GOVERNMENT OF PAKISTAN
MINISTRY OF RELIGIOUS AFFAIRS & INTERFAITH HARMONY
(Hajj Wing)

BIDDING DOCUMENTS
AND
TERMS OF REFERENCE (ToRs)

FOR HIRING OF A TESTING SERVICE / FIRM TO DESIGN AND CONDUCT WRITTEN AND PHYSICAL TESTS FOR SELECTION OF KHUDDAM-UL-HUJJAJ / NAZIMEEN AND WRITTEN TEST FOR THE HAJJ MEDICAL MISSION - HAJJ 2027

Method of Procurement: Single Stage – Two Envelope Procedure

[Rule 36(b), Public Procurement Rules, 2004]

Procurement to be conducted through EPADS (E-Pak Acquisition and Disposal System)

Government of Pakistan
Ministry of Religious Affairs & Interfaith Harmony
Kohsar Block, Pak Secretariat, Islamabad

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1. Introduction and Background

Every year, the Ministry of Religious Affairs & Interfaith Harmony ("M/o RA&IH" / "the Ministry" / "Client" / "Procuring Agency"), Government of Pakistan, deploys trained Khuddam-ul-Hujjaj / Nazimeen and a Hajj Medical Mission (HMM) to Saudi Arabia to facilitate and render welfare, logistic and medical services to Pakistani pilgrims performing Hajj. Selection of these personnel is a merit-based, competitive process that requires standardized written and physical assessment of a very large applicant pool drawn from across Pakistan, including Azad Jammu & Kashmir (AJ&K) and Gilgit-Baltistan (GB).

Given the scale, technical complexity and time-sensitivity of this exercise - and in order to ensure transparency, objectivity, security of the testing process and freedom from any conflict of interest - the Ministry intends to engage, through open competitive bidding, a professional, experienced and adequately resourced testing service / firm / agency ("the Testing Service" / "the Agency" / "the Bidder" once a bid is submitted, or "the Contractor" once a contract is awarded) to:

- design, host and operate an online application and registration system;
- screen applications against eligibility criteria notified by the Ministry;
- design and conduct a written / Computer-Based or Paper-Based Test (CBT/PBT) for Khuddam-ul-Hujjaj / Nazimeen and for the Hajj Medical Mission; and
- design and conduct a physical test for short-listed Khuddam-ul-Hujjaj / Nazimeen candidates,

for the selection process relating to Hajj-2027, in a manner that is secure, transparent, merit-based and fully auditable.

This procurement shall be conducted strictly in accordance with the Public Procurement Regulatory Authority Ordinance, 2002, the Public Procurement Rules, 2004 ("PPRA Rules, 2004") as amended from time to time, and the regulations, instructions and standard bidding documents issued by the Public Procurement Regulatory Authority (PPRA). This document constitutes the complete Bidding Document and Terms of Reference (ToRs) for the assignment and shall form an integral part of any contract awarded pursuant to it. In the event of any inconsistency between this document and the PPRA Rules, 2004, the PPRA Rules, 2004 shall prevail.

1.1 Objectives of the Assignment

- To ensure a fair, transparent, merit-based and credible selection process for Khuddam-ul-Hujjaj / Nazimeen and Hajj Medical Mission personnel for Hajj-2027.
- To engage a technically and financially capable testing service with demonstrated capacity to test large volumes of candidates simultaneously across Pakistan, AJ&K and GB.
- To safeguard the integrity, security and confidentiality of the testing process from application to final result.
- To complete the entire selection process within the timelines dictated by the Hajj-2027 operational calendar and any guidelines issued by the Custodian of the Two Holy Mosques / Saudi authorities.

2. Definitions and Abbreviations

Term	Definition
Ministry / Client / Procuring Agency	Ministry of Religious Affairs & Interfaith Harmony, Government of Pakistan.
PPRA	Public Procurement Regulatory Authority, established under the PPRA Ordinance, 2002.

PPRA Rules, 2004	Public Procurement Rules, 2004 (S.R.O. 432(I)/2004), as amended from time to time.
EPADS	E-Pak Acquisition and Disposal System operated by PPRA, through which all bids under this tender shall be submitted.
Bidder	Any firm, company, joint-stock company, or registered entity submitting a bid in response to this tender.
Testing Service / Agency / Contractor	The Bidder whose bid is accepted and with whom a contract is signed.
KUH / Nazimeen	Khuddam-ul-Hujjaj / Nazimeen engaged for Pilgrim welfare and facilitation services during Hajj.
HMM	Hajj Medical Mission — medical personnel deployed to render medical services to Pilgrims during Hajj.
CBT / PBT	Computer-Based Test / Paper-Based Test.
OMR	Optical Mark Recognition answer sheet used for objective-type (MCQ) examinations.
Bid Security	The financial guarantee submitted by a Bidder under Rule 25 of the PPRA Rules, 2004.
Performance Guarantee	The financial guarantee furnished by the successful Bidder under Rule 39 of the PPRA Rules, 2004.
Integrity Pact	The undertaking required under Rule 7 of the PPRA Rules, 2004.
GRC	Grievance Redressal Committee notified by the Ministry under the PPRA Rules, 2004.
Technical Evaluation Committee (TEC)	The committee constituted by the Ministry to evaluate technical proposals.

