remain to be corrected.

30.2. Every time notice a Defect is given; the contractor shall correct the notified Defect within the length of time specified by the Procuring Agency's notice.

30.3. If the contractor has not corrected a Defect within the time specified in the Procuring Agency's notice, the Procuring Agency will assess the cost of having the Defect corrected, the contractor will pay this amount, and a Penalty for Lack of Performance.

31. Settlement of Disputes Amicable Settlement

31.1. The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

32. Dispute Settlement

32.1. Arbitration

If any dispute of any kind whatsoever shall arise between the procuring agency and the contractor in connection with or arising out of the Contract, including without prejudice to the generality of the foregoing, any question regarding its existence, validity or termination, or the execution of the contract, the parties shall seek to resolve any such dispute or difference by mutual consultation. If the parties fail to resolve such a dispute or difference even after negotiations or mediation, then the dispute shall be referred within fourteen (14) days in writing by either party to the Arbitrator, with a copy to the other party.

Any dispute in respect of which a notice of intention to commence arbitration has been given, in accordance with **GCC sub-clause 32.1**, shall be finally settled by arbitration. Arbitration may be commenced prior to or after completion of the Contract. Arbitration proceedings shall be conducted in accordance with Arbitration Act 1940. Notwithstanding any reference to arbitration herein, the parties shall continue to perform their respective obligations under the Contract unless otherwise agreed. The Procuring Agency shall continue to pay the Contractor any undisputed amounts due under the Contract during the resolution of any dispute.



Special Conditions of Contract

SECTION VIII. SPECIAL CONDITIONS OF CONTRACT

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 Conditions of Contract. The corresponding clause number of the GCC is indicated in parentheses.

Number of GC Clause

Amendments of, and Supplements to, Clauses in the General Conditions of Contract

Definitions

The Procuring Agency is: Pakistan Civil Aviation Authority (Ministry of Defence), Additional Director Admin HEADQUARTERS PAKISTAN CIVIL AVIATION AUTHORITY B-6, KDA Scheme-1, Karsaz, Karachi

The Supplier is:

The title of the subject procurement is: Tender for Procurement of IT Support Services

Number of GC Clause 2

Applicable/Governing Law:

The Contract shall be interpreted in accordance with the laws of Islamic Republic of Pakistan

Number of GC Clause 3

Language:

The language of the Contract, all correspondence and communications to be given, and all other documentation to be prepared and supplied under the Contract shall be in **English**.

Number of GC Clause 4

Notices:

The addresses for the notices are:

Procuring Agency:

Pakistan Civil Aviation Authority (Ministry of Defence), Additional Director Admin
HEADQUARTERS PAKISTAN CIVIL AVIATION AUTHORITY B-6, KDA Scheme-1, Karsaz, Karachi
+92-303-667-2767
rehan.shaukat@pcaa.gov.pk

Contractor/ Bidder:

[Name, address and telephone number].

The Contractor/ Bidder's Representative(s)

[Name, address, telephone number and e-mail address]

Number of GC Clause 6.1

The Authorized Representatives are:

For the Procuring Agency:

Pakistan Civil Aviation Authority (Ministry of Defence), Additional Director Admin
HEADQUARTERS PAKISTAN CIVIL AVIATION AUTHORITY B-6, KDA Scheme-1, Karsaz, Karachi
+92-303-667-2767
rehan.shaukat@pcaa.gov.pk

For the Bidder:

Name:

Designation:

Address:

Number of GC Clause 7

Effectiveness of the contract

The Contractor/Bidder shall be effective within days from the date of signature of the Contract by both parties

Number of GC Clause 8

Commencement of Contract:

The Contractor/ Bidder shall provide Non-Consultancy Services from the effective date of contract.

Number of GC Clause 10.2

Expiration of Contract:

The time period shall be

Number of GC Clause 14

Termination

In the event of termination of the contract due to any reason as already defined in the General Conditions of Contract, the Bidder shall be responsible for providing to the Authority the Services till the time of alternate arrangements.

Number of GC Clause 16

Conflict of Interest:

The Procuring Agency reserves the right to determine on a case-by-case basis whether the Bidder should be disqualified from providing services due to a conflict of a nature described in Clause GCC C2.

Number of GC Clause 20

Liquidated Damages

If the Bidder fails to provide services as required under the contract or in case of any data loss/data breach or any incident compromising the data security or other such failures related to any services, the Bidder shall pay to the Procuring Agency as Liquidated Damages at a rate of **0.02% to 10.00%** of the Contract value, in accordance with the extent of performance failure & the cost of investigating such incidents as judged by the Authority.

Number of GC Clause 21

Performance Guarantee:

The amount of performance guarantee shall be 10.00% of the contract price in acceptable form of Pay Order, Bank Guarantee

Number of GC Clause 27

Currency of Payment:

All the payment to be released to the contractor/Bidder shall be in Pakistani Rupees.

Number of GC Clause F

Payment terms:

Payment will be made to the Bidder against the procured Goods and services according to the actual invoice or running bills submitted by the Bidder against the services provided within the time given in the conditions of the contract.

Number of GC Clause F

Identifying Defects:

The Authority reserves the right at any time to inspect the premises of the provider to inspect the goods and monitor the goods being provided.

Number of GC Clause F 5 & 6

Following is the guidance for Dispute Resolution

- i. If any dispute of any kind whatsoever shall arise between the Authority and the Bidder in connection with or arising out of the Contract, including without prejudice to the generality of foregoing, any question regarding its existence, validity, termination and the execution of the Contract – whether during developing phase or after their completion and whether before or after the termination, abandonment or breach of the Contract – the parties shall seek to resolve any such dispute or difference by mutual diligent negotiations in good faith within 14 (fourteen) days following a notice sent by one Party to the other Party in this regard.
- ii. At future of negotiation the dispute shall be resolved through mediation and mediator shall be appointed with the mutual consent of the both parties.
- iii. At the event of failure of mediation to resolve the dispute relating to this contract such dispute shall finally be resolved through binding Arbitration by sole arbitrator in accordance with Arbitration Act 1940. The arbitrator shall be appointed by mutual consent of the both parties. The Arbitration shall take place in Islamabad, Pakistan and

proceedings will be conducted in English language.

iv. The cost of the mediation and arbitration shall be shared by the parties in equal proportion however the both parties shall bear their own costs and lawyer's fees regarding their own participation in the mediation and arbitration. However, the Arbitrator may make an award of costs upon the conclusion of the arbitration making any party to the dispute liable to pay the costs of another party to the dispute.

v. Arbitration proceedings as mentioned in the above clause regarding resolution of disputes may be commenced prior to, during or after completion of the contract.

Notwithstanding any reference to the arbitration herein, the parties shall continue to perform their respective obligations under the Contract unless they otherwise agree that the Authority shall pay the Bidder any monies due to the Bidder.

Arbitrator's fee:

The fee shall be specified in Pak Rupees, as determined by the Arbitrator, which shall be shared equally by both parties.

Appointing Authority for Arbitrator:

By the Mutual Consent or in accordance with the provisions of Arbitration Act, 1940, in case the parties fail to reach a consensus on the name of sole arbitrator, any party may submit an application to the Chief Justice Islamabad High Court for appointment of sole arbitrator. The Chief Justice IHC may appoint a former judge of any High Court or Supreme Court as the sole arbitrator to resolve the dispute between the parties.