3. Legal Framework and Method of Procurement

This procurement is governed by the Public Procurement Regulatory Authority Ordinance, 2002, the Public Procurement Rules, 2004, and all applicable regulations and instructions issued by PPRA from time to time. Nothing in this document shall be construed to override or supersede any mandatory provision of the PPRA Rules, 2004.

3.1 Method of Procurement

The Ministry shall procure the services described herein through the **Single Stage – Two Envelope Procedure** prescribed under **Rule 36(b) of the PPRA Rules, 2004**. Interested and eligible Bidders shall submit their bids (Technical and Financial) exclusively through **EPADS** before the date and time specified in the advertisement / tender notice. The Technical Bid shall be opened publicly on the same date as notified in the advertisement.

3.2 Bid Package and Envelopes

Each bid shall comprise a single package containing two separate envelopes / electronic submissions, clearly and unambiguously marked as “TECHNICAL BID” and “FINANCIAL BID” respectively. Only the envelope marked “TECHNICAL BID” shall be opened at the time of bid opening. The envelope marked “FINANCIAL BID” shall remain sealed / unopened in EPADS and shall be opened only for those Bidders who are subsequently declared technically qualified.

3.3 Technical Bid

The Technical Bid shall contain all documents required under Rule 36(b) of the PPRA Rules, 2004, the mandatory eligibility documents listed in Section 4.1 below, and any further documentary evidence the Bidder considers necessary to substantiate its qualifications, experience, capacity and legal status, sufficient to enable the Technical Evaluation Committee to score the bid against the criteria set out in Section 9 of this document.

3.4 Financial Bid

The Financial Bid shall be prepared strictly in the format prescribed at Annex B and shall be all-inclusive of applicable taxes, duties and levies. Bidders shall not quote any conditional, alternative or ambiguous price.

4. Instructions to Bidders

4.1 Mandatory Eligibility Criteria (Pass / Fail)

The following constitute mandatory eligibility requirements. A Bidder failing to satisfy any one of these requirements, or failing to submit the corresponding documentary evidence, shall be declared non-responsive and its bid shall not proceed to technical scoring under Section 9:

1. Legal status: the Bidder must be a company, firm, or organization with a recognized legal status (registered with SECP, Registrar of Firms, or equivalent regulatory body), and must state the name, registered address, and contact details of its office(s).
2. Relevant experience: the Bidder must have a minimum of three (03) years' demonstrable experience in designing and/or conducting competitive recruitment, screening, or examination services of a comparable scale.
3. Project track record: the Bidder must have successfully completed at least fifteen (15) similar testing / examination assignments, with at least a meaningful share undertaken for public sector organizations, supported by completion certificates.
4. Tax compliance: the Bidder must hold a valid NTN and GST registration and must appear on the Active Taxpayer List (ATL) of the Federal Board of Revenue (FBR) as of the bid submission date.
5. Non-blacklisting: the Bidder must not be blacklisted, debarred, or under suspension by PPRA or by any Federal, Provincial, or Autonomous Body procuring agency, supported by a fresh affidavit per Annex C.
6. Minimum financial capacity: the Bidder must demonstrate an average annual turnover of not less than Rs. 50 million over the last three (03) financial years, supported by audited financial statements and/or bank statements.
7. Minimum human resource strength: the Bidder must have not less than forty (40) regular / permanent employees on its sanctioned strength, supported by an employee list and proof of regular employment (e.g., EOBI/SESSI registration).
8. Own resources: the Bidder must be able to accomplish the assignment through its own infrastructure, equipment and human resources, without subcontracting, outsourcing, or executing the assignment as part of a joint venture or consortium.
9. Sole responsibility: a Bidder may submit only one bid, either in its own name or as part of one consortium/JV if permitted by a specific addendum to this document; this tender does not otherwise permit joint ventures or consortia.

4.2 Preparation and Submission of Bids

- Bids shall be prepared and submitted only through EPADS, in the format and within the timelines specified in the tender notice / advertisement and this document.
- All communications and documentation shall be in Urdu and/or English, and financial figures shall be quoted in Pakistani Rupees (PKR) only.

- Bids shall remain valid for a minimum period of **one hundred and twenty (120) days** from the date of bid opening. The Ministry may request an extension of bid validity in writing; a Bidder is not obliged to agree, but in such case its bid security shall be returned without penalty.
- Each page of the Technical Bid shall be signed/initialed by the Bidder's authorized representative, and a board resolution / power of attorney authorizing that representative shall be attached.
- Conditional, incomplete, unsigned, or alternative bids shall be treated as non-responsive.

4.3 Pre-Bid Clarifications and Amendments

Prospective Bidders may seek clarification on the bidding documents in writing through EPADS up to seven (07) days before the bid submission deadline. The Ministry shall respond to all such queries and, where necessary, issue a corrigendum on the PPRA website and EPADS, allowing reasonable additional response time in line with Rule 14 of the PPRA Rules, 2004. The Ministry reserves the right to amend any part of this document prior to the bid submission deadline through a duly notified corrigendum.

4.4 Bid Security

Each Bidder shall furnish a bid security of **Rs. 5,000,000/- (Rupees Five Million Only)** in terms of **Rule 25 of the PPRA Rules, 2004**, in the form of a Bank Draft / Pay Order / Bank Guarantee from a scheduled bank operating in Pakistan, drawn in favor of "Secretary, Ministry of Religious Affairs & Interfaith Harmony, Government of Pakistan, Islamabad", and accompanying the Technical Bid. The Ministry confirms that this amount does not exceed five percent (5%) of the estimated value of the procurement, in compliance with Rule 25.

- The bid security of unsuccessful Bidders shall be returned within thirty (30) days of the announcement of the award of contract.
- The bid security of the successful Bidder shall be retained until it furnishes the Performance Guarantee and signs the contract, and shall be released thereafter.
- Bid security shall be forfeited if a Bidder withdraws its bid during the period of bid validity, refuses to accept a correction of an arithmetical error, or, being declared successful, fails to furnish the Performance Guarantee or sign the contract within the stipulated period.

4.5 Performance Guarantee

Prior to signing of the contract, the successful Bidder shall furnish a Performance Guarantee in the form of an unconditional Bank Guarantee equivalent to **ten percent (10%) of the total contract value**, valid for the entire contract duration plus sixty (60) days, in terms of **Rule 39 of the PPRA Rules, 2004**. The Performance Guarantee shall be liable to forfeiture, in whole or in part, in the event of breach of contract, material non-performance, or any of the conditions specified in Section 15 (Penalties and Liquidated Damages).

4.6 Integrity Pact

In terms of **Rule 7 of the PPRA Rules, 2004**, since the estimated value of this assignment is expected to exceed Rs. 10 million, every Bidder shall sign and submit an Integrity Pact, in the format prescribed by PPRA, as part of its Technical Bid. A bid not accompanied by a duly signed Integrity Pact shall be treated as non-responsive.

4.7 Bid Opening

Technical Bids shall be opened publicly through EPADS on the date and time specified in the tender notice, in the presence of Bidders' representatives who choose to attend. The names of Bidders and a statement confirming the receipt of mandatory documents shall be read out / recorded at the time of opening. Financial Bids shall remain sealed until the announcement of the Technical Evaluation Report.

4.8 Confidentiality of the Evaluation Process

In terms of **Rule 41 of the PPRA Rules, 2004**, the Ministry shall keep all information relating to the examination, clarification and evaluation of bids confidential until the announcement of the Technical Evaluation Report and, subsequently, the award of contract.

4.9 Rejection of Bids

The Ministry reserves the right, under **Rule 33 of the PPRA Rules, 2004**, to reject all bids or proposals at any time prior to the acceptance of a bid, without thereby incurring any liability to the affected Bidder(s), provided the grounds for rejection are recorded and communicated as required by the Rules.

5. Scope of Work and Terms of Reference

Upon award of contract, the successful Bidder ("the Contractor") shall execute the assignment strictly in accordance with the following Scope of Work, which constitutes the Terms of Reference for the assignment and shall be read together with the legal agreement to be signed between the Contractor and the Ministry.

5.1 General Obligations

- The Contractor shall sign a legal agreement with the Ministry incorporating this Scope of Work, the Contractor's technical proposal, and the agreed Financial Bid; all services shall be rendered strictly in accordance with that agreement.
- The Contractor shall nominate a dedicated Project Manager / single point of contact for the entire duration of the assignment, who shall be available to the Ministry on short notice given the time-sensitivity of Hajj operations.
- The Contractor shall accomplish the entire assignment through its own resources, infrastructure, and personnel, without subcontracting, outsourcing, or engaging any partner, joint venture, or sub-contractor.

5.2 Online Application and Registration System

- The Contractor shall design, develop, host and maintain a secure online application form / portal and shall share the design with the Ministry for prior written approval before it is made public.
- The portal shall support secure applicant registration, document upload, fee payment (where applicable), generation of roll-number slips / admit cards, and an applicant dashboard for status tracking.
- The Contractor shall operate a dedicated helpdesk / call centre and email support to assist applicants and resolve registration-related queries and complaints.
- The portal and all applicant data shall be hosted on infrastructure that meets reasonable industry data-security standards; access to applicant data shall be restricted to authorized Contractor personnel directly involved in the assignment.