Rules of procedure for arbitration proceedings:

Any dispute between the Authority and a Bidder who is a national of the Islamic Republic of Pakistan arising in connection with the present Contract shall be referred to adjudication or arbitration in accordance with the laws of the Islamic Republic of Pakistan including Arbitration Act 1940, however above provision shall prevail in referring the case to the Arbitrator.

Place of Arbitration and Award:

The arbitration shall be conducted in English language and place of arbitration shall be at Islamabad. The award of the arbitrator shall be final and shall be binding on the parties.



Bid Securing Declaration

Form 9: Bid Securing Declaration

Date: *[insert date (as day, month and year)]*

Bid No.: **P127207**

To: **Pakistan Civil Aviation Authority (Ministry of Defence), Additional Director Admin HEADQUARTERS PAKISTAN CIVIL AVIATION AUTHORITY B-6, KDA Scheme-1, Karsaz, Karachi**

We, the undersigned, declare that:

We understand that, according to your conditions, Bids must be supported by a Bid Securing Declaration.

We accept that we will be blacklisted and henceforth cross debarred for participating in respective category of public procurement proceedings for a period of (not more than) six months, if fail to abide with a bid securing declaration, however without indulging in corrupt and fraudulent practices, if we are in breach of our obligation(s) under the Bid conditions, because we:

1. have withdrawn or modified our Bid during the period of Bid Validity specified in the Form of Bid;
2. Disagreement to arithmetical correction made to the Bid price; or
3. having been notified of the acceptance of our Bid by the Procuring Agency during the period of Bid Validity, (i) failure to sign the contract if required by Procuring Agency to do so or (ii) fail or refuse to furnish the Performance Security or to comply with any other condition precedent to signing the contract specified in the Bidding Documents.

We understand this Bid Securing Declaration shall expire if we are not the successful

Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder; or (ii) twenty-eight (28) days after the expiration of our Bid.



Contract Form

SECTION IX: CONTRACT FORMS

THIS AGREEMENT made the ____ day of _____ 20____ between **Pakistan Civil Aviation Authority (Ministry of Defence), Additional Director Admin HEADQUARTERS PAKISTAN CIVIL AVIATION AUTHORITY B-6, KDA Scheme-1, Karsaz, Karachi**

(hereinafter called “the Procuring Agency”) of the one part and [name of Bidder] of [city and country of Bidder] (hereinafter called “the Bidder”) of the other part:

WHEREAS the Procuring Agency invited Bids for provision of goods, viz., **Tender for Procurement of IT Support Services (P127207)** and has accepted a Bids by the Bidder for the provision of Goods in the sum of [contract price in words and figures] (hereinafter called “the Contract Price”).

NOW THIS CONTRACT WITNESSETH AS FOLLOWS:

1. In this Contract words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.

2. The following documents shall be deemed to form and be read and construed as part of this Contract, In the event of any ambiguity or conflict between the Contract Documents listed below, the order of precedence shall be the order in which the Contract Documents are listed below:-

1. This form of Contract;
2. the Form of Bids and the Price Schedule submitted by the Bidder;
3. the Schedule of Requirements;
4. the Technical Specifications;
5. the Special Conditions of Contract;
6. the General Conditions of the Contract;
7. the Procuring Agency’s Letter of Acceptance; and
8. [add here: any other documents]

3. In consideration of the payments to be made by the Procuring Agency to the Bidder as hereinafter mentioned, the Bidder hereby covenants with the Procuring Agency to provide the Goods related services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

4. The Procuring Agency hereby covenants to pay the Bidder in consideration of the provision of Goods 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 the contract.

IN WITNESS whereof the parties hereto have caused this Contract to be executed in accordance with their respective laws the day and year first above written.

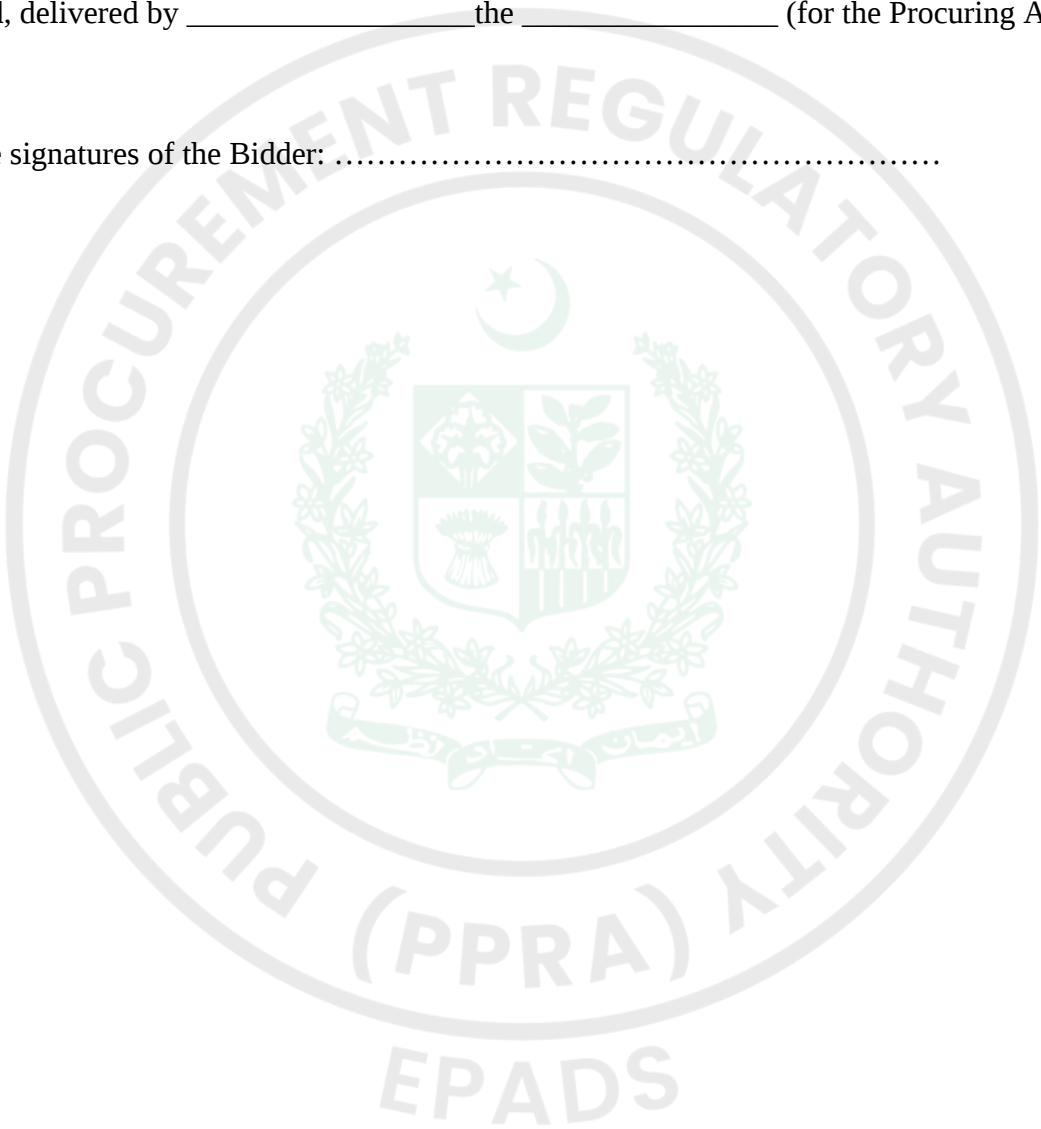
Signed, sealed, delivered by _____ the _____ (for the Procuring Agency)

Witness to the signatures of the Procuring Agency:

.....