5.3 Screening and Eligibility Verification

- The Contractor shall collect and evaluate all applications against the eligibility conditions, qualification criteria, relevant experience, and age limits notified by the Ministry, and shall furnish evaluation/screening reports to the Ministry as and when required.
- Applications found ineligible shall be clearly recorded with reasons, and the list of rejected applicants together with the reasons for rejection shall be made available as required under Section 5.7 below.

5.4 Test Centre Network

- Following screening, the Contractor shall organize candidates by category and, in consultation with the Ministry, conduct tests at appropriately located testing centres at the Federal, Provincial and Regional level, including coverage of Azad Jammu & Kashmir and Gilgit-Baltistan.
- All test centres shall have adequate seating, lighting, ventilation, signage, and access arrangements, and shall be inspected and approved by the Contractor as fit for secure examination delivery prior to the test date.

5.5 Written / Computer-Based Test (CBT/PBT)

- The written test shall be conducted from the syllabus provided by the Ministry in respect of the Hajj-related portion of the assessment.
- The written test shall additionally include an Aptitude component (IQ, IT literacy, and psychological assessment); the weightage of each component (Hajj-related knowledge vs. aptitude) shall be decided and communicated by the Ministry prior to test design finalization.
- The Contractor shall be solely responsible for question-bank development, paper setting, printing, secure transportation, and custody of test material, and shall implement robust anti-leakage and anti-cheating protocols throughout, including tamper-evident packaging and chain-of-custody logs.
- Tests may be delivered as Paper-Based Tests (PBT) using OMR answer sheets and/or as Computer-Based Tests (CBT), as agreed with the Ministry, with the Contractor providing all necessary infrastructure in either case.
- The same written test (with the Hajj-related portion as advised by the Ministry) shall also be administered to candidates applying for the Hajj Medical Mission (HMM); HMM selection shall be based on the written test only, with no physical test component.

5.6 Physical Test (Khuddam-ul-Hujjaj / Nazimeen Only)

- A physical test shall be conducted only for Khuddam-ul-Hujjaj / Nazimeen candidates who qualify the written test, in accordance with guidelines, standards and parameters to be provided / approved by the Ministry in due course.
- The Contractor shall ensure adequate medical first-aid arrangements and trained staff at all physical-test venues, and shall maintain a record of candidates who opt out or are unable to complete the physical test for medical reasons.

5.7 Results, Transparency and Merit Lists

- The Contractor shall upload the answer key(s) on its official website on the same day as each test.
- Within seventy-two (72) hours of conducting a screening test, the Contractor shall publish on its website: (i) the complete list of applicants with fee paid by each; (ii) the list of rejected applicants with reasons; and (iii) the complete merit list showing the score obtained by each applicant in order of merit.
- The Contractor shall provide with two (02) carbon copies of the OMR Answer sheet during the test, the original answer sheet for use of testing agency, one copy to be retained by the candidate and the other for official record of M/o RA & IH.
- Moreover, the Contractor shall ensure uploading of the respective answer keys on it's website on the same day after conclusion of the test.
- The Contractor shall provide the final result of candidates against each post (covering both written and physical tests, where applicable) within **thirty (30) days** of the closing date of the relevant advertisement; this timeline may be compressed by the Ministry where required to meet the Hajj-2027 operational calendar or any guidelines issued by the Saudi authorities, and the Contractor shall accommodate such compressed timelines as a contractual obligation.

5.8 Complaint and Grievance Handling

- The Contractor shall establish and operate a transparent complaint-handling mechanism enabling candidates to request re-checking, raise objections to test items, or report irregularities, and shall respond to all such complaints within a reasonable, Ministry-approved timeframe, with a written report to the Ministry on the disposal of complaints.

5.9 Security, Surveillance and Test Integrity

- The Contractor shall be responsible for installing CCTV cameras at all test centres (written and physical) and shall preserve and provide CCTV footage to the Ministry as and when required.
- In the event of mismanagement, breach of security, paper leakage, deployment of insufficient or unauthorized staff, use of mobile phones, or cheating attributable to the Contractor's lapse, the Ministry reserves the right to forfeit 100% of the bid security / performance guarantee and to initiate blacklisting proceedings against the Contractor, in addition to any other remedy available under the contract or the PPRA Rules, 2004.
- The Contractor shall maintain a complete record of each screening test (rolls, attendance sheets, answer scripts, CCTV logs) and shall share these with the Ministry as and when demanded, and in any case retain them for a minimum of three (03) years after completion of the assignment.