Signed, sealed, delivered by _____ the _____ (for the Procuring Agency)

Witness to the signatures of the Bidder:





Integrity Pact

Integrity Pact

DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC. PAYABLE BY THE SUPPLIERS OF GOODS, SERVICES & WORKS IN CONTRACTS WORTH RS.10.00 MILLION OR MORE

Contract

Number: Contract

Value: Contract Title:

Dated:

[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 Government of Pakistan or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoP) 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, fee 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 consultations 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 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 GoP and has not taken any action or will not take any action to circumvent the above declaration, representative or warranty.

[Name of Supplier] accepts full responsibility and strict liability for making and false declaration, not making full disclosure, misrepresenting fact 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 right 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.



Performance Guarantee Form

Performance Guarantee Form

To: **Pakistan Civil Aviation Authority (Ministry of Defence), Additional Director Admin HEADQUARTERS PAKISTAN CIVIL AVIATION AUTHORITY B-6, KDA Scheme-1, Karsaz, Karachi**

WHEREAS *[name of Bidder]* (hereinafter called “the Bidder”) has undertaken, in pursuance of Contract No. *[reference number of the contract]* dated *[insert date]* for provision of Goods (hereinafter called “the Contract”).

AND WHEREAS it has been stipulated by you in the said Contract that the Bidder shall furnish you with a Bank Guarantee by a reputable bank for the sum specified therein as security for compliance with the Bidder’s performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Bidders guarantee:

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Bidder, up to a total of *[amount of the guarantee in words and figures]*, and we undertake to pay you, upon your first written demand declaring the Bidder to be in default under the Contract and without cavil or argument, any sum or sums within the limits of *[amount of guarantee]* as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the: *[insert date]*

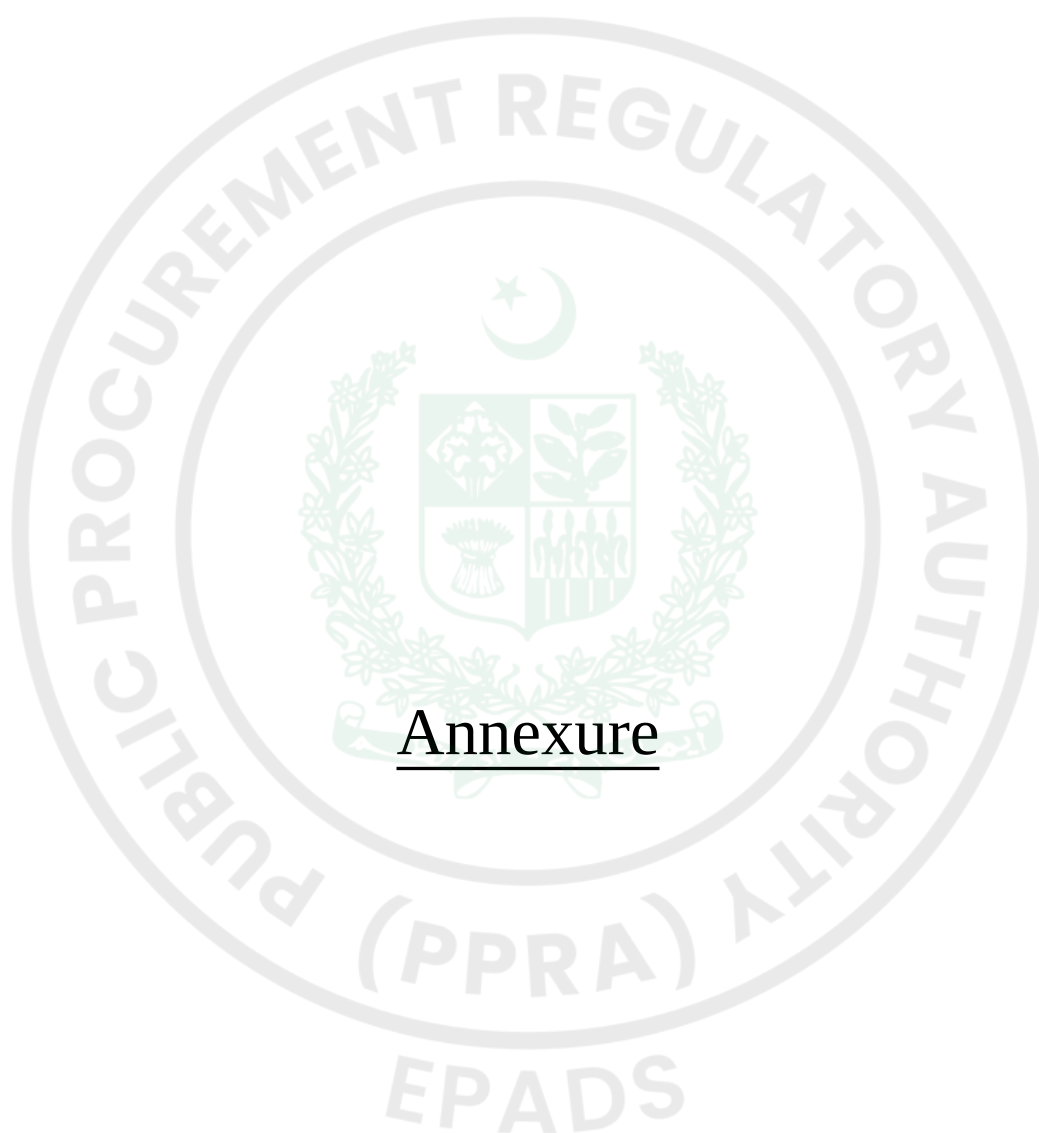
Signature and seal of the Guarantors

[name of bank or financial institution]

[address]

[date]





Annexure

Annexure A - Scope of Work

Information (Read-Only)

See Form Under Additional Forms and Documents: **Annexure A - Scope of Work** (page number: 76)

Annexure B - Financial Proposal Format

Bidder Must provide Financial Proposal with complete cost breakup inclusive of all applicable taxes on thier company's letter head, duly signed and stamped.

Financial Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Annexure B - Financial Proposal Format** (page number: 88)

Annexure C - Draft Contract IT Services

Information (Read-Only)

See Form Under Additional Forms and Documents: **Annexure C - Draft Contract IT Services** (page number: 90)

Annexure D - List of Approved Banks

Information (Read-Only)

See Form Under Additional Forms and Documents: **Annexure D - List of Approved Banks** (page number: 99)



Procurement Forms







Additional Forms and Documents

SCOPE OF WORK

PROCUREMENT OF TECHNICAL IT SUPPORT SERVICES

Pakistan Civil Aviation Authority (PCAA)

1. INTRODUCTION

Pakistan Civil Aviation Authority (PCAA) intends to procure Technical Information Technology (IT) Support Services from a qualified and experienced IT service provider. The engaged service provider shall be responsible for providing dedicated technical support services to support, maintain, administer, enhance and optimize PCAA's IT infrastructure, applications, databases, networks and emerging Artificial Intelligence (AI) and automation initiatives.

The objective of this procurement is to obtain Technical IT Support Services from a competent IT service provider having proven expertise in delivering the following IT technical support services:

1. Database Administration Support Services
2. System Administration & Server Management Support Services
3. Software Development Services
4. Network Administration Support Services
5. AI Automation & Workflow implementation

2. OBJECTIVES

- Acquire Core IT Technical Support Services for PCAA.
- Strengthen PCAA's technical capacity for the management of IT infrastructure and applications.
- Ensure reliable operation, administration and maintenance of databases, servers and network infrastructure.
- Support development, enhancement, integration and maintenance of software applications.
- Automate repetitive business and IT processes using modern technologies.
- Introduce and support Artificial Intelligence-based solutions and automation initiatives.
- Provide timely technical support, troubleshooting and problem resolution.
- Improve system availability, performance, reliability and scalability.
- Support digital transformation and modernization initiatives of PCAA.
- Provide specialized technical support services that may not be readily available in-house.

3. SCOPE OF SERVICES

Deploy IT technical support resources to provide following IT Services to PCAA.

3.1 DATABASE ADMINISTRATION SUPPORT SERVICES

Under this service, the service provider shall perform the following responsibilities, including but not limited to:

- Install, configure and administer database management systems.
- Perform database monitoring, maintenance and performance tuning.
- Manage database users, roles, privileges and access controls.
- Develop and maintain database backup and recovery procedures.
- Perform database backup, restoration and recovery operations.
- Monitor database health, capacity and performance.
- Identify and resolve database performance issues.
- Perform query optimization and database tuning.
- Manage database storage, tablespaces, indexes and other database objects.
- Support database migration, replication and upgrade activities.
- Support high-availability and disaster-recovery arrangements.
- Perform database health checks and preventive maintenance.
- Support application teams on database-related technical matters.
- Maintain database documentation and technical records.
- Support integration between databases and enterprise applications.
- Ensure appropriate database security and access management.
- Assist in data migration, cleansing and transformation activities where required.
- Provide technical support during implementation and deployment of new systems.

3.2 SYSTEM ADMINISTRATION & SERVER MANAGEMENT SUPPORT SERVICES

Under this service, the service provider shall perform the following responsibilities, including but not limited to:

- Install, configure and administer Windows and Linux servers.
- Administer physical and virtual server environments.
- Manage virtual machines and virtualization platforms.
- Perform server monitoring and preventive maintenance.
- Troubleshoot server, operating system and application hosting issues.
- Manage system resources including CPU, memory and storage.
- Perform operating system updates, patches and upgrades.
- Configure and maintain server services and components.
- Support web/application/database server environments.
- Configure and manage IIS, Apache, NGINX or equivalent web services.
- Support server migration and consolidation activities.
- Application Hosting Troubleshooting support.
- File-Server Management

- Backup management of core-systems and solution implementation, Perform system backup and restoration activities.
- Active directory setup and management
- Support disaster recovery and business continuity arrangements.
- Monitor system availability and performance.
- Provide support for security tools implementation.
- Maintain server hardening and baseline configurations.
- Assist in troubleshooting application deployment and hosting issues.
- Maintain system documentation and configuration records.
- Support deployment of new servers and applications.
- Coordinate with network, database and software development teams for resolution of technical issues.

3.3 SOFTWARE DEVELOPMENT SERVICES

Under this service, the service provider shall perform the following responsibilities, including but not limited to:

- Develop new software applications and modules.
- Maintain and enhance existing applications.
- Analyze business and technical requirements.
- Develop web-based and service-oriented applications.
- Develop REST APIs and system integrations.
- Perform application debugging and troubleshooting.
- Optimize application performance.
- Develop database-driven applications.
- Integrate applications with internal and external systems.
- Implement authentication, authorization and role-based access control.
- Develop reporting and dashboard solutions.
- Perform application deployment and configuration.
- Support application testing and defect resolution.
- Prepare technical documentation and source-code documentation.
- Support data migration and application integration.
- Participate in code reviews and technical assessments.
- Maintain version control and software repositories.
- Support production deployment and post-deployment issues.
- Assist in modernization and migration of legacy applications.
- Develop solutions using modern software development frameworks and technologies.

3.4 NETWORK ADMINISTRATION SUPPORT SERVICES

Under this service, the service provider shall perform the following responsibilities, including but not limited to:

- Configure and administer enterprise network infrastructure.
- Configure and maintain switches, routers and related network devices.
- Monitor network performance and availability.
- Troubleshoot network connectivity and performance issues.
- Configure VLANs, routing and switching.
- Manage IP addressing and network segmentation.
- Support LAN/WAN infrastructure.
- Support wireless network infrastructure.
- Configure and troubleshoot VPN connectivity.
- Support firewall and network security teams in network-related activities.
- Monitor network bandwidth utilization.
- Perform network performance analysis.
- Support network expansion and infrastructure upgrades.
- Maintain network diagrams and documentation.
- Perform preventive maintenance.
- Assist with network capacity planning.
- Support data center networking requirements.
- Coordinate with system, database and application teams for resolution of infrastructure-related issues.
- Assist in network disaster recovery and business continuity activities.

3.5 AI AUTOMATION & WORKFLOW IMPLEMENTATION

Under this service, the service provider shall perform the following responsibilities, including but not limited to:

- Identify business processes suitable for AI-based automation.
- Analyze existing workflows and identify opportunities for automation.
- Design and develop AI-enabled applications and services.
- Develop intelligent automation solutions using appropriate AI technologies.
- Integrate AI capabilities with existing enterprise applications.
- Develop AI-powered chatbots and virtual assistants.
- Develop document processing and information extraction solutions.
- Develop AI-assisted search and knowledge management solutions.
- Develop workflow automation solutions.
- Integrate AI services through APIs.
- Develop automation scripts and services.
- Support data preparation and transformation for AI applications.
- Develop dashboards and analytics solutions where required.
- Evaluate AI models and automation solutions.
- Monitor performance and accuracy of AI solutions.

- Implement appropriate controls for AI-generated outputs.
- Support integration of AI solutions with databases, APIs and enterprise systems.
- Prepare technical documentation and solution architecture.
- Provide demonstrations, proof-of-concepts and prototypes.
- Support deployment and maintenance of AI automation solutions.

4. PREFERRED TECHNICAL EXPERTISE

The details of each IT support service, along with the required expertise in the relevant platforms, technologies, and tools, are provided below.

4.1 Database Administration

- Oracle Database
- Microsoft SQL Server
- PostgreSQL
- MySQL/MariaDB and other NoSQL Database Platforms
- Database clustering/high availability/DR/replication
- Backup and recovery
- Database performance monitoring and tuning
- SQL and PL/SQL
- Database security and access management
- Database migration

4.2 System Administration / Server Management

- Microsoft Windows Server
- Linux/Unix
- VMware / Hyper-V or equivalent virtualization technologies
- IIS / Apache / NGINX
- Active Directory
- DNS/DHCP
- Storage systems
- Backup and recovery
- Virtual machine administration
- Server monitoring
- High availability
- Disaster recovery
- WAF Management
- System performance optimization

4.3 Software Development

- .NET / .NET Core / ASP.NET

- C#
- Application development/ Maintenance using AI tools
- JavaScript / jQuery / TypeScript
- Angular / React JS / Vue
- REST APIs
- Microservices
- Git / version control
- CI/CD
- Web application development
- Application integration
- Reporting and dashboard development
- Development/maintenance of applications using AI tools

4.4 Network Administration

- Cisco / Aruba / Juniper or equivalent networking technologies
- Routing and switching
- VLAN
- TCP/IP
- DNS/DHCP
- LAN/WAN
- VPN
- Wireless networking
- Network monitoring
- Firewall technologies
- Network troubleshooting
- Data center networking
- SD-WAN and modern networking technologies where applicable

4.5 AI Automation Engineering

- Generative AI
- Prompt Engineering
- Large Language Models (LLMs)
- Enterprise AI platforms and APIs
- AI application development/maintenance
- Natural Language Processing
- Retrieval-Augmented Generation (RAG)
- Vector databases
- AI agents and workflow automation
- API integration