5.10 Data Protection and Confidentiality

- Personal data of applicants (including CNIC numbers, contact details and test scores) collected by the Contractor shall be used solely for the purposes of this assignment and shall not be shared with, sold to, or used by any third party.
- Upon completion of the assignment, or on the Ministry's written instruction, the Contractor shall securely hand over or destroy applicant data, and shall certify such handover/destruction in writing, except where retention is required by law or under Section 5.9 above.

5.11 Fee Integrity

- The Contractor shall submit an affidavit on judicial/stamp paper confirming that it shall not charge applicants any fee over and above the rate approved in its Financial Bid.
- Should the recruitment process be cancelled by the Ministry prior to conducting the screening test, the Contractor shall reimburse 100% of the fee already collected to the affected candidates within a timeframe approved by the Ministry.

5.12 Reporting

- The Contractor shall submit periodic progress reports (frequency to be agreed at contract signing) and a final completion report covering applicant statistics, test centre-wise data, complaints received and resolved, and final merit lists.

5.13 Indicative Deliverables and Timeline

The table below sets out indicative milestones; the Ministry may adjust these timelines through written instruction to align with the Hajj-2027 operational calendar, and the Contractor shall be contractually bound to comply with any such adjustment.

Sr.#	Milestone / Deliverable	Indicative Timeline
1	Signing of contract and submission of Performance Guarantee	Within 10 days of issuance of Letter of Acceptance
2	Design and Ministry approval of online application portal	Within 15 days of contract signing
3	Launch of online applications and closing of application window	As per advertised dates
4	Eligibility screening and sharing of evaluation report	Within 7 days of application closing

5	Conduct of written / CBT-PBT test (KUH/Nazimeen & HMM)	As per Ministry-approved schedule
6	Publication of written test result / merit list / answer key	Within 72 hours of test
7	Conduct of physical test (KUH/Nazimeen only)	As per Ministry-approved schedule
8	Final consolidated result / merit list	Within 30 days of advertisement (or as compressed by Ministry)
9	Final completion report and data handover/destruction certificate	Within 15 days of final result

6. Testing Capability and Capacity Requirements

The Testing Service must demonstrably possess, at the time of bidding, the following capability and capacity — to be supported by documentary evidence in the Technical Bid:

- Facility to organize both Paper-Based Test (PBT) and Computer-Based Test (CBT), and physical test (for Khuddam-ul-Hujjaj / Nazimeen only).
- Demonstrated capacity to test not less than 40,000–50,000 candidates simultaneously / within a compressed time-window, across Pakistan including AJ&K and Gilgit-Baltistan, supported by evidence of comparable past assignments.
- A functional Database Management System / HRIS-type software for applicant registration, tracking, scoring and result management, with adequate cybersecurity and backup arrangements.
- Own or reliably arranged infrastructure (offices/halls/centres) at the Federal level and across all four Provinces, with the ability to extend coverage to AJ&K and Gilgit-Baltistan.
- Sufficient regular/permanent human resources, invigilation staff, and technical/IT personnel to deliver the assignment without reliance on ad hoc or outsourced manpower for core functions.

7. Contents of the Technical Proposal

In addition to the mandatory eligibility documents listed in Section 4.1, the Technical Bid shall include the following, organized to mirror the evaluation criteria in Section 9, to facilitate scoring by the Technical Evaluation Committee:

(a) Company / agency profile and brochure, including organizational structure and history of operations.

(b) Certificates of registration, ISO certification(s), and NTN/GST/ATL proof.

(c) Detail and completion certificates of similar testing assignments undertaken, with particular emphasis on public-sector clients.

(d) Evidence of testing capacity (maximum candidates handled simultaneously in a prior assignment), with client certificates or equivalent proof.

(e) Certified list of regular/permanent employees, with proof of regular employment status.

(f) Detail of Federal/Provincial/Regional office infrastructure with addresses, ownership/lease proof, and photographs where relevant.

(g) Audited financial statements / bank statements for the last three (03) years, and a certificate of financial soundness.

(h) Screenshots and description of the proposed Database Management System / HRIS / applicant-tracking software.

(i) Technical approach, proposed methodology and detailed work plan, covering outreach, screening methodology, test arrangement and conduct, and the results-finalization plan/timeline.

(j) Affidavit of non-blacklisting (Annex C), fee-integrity affidavit, and the signed Integrity Pact.

(k) Any additional document the Bidder considers relevant to substantiate its qualification, experience or capacity.

8. Financial Proposal

The Financial Bid shall be prepared strictly in the format prescribed under **Rule 36(b)(viii) & (ix) of the PPRA Rules, 2004** and reproduced at Annex B of this document. Quoted rates shall be **all-inclusive of applicable taxes** and shall remain fixed and firm for the entire duration of the contract, including any extension granted with mutual consent.