- Intelligent document processing
- Chatbots and virtual assistants
- Process automation
- Data analytics
- Power BI or equivalent visualization platforms
- Cloud AI services
- AI solution architecture

5. GENERAL RESPONSIBILITIES OF THE SERVICE PROVIDER

- Ensure delivery of the contracted Technical IT Support Services meeting the required competency standards.
- Ensure uninterrupted availability of the contracted services during the agreed service hours.
- Ensure continuity of the contracted services in case of resignation, prolonged absence, unsatisfactory performance or other circumstances, by providing a suitable replacement within the agreed timeframe.
- Ensure that any replacement maintains the same or better service quality and competency level as originally committed.
- Provide technical supervision and coordination to ensure consistent and reliable service delivery.
- Ensure professional conduct and full compliance with PCAA's policies and procedures throughout service delivery.
- Maintain confidentiality of all information, data, source code, credentials, configurations and documents accessed while delivering the services.
- Ensure that service delivery complies with PCAA's information security requirements.
- Maintain proper documentation of all activities performed under the service.
- Submit periodic technical/service reports as required by PCAA.
- Participate in meetings, technical discussions and review sessions as required to support service delivery.
- Provide technical assistance during implementation, migration, deployment and troubleshooting activities.
- Ensure knowledge transfer to PCAA's nominated staff where required, to support continuity of service.
- Ensure seamless continuity of services during any transition or replacement.

6. REMUNERATION

For costing and evaluation purposes, the monthly remuneration for each Technical IT Support Service category shall be used as the basis for cost calculation and evaluation, as specified in the bidding documents.

Sr. No.	Technical IT Support Services	Maximum monthly charges against each Service
1	Database Administration Support Services	
2	System Administration & Server Management Support Services	
3	Software Development Services	
4	Network Administration Support Services	
5	AI Automation & Workflow Implementation	
Total Charges (Sum of Sr. No. 1 to 5)		

Note-1: The financial offer of each Service Provider shall not exceed the maximum monthly charges of Rs. 2,500,000/- (inclusive of all taxes except provincial sales taxes) in total against the corresponding IT Services as prescribed in the table above.

Note-2: Payment of charges shall be made against actual services availed.

7. SERVICE CONTINUITY AND REPLACEMENT SUPPORT

- Any replacement support provided shall possess equivalent or superior qualifications to that originally committed.
- Replacement support shall have relevant experience appropriate to the Technical IT Support Service being delivered.
- Replacement support shall be subject to PCAA's acceptance/approval where applicable.
- Replacement arrangements shall ensure minimum disruption to ongoing services.
- Appropriate knowledge transfer shall be completed prior to transition, wherever practicable, to ensure continuity of service delivery.

8. SERVICE LEVEL AND SUPPORT

The service provider shall ensure timely response and resolution of technical issues arising under the Technical IT Support Services, including but not limited to:

- Critical technical issues
- Service interruptions
- Infrastructure failures

- Application failures
- Database issues
- Network outages
- Production incidents
- AI/automation solution failures

Specific response and resolution times may be defined in the contract, SLA, work order or task assignment.

9. REPORTING AND DOCUMENTATION

The service provider shall be responsible for relevant reporting & documentation of below mentioned services, including but not limited to

- Service delivery status
- Activities performed
- Issues identified and resolved
- Pending activities
- Infrastructure/system health status
- Development activities
- Automation/AI initiatives
- Recommendations and improvement areas
- Service availability
- Service-level performance

All technical documentation developed as part of the assignment shall be maintained and submitted to PCAA as required.

10. CONFIDENTIALITY AND INFORMATION SECURITY

The service provider shall maintain strict confidentiality regarding all information accessed during the provision of services, including but not limited to:

- Source code
- Database information
- System configurations
- Network configurations
- User information
- Credentials
- Application architecture
- Technical documentation
- Government/organizational information
- Operational information

The service provider shall ensure compliance with all applicable PCAA information security policies, procedures and access-control requirements.

No PCAA data, source code, configuration, document or other information shall be copied, transferred, disclosed or used outside the authorized scope of work without prior written authorization.

11. INTELLECTUAL PROPERTY

All software code, scripts, configurations, technical documentation, automation workflows, reports, designs and other deliverables specifically developed for PCAA under this engagement shall be treated in accordance with the intellectual property provisions of the contract.

The service provider shall not reuse, distribute, disclose or commercially exploit PCAA-specific deliverables without written authorization from PCAA.

12. KNOWLEDGE TRANSFER

The service provider shall be responsible for knowledge transfer in specific to the following points.

- Technical walkthroughs
- System administration procedures
- Database administration procedures
- Application architecture
- Source-code walkthroughs
- Network configuration
- Automation workflows
- AI solution architecture
- Operational procedures
- Troubleshooting procedures
- Technical documentation

13. PERFORMANCE MONITORING

The service provider shall be responsible for performance monitoring, including but not limited to the following.

- Technical competency
- Quality of work
- Timeliness
- Problem-solving capability
- Availability
- Responsiveness
- Documentation
- Compliance with PCAA procedures
- Ability to meet assigned deliverables

- Professional conduct

PCAA reserves the right to request improvement or replacement of the Technical IT Support Services rendered where the quality or performance of the service is considered unsatisfactory, in accordance with the terms of the contract.

14. FLEXIBILITY OF TECHNOLOGY

The technologies listed in this Scope of Work are indicative and are intended to define the required areas of technical expertise. PCAA may require expertise in equivalent, updated or emerging technologies based on its operational and project requirements.

The bidder shall therefore demonstrate the ability to deliver Technical IT Support Services covering relevant current and emerging technologies, rather than limiting its capability to only the technologies specifically listed.

15. EXPECTED OUTCOME

Through this engagement, PCAA expects to procure reliable, professional Technical IT Support Services capable of supporting its IT operations, application development, infrastructure management, digital transformation and AI-driven automation initiatives.

The selected service provider(s) shall deliver professional, reliable, scalable and technically competent Technical IT Support Services suited to an enterprise/government IT environment, and capable of supporting PCAA's current and future technology requirements.

16. GENERAL CONDITIONS

- PCAA reserves the right to determine the scope, category and volume of Technical IT Support Services required.
- Delivery of the Technical IT Support Services shall be subject to PCAA's requirements and contractual terms.
- The bidder shall be responsible for ensuring uninterrupted continuity of the contracted services, including timely provision of suitably qualified replacement support where needed.
- All Technical IT Support Services shall be delivered in compliance with PCAA's applicable policies and procedures.
- The service provider shall remain fully responsible for overall quality of the Technical IT Support Services delivered.
- PCAA may conduct technical evaluation/interviews as part of assessing the proposed service delivery capability, where specified in the bidding documents.
- PCAA may verify the qualifications, experience and credentials submitted by the bidder in support of its proposed services.
- False, misleading or unverifiable information may result in disqualification in accordance with applicable procurement rules.
- The bidder shall comply with all applicable laws, regulations, procurement requirements and contractual conditions.
- Any matter not specifically covered in this Scope of Work shall be governed by the bidding documents and contract issued by PCAA.

17. SUMMARY OF REQUIRED TECHNICAL IT SUPPORT SERVICES

Sr. No.	Technical IT Support Service	Core Services
1	Database Administration Support Services	Database administration, performance tuning, backup/recovery, migration, security and high availability
2	System Administration & Server Management Support Services	Windows/Linux, virtualization, servers, storage, backup, monitoring, web/application hosting and disaster recovery
3	Software Development Services	Web/mobile/application development, APIs, databases, integration, dashboards and application maintenance
4	Network Administration Support Services	Routing, switching, LAN/WAN, VLAN, VPN, SDWAN wireless, network monitoring and troubleshooting
5	AI Automation & Workflow Implementation	Generative AI, LLMs, RAG, AI agents, NLP, intelligent automation, APIs and workflow automation, AI application development/maintenance

18. CONCLUSION

PCAA intends to engage a technically competent and experienced IT service provider capable of delivering specialized Technical IT Support Services in the areas defined in this Scope of Work.

The procurement of IT services is intended to facilitate access to professional technical support for PCAA's IT operations, infrastructure, software applications, databases, networks and AI-enabled digital transformation initiatives, on the basis monthly remuneration.

Bidders should have demonstrated expertise, relevant organizational experience and the capability to deliver the specified Technical IT Support Services may participate in the procurement in accordance with the requirements of the bidding documents and applicable procurement rules.

Financial Proposal Format

FINANCIAL EVALUATION METHODOLOGY

*Procurement of Technical IT Support Services – Pakistan
Civil Aviation Authority (PCAA)*

QCBS: 80% Technical Weight + 20% Financial Weight

CONTRACT COST STRUCTURE OF BELOW MENTIONED SERVICES			Maximum Monthly Charges Against Each Service
Sr. No.	Technical IT Support Services		
1	Database Administration Support Services		
2	System Administration & Server Management Support Services		
3	Software Development Services		
4	Network Administration Support Services		
5	AI Automation & Workflow Implementation Services		
	Total Monthly Charges – All Technical IT Support Services	Project Estimate PKR: 25,00,000/- inclusive of all applicable taxes (provincial sales tax is not applicable to PCAA)	

FINANCIAL SCORING METHODOLOGY

Note:	Note-1: The financial offer of each Service Provider shall not exceed the maximum monthly charges of Rs. 25,00,000/- (inclusive of all taxes except provincial sales tax) in total against the corresponding IT Services as prescribed in the table above. Note-2: Payment of charges shall be made against actual services availed.
Step 1	Only bidders achieving minimum 70 marks in Technical Evaluation shall be considered for Financial Evaluation.

Step 2	Bidders shall quote their monthly remuneration for each of the 5 IT services mentioned above. The total evaluated bid price shall be the sum of monthly costs multiplied by the contract duration (in months).
Step 3	Financial Score for other bidders shall be calculated as: Financial Score = (Lowest Evaluated Bid / Evaluated Bid of Bidder) × 10
Step 4	Combined Final Score = (Technical Score × 0.80) + (Financial Score × 0.20). The bidder with the highest Combined Final Score shall be ranked first.



DRAFT : FORM OF CONTRACT

PROCUREMENT OF TECHNICAL IT SUPPORT SERVICES

This Contract is made at Karachi on the _____ day of _____, _____
(hereinafter called the “**Contract**”), by and between:

Pakistan Civil Aviation Authority, a statutory body established under the Pakistan Civil Aviation Act, 2023, having its headquarters at B-6, KDA Scheme, Karsaz, Karachi, acting through its duly authorized representative (hereinafter referred to as the “**Authority**” which expression shall, where the context permits, include its successors-in-interest, executors and permitted assigns);

AND

[M/s Service Provider], a Company / Firm incorporated or registered under the laws of Pakistan, with its office situated at _____, acting through its duly authorized representative (hereinafter referred to as the “**Service Provider**” which expression shall, where the context permits, include its successors-in-interest, executors and permitted assigns).

The Authority and the Service Provider are hereinafter jointly referred to as the “**Parties**” and individually as a “**Party**”.

WHEREAS the Authority intends to engage the Service Provider for the provision of Technical IT Support Services comprising Database Administration Support Services, System Administration & Server Management Support Services, Software Development Services, Network Administration Support Services, and AI Automation & Workflow Implementation Services, upon the terms and conditions hereinafter set forth;

AND WHEREAS the Service Provider, having been selected through a transparent competitive procurement process conducted in accordance with the Public Procurement Regulatory Authority (PPRA) Rules, 2004 (as amended), is willing to provide the required services upon the terms and conditions stated hereunder:

NOW, THEREFORE, the Parties hereby agree to enter into this Contract on the terms and conditions hereinafter contained, with Non-Disclosure Agreement as attached in **Appendix-L** and Integrity Pact as attached in **Appendix-F** (if applicable):

1. DOCUMENTS FORMING INTEGRAL PART OF THE CONTRACT

1.1 The Request for Proposal (RFP) for Technical IT Support Services, including the Scope of Work (Annex-A), the Evaluation Criteria (Annex-B), and the Technical and Financial Proposals submitted by the Service Provider in response thereto, shall be deemed to form an integral part of this Contract.

1.2 In the event of any conflict or inconsistency between this Contract and the RFP or the Service Provider's proposal, the provisions of this Contract shall prevail, followed by the RFP, followed by the Service Provider's proposal, unless expressly stated otherwise.

2. SCOPE OF WORK

2.1 The Service Provider shall provide Technical IT Support Services to maintain, administer, enhance, develop, and optimize the Authority's IT infrastructure, applications, databases, networks and emerging Artificial Intelligence (AI) and automation initiatives, comprising the following categories of service, as more particularly described in the Scope of Work at Annex-A:

- Database Administration Support Services;
- System Administration & Server Management Support Services;
- Software Development Services;
- Network Administration Support Services; and
- AI Automation & Workflow Implementation.

2.2 The Service Provider shall render the aforesaid services for a period of one (01) year from the date of signing of this Contract, at the Authority's premises in Karachi, including but not limited to:

- Headquarters, Pakistan Civil Aviation Authority, B-6, KDA Scheme No. 01, Karsaz, Karachi;
- Such other office(s)/site(s) in Islamabad & Karachi of the Authority as may be directed by the Authority from time to time.

2.3 The Service Provider shall render the Technical IT Support Services in accordance with the highest professional standards, industry best practices, and applicable laws, codes, standards and regulations, and as directed by the Authority from time to time.

2.4 The technologies referenced in Annex-A are indicative of the required areas of technical expertise. The Authority may require expertise in equivalent, updated or emerging technologies, and the Service Provider shall demonstrate the ability to deliver services covering relevant current and emerging technologies accordingly.

3. SERVICE AND INCIDENT MANAGEMENT

3.1 The Service Provider shall ensure provision of quality, uninterrupted and reliable Technical IT Support Services to the end users and systems of the Authority. All complaints, incidents and service requests raised by the Authority shall be properly logged, and remedial/corrective action shall be taken as early as practicable.

3.2 The Service Provider shall record, respond to, and resolve all service management activities, including critical technical issues, service interruptions, infrastructure failures, application failures, database issues, network outages, production incidents and AI/automation solution failures, in accordance with Information Technology Infrastructure Library (ITIL) standards and industry best practices.

3.3 Specific response and resolution timelines for each category of service shall be defined in the Service Level Agreement (SLA), work order or task assignment issued by the Authority, and shall form part of this Contract upon issuance.

4. RESOURCE MANAGEMENT

4.1 The Service Provider shall deploy suitably qualified, certified and experienced technical engineers/developers, in adequate number, to provide the following IT Services to the Authority on a continuous basis, in accordance with the qualifications and experience prescribed in the Technical Evaluation Criteria (Annex-B) and the Preferred Technical Expertise (Section 4, Annex-A):

- Database Administration Support Services;
- System Administration & Server Management Support Services;
- Software Development Services;
- Network Administration Support Services; and
- AI Automation & Workflow Implementation.