Sr.#	Category	Type of Test	Test Fee Offered (PKR, incl. all taxes)
1	Khuddam-ul-Hujjaj / Nazimeen	Written + Physical Test (physical for short-listed candidates only)	
2	Hajj Medical Mission (HMM)	Written Test only	

9. Technical Evaluation Criteria

Bids shall be evaluated as per **Rule 36(b) — "Single Stage Two Envelope Procedure"** read with **Rules 29 and 30 of the PPRA Rules, 2004**. Only Bidders meeting all mandatory eligibility criteria in Section 4.1 shall be scored against the following criteria. The Technical Proposal is allocated a **maximum of 80 marks**, with the remaining 20 marks allocated to the Financial Proposal (Section 11), in line with the 80:20 weightage adopted for this assignment.

Sr.#	Technical Evaluation Criteria	Max. Marks	Sub-Marks	Marks Awarded
1	Legal Status, Certification & Registration (ISO certification, registration with the relevant authority as a testing service / agency, and NTN/GST/ATL status) — evidence to be attached	**08**		
	ISO certification		03	
	Registration with relevant authority as Testing Service / Agency		03	
	NTN / GST / ATL registration		02	
2	Relevant Testing Experience — Number of Similar Projects Completed (completion certificates must be attached)	**20**		
	Up to 15 projects		08	
	16 to 20 projects		12	
	21 to 25 projects		16	
	More than 25 projects		20	
3	Testing Capacity — Maximum Candidates Handled Simultaneously (evidence of previous performance to be provided)	**15**		
	Up to 40,000 applications		07	
	More than 40,000 and up to 60,000 applications		11	
	More than 60,000 applications		15	

4	Regular / Permanent Human Resource Strength (certificates must be attached)	**05**		
	40 to 50 employees		03	
	More than 50 employees		05	
5	Infrastructure / Geographic Presence Across the Country (evidence to be provided)	**10**		
	Offices at Islamabad/Rawalpindi, Peshawar, Lahore, Karachi, Quetta		05	
	Above, plus AJ&K and Gilgit-Baltistan		07	
	Above, plus presence at more than five (05) division-level locations		10	
6	Financial Soundness (certificate of financial position; bank statements for the last 03 years)	**05**		
	Average annual turnover up to Rs. 50 million		02	
	Average annual turnover up to Rs. 80 million		03	
	Average annual turnover above Rs. 100 million		05	
7	Database Management System / HRIS / Applicant-Tracking Software (details with screenshots to be provided)	**07**		
8	Technical Approach, Proposed Methodology & Work Plan (outreach plan, initial screening methodology, test arrangement and conduct plan, results-finalization plan/timeline, presented in summary form)	**05**		
9	Presentation (demonstrating capacity to undertake PBT/CBT general and specific (MCQ) assessment, and physical test for KUH/Nazimeen; venue and schedule to be intimated by the Ministry)	**05**		
	TOTAL	**80**		

Note: Since relative marking shall be carried out, poor or incomplete compliance with any criterion may adversely affect the marking of the Technical Bid. Bidders are required to comprehensively provide accurate information together with copies of supporting evidence; no claim of under-marking arising from incomplete documentation shall be entertained. Non-submission of, or non-conformity with, any of these parameters shall result in low marking of the relevant criterion.

10. Technical Evaluation Methodology and Qualifying Threshold

1. As per **Rule 36(b)** of the PPRA Rules, 2004, proposals shall first be evaluated technically. Each technical criterion in Section 9 shall be assessed separately by the Technical Evaluation Committee (TEC) and marked according to the evidence provided. The total technical score shall be the sum of the individual scores awarded against each criterion.

2. A Bidder must obtain a minimum of **70% of the technical marks, i.e., 56 out of 80**, to qualify for the next stage (financial evaluation). Bidders scoring below this threshold shall be declared technically non-responsive and their Financial Bids shall not be opened.

3. The Technical Proposal and Financial Proposal shall be allocated **80:20 weightage** respectively, as summarized below:

Factor	Marks
Technical Proposal	80 (56 qualifying marks)
Financial Proposal	20
Total	**100**

4. As per **Rule 35** of the PPRA Rules, 2004, the Ministry shall announce the result of the Technical Evaluation — including the names of bidders and their technical scores — prior to the opening of the Financial Bids.
5. Financial Bids of only the technically qualified Bidders shall be opened publicly; Financial Bids of non-qualifying Bidders shall be returned unopened, on request.

11. Financial Evaluation

The Financial Bids of technically qualified Bidders shall be evaluated in accordance with **Rule 36(b)** of the PPRA Rules, 2004, using the following formula:

Financial Marks = (Lowest Quoted Price ÷ Quoted Price of the Bid Under Evaluation) × 20

Where “Lowest Quoted Price” refers to the lowest responsive financial bid among technically qualified Bidders, and 20 represents the maximum marks allocated to the Financial Proposal. The Bidder offering the lowest price among the technically qualified bidders shall receive the full 20 marks; other Bidders shall receive proportionately lower marks.