4.2 The number and mix of technical resources deployed against each Service listed above shall, at all times, be sufficient to ensure full, timely and uninterrupted delivery of the corresponding Service in accordance with the Service Levels applicable thereto, and shall not be less than what the Service Provider committed in its Technical Proposal.

4.3 The Service Provider shall provide the CVs of its proposed personnel for each Service, along with alternate/backup personnel, for evaluation and interview by the Authority to assess their qualifications, experience and fitness for delivery of the relevant Service.

4.4 Proposed personnel shall be available to commence service delivery within fifteen (15) days of the award of Contract. Substitution of key personnel after Contract award shall only be permitted with the Authority's prior written approval and shall be of equivalent or superior qualification and experience, and shall not result in any disruption to, or degradation of, the relevant Service.

4.5 Services shall be rendered on all working days of the Authority for eight (08) working hours, preferably from 0900 to 1700 hours, and the Service Provider shall, as required for critical support, incident resolution or planned maintenance, ensure availability beyond preferable timings, including weekends and holidays, without any additional cost to the Authority.

4.6 Personnel engaged in delivery of any Service shall not leave their assigned area of operation/support until charge is duly handed over to another suitably qualified person nominated by the Service Provider and accepted by the Authority, so as to avoid any interruption to the Service.

4.7 The Service Provider shall immediately, and in any case within the same working day, report to the Authority in the event any person engaged in service delivery resigns, is removed, or is otherwise unable to continue, and shall ensure immediate revocation of all system, network and physical access privileges granted to such person, with intimation to the Authority. The Service Provider shall simultaneously arrange a suitably qualified replacement so that delivery of the affected Service is not disrupted.

4.8 In case of non-compliance, misconduct, or unsatisfactory performance by any person engaged in service delivery, the Authority shall inform the Service Provider, who shall promptly remove/replace such person with a suitably qualified alternate, subject to prior assessment, interview and acceptance by the Authority, without any interruption to the affected Service.

4.9 The Service Provider shall be solely responsible for the training (technical and soft-skills), professional conduct, wages (not below the minimum wage rate prescribed by the Federal

Government), taxes, benefits, insurances and other statutory obligations pertaining to personnel engaged in delivery of the Services.

4.10 The Service Provider shall issue identity cards to personnel deployed for service delivery, indicating name, CNIC number and designation, to be displayed at all times while performing duties at the Authority's premises.

4.11 All personnel engaged under this Contract shall perform their duties in accordance with the terms of this Contract and instructions issued by the Authority's IT Directorate/Branch from time to time, and the Service Provider shall remain fully responsible for the manner and quality of delivery of each Service, irrespective of the number of personnel deployed to render it.

5. GENERAL OBLIGATIONS OF THE SERVICE PROVIDER

5.1 Ensure delivery of the contracted Technical IT Support Services meeting the required competency standards and full compliance with the Authority's policies, procedures and information-security requirements.

5.2 Ensure uninterrupted availability of the contracted services during agreed service hours, and continuity of services in the event of resignation, prolonged absence or unsatisfactory performance of any resource, through provision of a suitable replacement within the agreed timeframe.

5.3 Maintain proper documentation and records, including but not limited to operations logs, duty rosters, staff attendance/leave records, complaint/incident logs with remedial measures, and any other record required by the Authority.

5.4 Submit periodic technical/service reports covering service delivery status, activities performed, issues identified and resolved, pending activities, infrastructure/system health status, development and automation/AI initiatives, service availability and service-level performance, to the Additional Director/Officer In-charge, IT Branch of the Authority, or such other officer as the Authority may nominate.

5.5 Provide technical assistance during implementation, migration, deployment and troubleshooting activities, and ensure knowledge transfer to the Authority's nominated staff, including technical walkthroughs, source-code walkthroughs, system/database administration procedures, network configuration, automation/AI solution architecture and operational/troubleshooting procedures.

5.6 Participate in meetings, technical discussions and review sessions as required to support service delivery.

6. SATISFACTORY PERFORMANCE

6.1 The Additional Director/Officer In-charge IT of the Authority shall issue a Satisfactory Performance Certificate to the Service Provider upon completion of each month, certifying satisfactory rendering of the Technical IT Support Services for that month.

6.2 The Satisfactory Performance Certificate shall be mandatory for release of the monthly payment to the Service Provider.

6.3 The Authority reserves the right to require improvement in the quality or performance of any Technical IT Support Service found unsatisfactory, and to require the Service Provider to replace the personnel engaged in delivering that Service, in accordance with the terms of this Contract.

7. PERFORMANCE GUARANTEE

7.1 Within ten (10) days of the issuance of the notice of award/signing of this Contract, the Service Provider shall furnish to the Authority a Performance Guarantee equivalent to five percent (5%) of the total estimated annual Contract value (Rs. _____ /-), in the form of an unconditional and irrevocable Bank Guarantee, issued by a scheduled bank of Pakistan, in the format prescribed by the Authority, or such other form acceptable to the Authority in accordance with the applicable PPRA Rules.

7.2 The Performance Guarantee shall remain valid for a period of the Contract term plus ninety (90) days beyond the date of expiry of the Contract (including any extension thereof), to cover the Authority against any loss on account of non-performance, breach or default by the Service Provider under this Contract.

7.3 In the event the Contract is extended in accordance with Clause 15 (Term of Contract), the Service Provider shall furnish a revised/renewed Performance Guarantee valid for the extended period, at least fifteen (15) days prior to the expiry of the then-existing Performance Guarantee, failing which the Authority may, in addition to other remedies available under this Contract, encash the existing Performance Guarantee.

7.4 The Performance Guarantee shall be forfeited, in whole or in part, and encashed by the Authority without prejudice to any other right or remedy available to the Authority under this Contract or applicable law, in the event of:

- Failure of the Service Provider to perform its obligations under this Contract in accordance with the terms hereof;
- Termination of the Contract on account of default, breach or unsatisfactory performance attributable to the Service Provider;
- Failure to deploy, maintain or replace adequate technical personnel to sustain uninterrupted delivery of the Services as stipulated in Clause 4 (Resource Management); or
- Any other breach of the terms and conditions of this Contract, subject to prior written notice to the Service Provider affording a reasonable opportunity to remedy the breach, except where such breach is not capable of remedy.

7.5 The Performance Guarantee shall be released/returned to the Service Provider within thirty (30) days of the satisfactory completion or expiry of the Contract (including any extension), subject to full and satisfactory discharge of all obligations by the Service Provider and after adjustment of any outstanding claims, penalties or dues of the Authority.

8. PAYMENT

8.1 The Authority shall pay the Service Provider a monthly amount of Rs. _____ /- (Rupees _____ only) for the Technical IT Support Services rendered pursuant to this Contract, being the aggregate of the monthly charges quoted by the Service Provider for each of the five (05) service categories in its Financial Proposal, against an estimated Project Cost of PKR 2,500,000/- per month (inclusive of all taxes except provincial sales taxes)

8.2 Payment shall be made upon production of the Satisfactory Performance Certificate issued under Clause 6, after adjustment of claims/penalties, if any, against the Service Provider.

8.3 The Service Provider shall submit its invoice by the 2nd day of each month for services rendered during the preceding month. The Authority shall make the required payment by the 10th day of each month through cross cheque/bank transfer in Pak Rupees.