12. Combined Evaluation and Award of Contract

1. The cumulative score of each technically qualified Bidder shall be calculated as the sum of its Technical Marks (Section 9/10) and Financial Marks (Section 11), out of a maximum of 100.
2. Subject to fulfillment of **Rule 38** of the PPRA Rules, 2004, the contract shall be awarded to the Bidder obtaining the **highest cumulative (combined) score** — i.e., the bid found most advantageous in terms of both technical merit and price — provided the bid is not in conflict with any other applicable law, rule, regulation, or policy of the Federal Government.
3. In terms of **Rule 40**, there shall be no negotiation with the Bidder submitting the most advantageous evaluated bid, or with any other Bidder, except to the extent permitted by PPRA regulations.
4. The Ministry shall issue a Letter of Acceptance (LOA) to the successful Bidder, who shall, within the period specified in the LOA, furnish the Performance Guarantee (Section 4.5) and sign the formal contract agreement.
5. Should the successful Bidder fail to furnish the Performance Guarantee or sign the contract within the stipulated period, its bid security shall be forfeited and the Ministry may award the contract to the next most advantageous Bidder, or re-tender the assignment, in accordance with the PPRA Rules, 2004.
6. The initial contract period shall be specified in the contract agreement and may be extended with the mutual written consent of both parties, subject to satisfactory performance and continued compliance with the PPRA Rules, 2004.

13. Conflict of Interest and Code of Conduct

- The Contractor shall ensure that no employee, director, shareholder, or close relative thereof who is directly involved in the design, conduct, or evaluation of any test under this assignment is simultaneously an applicant/candidate, or a close relative of an applicant/candidate, in the same recruitment cycle. Any such conflict, once identified, shall be disclosed to the Ministry immediately and the concerned individual shall be recused from all related duties.

- Contractor personnel shall not solicit, accept, or offer any gift, favor, or benefit in connection with the performance of this assignment.
- The Contractor and its personnel shall maintain strict impartiality and shall not favor or disadvantage any applicant, group of applicants, or category of candidates on any basis other than the approved eligibility and merit criteria.

14. Penalties and Liquidated Damages

- Should the Contractor fail to complete any milestone in Section 5.13 within the agreed timeline for reasons attributable to the Contractor, the Ministry may impose liquidated damages of **0.5% of the contract value per week of delay**, subject to a maximum of 10% of the contract value, without prejudice to the Ministry's right to terminate the contract under Section 17.
- In the event of paper leakage, mismanagement, breach of test security, deployment of insufficient or unauthorized staff, unauthorized use of mobile phones at test venues, or proven cheating attributable to the Contractor's lapse, the Ministry may, in addition to forfeiture of the bid security/performance guarantee under Section 5.9, impose such further penalty as may be specified in the contract agreement, including but not limited to suspension of payments pending inquiry.
- Penalties imposed under this Section shall be in addition to, and not in lieu of, the Ministry's right to terminate the contract, forfeit securities, and recommend blacklisting under Sections 17 & 19.

15. Force Majeure

For the purposes of this clause, "Force Majeure" means an event beyond the control of the Testing Service and not involving the Testing Service's fault or negligence, and not reasonably foreseeable. Such events may include, but are not restricted to, acts of the Client (Ministry) in its sovereign capacity, war or civil disturbance, fire, flood, epidemic, quarantine restriction, and freight embargo.

If a Force Majeure situation arises, the Testing Service shall promptly notify the Client (Ministry) in writing of such condition and its cause. Unless otherwise directed by the Ministry in writing, the Testing Service shall continue to perform its obligations under the contract to the extent reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.

16. Termination of Contract

- The Ministry may terminate the contract, in whole or in part, by written notice of thirty (30) days to the Contractor, for convenience, without assigning any reason, subject to payment for services satisfactorily rendered up to the date of termination.
- The Ministry may terminate the contract with immediate effect, without compensation to the Contractor, in the event of: (i) material breach of the contract or this Scope of Work not remedied within a reasonable cure period after written notice; (ii) any act of fraud, corruption, collusion, or paper leakage attributable to the Contractor; (iii) the Contractor being blacklisted by PPRA or any other Federal/Provincial procuring agency during the contract period; or (iv) the Contractor becoming insolvent or otherwise unable to perform the assignment.
- Upon termination, the Contractor shall immediately hand over all test material, applicant data, equipment provided by the Ministry (if any), and records to the Ministry in a secure and orderly manner.

17. Resolution of Disputes

The Testing Service and the Ministry shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract.

If, after thirty (30) days from the commencement of such informal negotiations, the parties are unable to amicably resolve a dispute, either party may require that the dispute be referred for resolution to the formal mechanism specified by the Grievance Redressal Committee (GRC) notified by the Ministry under the PPRA Rules, 2004. These mechanisms may include, but are not restricted to, conciliation mediated by a third party, adjudication in an agreed manner, and/or arbitration.

18. Blacklisting

Without prejudice to any other remedy available under the contract or applicable law, the Ministry may recommend the blacklisting/debarment of the Contractor to PPRA, in accordance with the applicable PPRA regulations on blacklisting, in the event of a material breach of contract, fraud, collusion, corrupt or coercive practice, paper leakage, or any conduct seriously undermining the integrity or security of the selection process described in this document.

19. Key Dates and Bid Submission Details

- Deadline for submission of bids: **Date: 20.07.2026, Time: 10:30 hours**, through EPADS.
- Technical Bid opening: **Date: 20.07.2026, Time: 11:00 hours**, at the Committee Room, Ministry of Religious Affairs & Interfaith Harmony, 1st Floor, Kohsar Block, Pak Secretariat, Islamabad.
- Bidders or their authorized representatives may attend the bid opening in person or, where supported by EPADS, virtually.

20. Payment (Clarification)

No Government / Ministry expenditure is involved. The estimated cost of procurement is that the test fee which is received by the successful bidder directly from the candidates according to the Fee rate offered in the Financial Bid shall constitute / may be considered as the estimated cost. No extra fee will be charged from the Candidates by the successful bidder.

Annex A: Checklist of Required Documents

Bidders are advised to use this checklist to verify completeness of the Technical Bid before submission. The Ministry shall not be liable for any document omitted from the bid package.

Sr.#	Name of Document	Submitted (✓/✗)	Remarks
1	Certificate of Incorporation / Registration		
2	GST / NTN Certificate		
3	Active Taxpayer List (ATL) Status Printout		
4	ISO / Relevant Registration Certificate		
5	Affidavit of Non-Blacklisting (Annex C)		
6	Fee-Integrity Affidavit		
7	Signed Integrity Pact (Annex D)		
8	Bid Security (Rs. 5,000,000/-, per Section 4.4)		
9	Certified List of Regular/Permanent Employees		
10	Detail of Federal / Provincial / Regional Offices with Addresses		
11	Project Completion Certificates (minimum 15 similar assignments)		
12	Audited Financial Statements / Bank Statements (last 03 years)		
13	Database Management System / HRIS / Software Details with Screenshots		
14	Technical Approach, Methodology & Work Plan		
15	Presentation Material (as and when scheduled)		
16	Power of Attorney / Board Resolution Authorizing Signatory		
17	Any Other Required / Additional Document		

Annex B: Format for Financial Proposal

(See also Section 8.) The Financial Bid must be submitted on the Bidder's letterhead, signed and stamped by the authorized representative, strictly in the following format:

Sr.#	Category	Type of Test	Test Fee Offered (PKR, incl. all taxes)
1	Khuddam-ul-Hujjaj / Nazimeen	Written + Physical Test (physical for short-listed candidates only)	
2	Hajj Medical Mission (HMM)	Written Test only	

Signature & Stamp of Authorized Representative: ___________________________

Name: _______________________ CNIC: _______________________ Date: _______________

Annex C: Format of Affidavit — Non-Blacklisting Declaration

(To be submitted on stamp paper of appropriate value, duly attested by a Notary Public.)

I, ____________________________ (Name), S/o ____________________________, holding CNIC No. ____________________________, in my capacity as authorized representative of M/s ____________________________ (“the Bidder”), do hereby solemnly affirm and declare as under:

1. That the Bidder is not blacklisted, debarred, or under suspension by the Public Procurement Regulatory Authority (PPRA), or by any Federal, Provincial, or Autonomous Body procuring agency of the Government of Pakistan, as of the date of this affidavit.
2. That the Bidder shall not charge any fee from applicants over and above the rate approved in its Financial Bid under this tender.
3. That the information and documents submitted by the Bidder in its bid are true and correct to the best of my knowledge and belief, and that any material misstatement discovered at any stage shall render the bid liable to rejection, and the contract (if awarded) liable to termination, in addition to forfeiture of bid security/performance guarantee and blacklisting, as applicable.

Deponent

Signature & Stamp: ____________________________ CNIC: ____________________________
Date: _______________

Annex D: Integrity Pact

Every Bidder shall complete, sign and submit the Integrity Pact in the standard format prescribed by the Public Procurement Regulatory Authority (PPRA) under **Rule 7 of the PPRA Rules, 2004**, available on the PPRA website (www.ppra.org.pk) and on EPADS. The Ministry shall append the current PPRA-prescribed Integrity Pact format as a fillable attachment to the bidding documents issued on EPADS. Bids not accompanied by a duly signed Integrity Pact shall be treated as non-responsive.