9. TAXATION

9.1 The Service Provider shall be responsible for, and shall pay, all taxes, duties, fees and other statutory impositions levied on its income under this Contract in accordance with the laws of Pakistan, the amount of which shall be deemed included in the Services fee.

9.2 Taxes shall be deducted at source as per the Income Tax Ordinance, 2001, and any other applicable levy imposed by the Government from time to time.

10. CONFIDENTIALITY AND INFORMATION SECURITY

10.1 The Service Provider, including its staff, shall maintain strict confidentiality regarding all information accessed during the provision of services, including but not limited to source code, database information, system and network configurations, user information and credentials, application architecture, technical documentation, and any Government/organizational or operational information of the Authority.

10.2 No data, source code, configuration, document or other information of the Authority shall be copied, transferred, disclosed or used outside the authorized scope of work without the Authority's prior written authorization.

10.3 The obligations of confidentiality under this Clause shall survive the expiration or termination of this Contract and shall continue to bind the Service Provider and its staff without limit of time, save where disclosure is required by law or regulation of Pakistan, or where the information has entered the public domain other than through breach of this Contract.

10.4 The Service Provider shall ensure full compliance with the Authority's applicable information-security policies, procedures and access-control requirements at all times.

11. INTELLECTUAL PROPERTY

11.1 All software code, scripts, configurations, technical documentation, automation workflows, reports, designs, AI models/prompts and other deliverables specifically developed for the Authority under this Contract ("Deliverables") shall vest in, and be the exclusive property of, the Authority upon payment therefor.

11.2 The Service Provider shall not reuse, distribute, disclose, or commercially exploit any Authority-specific Deliverables without the Authority's prior written authorization.

11.3 Nothing in this Clause shall be construed to transfer to the Authority any pre-existing intellectual property, tools, frameworks or proprietary methodologies of the Service Provider that are incorporated into the Deliverables, provided the Service Provider grants the Authority a perpetual, royalty-free license to use the same solely for the purposes of this Contract.

12. TERM OF CONTRACT

12.1 The term of this Contract shall commence from the date of its execution by the Parties and shall remain valid, unless earlier terminated, for a period of one (01) year. The Contract is extendable for a further period of one (01) year on the same terms and conditions, subject to satisfactory performance of the Service Provider and mutual consent of the Parties.

13. PENALTIES

13.1 Without prejudice to the Authority's right to invoke the Performance Guarantee or terminate this Contract, the Authority may impose the following penalties upon the Service Provider:

S#	Circumstance	Penalty
1	Interruption / non-availability of any contracted IT Service (Database, System/Server, Software Development, Network, or AI Automation) beyond the continuity period agreed under Clause 4	Rs. 5,000 per day, per affected Service
2	Failure to meet the response and/or resolution timelines defined in the Service Level Agreement (SLA)/work order for the relevant Service	As specified in the SLA; in the absence of a specific SLA penalty, Rs. 5,000 per breach, per affected Service
3	Poor or unsatisfactory quality/performance of any Service, as assessed under Clause 6 (Satisfactory Performance)	Rs. 5,000 per day until remedied
4	Misconduct by personnel engaged in service delivery (misbehavior with a PCAA employee/official)	Rs. 10,000 per event (the concerned individual shall be withdrawn from the Authority's premises immediately upon a second occurrence)
5	Non-compliance with Documentation/Reporting requirements applicable to the Services (Clause 5)	Rs. 1,000 per item
6	Breach of Confidentiality / Information Security requirements applicable to the Services (Clause 10)	Rs. 25,000 per event, without prejudice to the Authority's right to terminate the Contract
7	Failure to restore an affected Service to normal operation within the maximum recovery time agreed under the SLA	Rs. 5,000 per day of continued non-restoration, per affected Service

14. TERMINATION OF CONTRACT

14.1 The Authority may, at any time, by notice, terminate this Contract with immediate effect if:

- The Service Provider is in breach of its obligations under the Contract and such breach is not capable of remedy; or
- The Service Provider is in material breach of the Contract and fails to remedy such breach within thirty (30) days of written notice.

14.2 The Service Provider may terminate this Contract by serving ninety (90) days' prior written notice to the Authority, stating the reason(s) for such termination.

14.3 Upon termination, each Party shall be released from obligations and liabilities arising after the date of termination, except that termination shall not relieve the Service Provider of its obligations regarding confidentiality and intellectual property, nor relieve either Party of liabilities accrued up to the date of termination.

14.4 Upon termination, the Service Provider shall promptly deliver to the Authority all documents, credentials, access rights and other materials in its possession pertaining to the Services, including all Deliverables and Proprietary Information.

15. ASSIGNMENT

15.1 The Service Provider shall not assign or delegate its obligations under this Contract, in whole or in part, to any other person or entity, without the prior written consent of the Authority.

16. APPLICABLE LAW

16.1 This Contract shall be governed by, and construed in accordance with, the laws of Pakistan, including the applicable Public Procurement Regulatory Authority (PPRA) Rules.

17. AMENDMENT

17.1 This Contract may be amended or modified in writing at any time through the mutual consent of the Parties.

18. FORCE MAJEURE

18.1 Neither Party shall be liable for any delay or failure to perform or comply with any obligation under this Contract to the extent that such delay or failure is caused by any factor outside its reasonable control ("Force Majeure"), including war, riots, civil disorder, fire, explosion, strikes, lock-outs, labour disputes, natural catastrophe, earthquake, epidemic/pandemic, or compliance with any law or governmental action. The affected Party shall immediately notify the other Party of the Force Majeure and use reasonable efforts to mitigate its effects. If the Force Majeure continues for more than thirty (30) days, the unaffected Party may terminate this Contract by written notice.

19. DISPUTE RESOLUTION

19.1 All disputes concerning the interpretation and application of this Contract shall be settled through negotiations between the Parties; failing which, through arbitration. The Director General, Pakistan Civil Aviation Authority, or his nominee (excluding the concerned Additional Director/Director), shall act as the sole arbitrator, whose decision/award shall be final and binding on the Parties.

20. NOTICES

20.1 Any notice required or permitted under this Contract shall be given to the appropriate Party at the address specified herein, or at such other address as the Party may specify in writing. Notice shall be deemed given upon personal delivery, or three (03) days after dispatch by courier or registered mail.

IN WITNESS WHEREOF the Parties hereto have set their hands on this Contract on the date and year first above mentioned, in the presence of the witnesses below.

For and on behalf of the Pakistan Civil Aviation Authority	For and on behalf of the M/s [Service Provider]
Signature: _____	Signature: _____

Name: _____	Name: _____
Designation: _____	NIC #: _____
Seal: _____	Date: _____
Witness 1 Signature: _____ Name: _____ NIC #: _____	Witness 2 Signature: _____ Name: _____ NIC #: _____



List of Approved Banks

S. NO.	NAME OF BANK
Public Sector Banks	
1	National Bank of Pakistan
2	Sindh Bank Limited
3	The Bank of Punjab
Private Sector Banks	
4	Allied Bank Limited
5	Askari Bank Limited
6	Bank Al-Habib
7	Faysal Bank Limited
8	Habib Bank Limited
9	Habib Metropolitan Bank Limited
10	JS Bank Limited
11	MCB Bank Limited
12	Samba Bank Limited
13	Soneri Bank Limited
14	Standard Chartered Bank (Pakistan) Limited
15	United Bank Limited
16	Industrial & Commercial Bank of China Limited
Islamic Banks	
17	Al-Baraka Bank (Pakistan) Limited
18	Bank Islami Pakistan Limited
19	Dubai Islamic Bank (Pakistan) Limited
20	Meezan Bank Limited