



**TENDER # NADRA-HQ-RFB-77/2026**

*Issue Date of Tender 20<sup>th</sup> June 2026*



**(Single Stage Two Envelop Procedure)**

**(National Competitive Bidding)**

**STANDARD BIDDING DOCUMENTS**

**FOR**

**Acquiring of Custom Clearance and Related Services**



**NATIONAL DATABASE & REGISTRATION AUTHORITY**

**\*NADRA\***

*National Database and Registration Authority (NADRA)*



**Bid No. NADRA–HQ-RFB-77/2026**

**For**

**INVITATION TO BID(s)**

**FOR HIRING OF CUSTOM CLEARANCE AGENT FOR NADRA**

Date: 20<sup>th</sup> June, 2026

1. This Invitation to electronic Bids follows the Procurement Notice (PN) No. N A D R A - H Q - R F B - 7 7 / 2 0 2 6 for the subject Procurement which appeared on PPRA Website vide dated 20<sup>th</sup> June 2026 and subsequently published in two daily newspapers.
2. The Procuring Agency has reserved the funds for the procurement planned during the financial year 2025-26. It is intended that part of the proceeds of the fund will be used to cover eligible payment under the contract for the **acquiring of services related to custom clearance**.
3. NADRA invites sealed bids from **Eligible bidders** for **Provision of Custom Clearing Services**.
4. The bidding shall be conducted in line with the Single Stage Two Envelope procedure of the Public Procurement Rules 2004 and any Regulations, Regulatory Guides, Procurement Guidelines or Instructions issued by the Authority (from time to time), and is open to all potential bidders.
5. Pre Bid meeting will be held on 30th June, 2026 (11:00 am.) at Headquarters NADRA, Sector G-5/2, Islamabad.
6. All bids must be accompanied by a Bid Security in an acceptable form in the amount of **Rs.200,000/-** or freely convertible currencies in case of foreign Bidders.
7. E-bidding documents as per regulations, containing detailed terms and conditions, specifications and requirements etc, are available for the registered bidders on EPADS at <https://eprocure.gov.pk>
8. The electronic bids, must be submitted by using EPADS on or before **9<sup>th</sup> July 2026** at 11:00 am. **Manual bids, shall not be accepted**. Electronic bids will be opened on the same day i.e **9<sup>th</sup> July 2026** at 11:30am. The hard copy of the Bid security (in Original) must be submitted on or before **9<sup>th</sup> July 2026** at **11:00 am** otherwise electronic bid will not be accepted.
9. The bids (or technical part of the bids as the case may be) will be opened on EPADS, thereafter in public and in the presence of bidders' representatives who choose to attend in the opening at the Conference Room of Procurement Department, HQ, NADRA (Ex-Facilitation Center) State Bank of Pakistan Building, Shahrah-e-Jamhuriat, Sector G-5/2, Islamabad.

**Note:** Procuring Agency will not be responsible for any technical issue occurred at EPADs related to the bidder's module. Bidder will be sole responsible for timely submission.

**Head of Department (Procurement)**  
**Procurement Department, (Ex-Facilitation Center)**  
**NADRA HQ State Bank of Pakistan Building,**  
**Shahrah-e-Jamhuriat, Sector G-5/2, Islamabad.**

## **INSTRUCTION TO BIDDERS (ITB)**

NADRA invites sealed bids from licensed and experienced Customs Clearance Agents/Firms for handling customs clearance, transportation, documentation, duty processing, and related logistics services for imported consignments.

Bidding shall be conducted under PPRA Rules 2004 through Single Stage – Two Envelope Procedure.

1. **Bid Submission and Opening Address.**

- i. Bid should comprise of Technical and Financial Proposal and must be submitted on E-Pads.
- ii. Bid Security in shape of Bank Draft/Pay Order/Bank Guarantee must be submitted (in Original) on or before **9<sup>th</sup> July, 2026** at 11:00 am otherwise electronic bid will not be accepted.
- iii. NADRA will not be responsible for any costs or expenses incurred by bidders in connection with the preparation and submission of bids.

2. **Bid Opening Process and Method**

- a. "Single Stage Two Envelope Bidding Procedure" will be followed. The Procuring Agency will open all Bids, in public, 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. The Bidders' representatives present shall sign a sheet as proof of their attendance.

3. **Bid Validity Period**

120 x days from the date of opening of Tender. Nadra will sign 03x years  
Contract

on the basis of proposal submitted by bidders

4. **Scope of Services:**

The Customs Clearance Agent shall:

- Handle import/export customs clearance
- Filing and submission of Goods Declaration (GD) and customs documentation
- Coordination with Pakistan Customs, terminal operators, shipping lines
- Clearance from ports/airports/dry ports
- Delivery coordination
- Handling demurrage/detention issues
- Duty & tax assessment coordination
- Provide timely status reports
- Opening/Closing/moving the packages for Custom Examination
- Prior Release
- DO Processing

## 5. Determination of Most Advantageous Bid

The Procuring Agency shall conduct Technical Evaluation and bidders who are technically qualified will be eligible for the Cost Based Evaluation Technique and, the Bid with the lowest evaluated price—from amongst those which are eligible, compliant and substantially responsive shall be the Most Advantageous Bid.

### 5. Bidder's Eligibility Criteria:

S.	Requirement	MoV
1	Firm must has a Valid NTN Registration	NTN Certificate to be attached
2	Firm must has a Valid GST Registration	GST Number to be given by vendor
3	Firm is active on ATL list of FBR	Tax payer's status to be attached
4	Undertaking for Non-Blacklisting on Company Letter Head	Document to be attached
5	Firm must submit Bid Security	Bank Draft/CDR/Pay order
6	Firm must submit complete company profile	
7	Valid License	The bidder shall have to produce an all-Pakistan valid license issued by the custom Department authorized to work at any Seaport / Dry port and airport in Pakistan.
8	Letter of Bid Technical (to be attach with technical proposal)	Filled, signed and stamped letter of bid (Technical)
9	Letter of Bid Financial (to be attach with financial proposal)	Filled, signed and stamped letter of bid (Financia)

Note: Sr # 1 to 9 are mandatory. Failing to provide the required information mentioned above shall lead to disqualification and will not be considered for technical evaluation.

## **6. Duration Of Contract**

- The Contract shall be for a period of three years from the date of awarding thereof. However, the Contract shall be extendable for same period with mutual consent of both parties. The decision of the Competent Authority however, in all such matters shall be final and binding on the Clearing Agent.

## **7. Compliance Instructions.**

- a. Bid/Quoted rates should include all applicable taxes.
- b. No cutting / overwriting of the offered prices will be accepted.
- c. Strict Compliance of bidding documents, given Specifications and eligibility / evaluation criteria.

## **8. Payments.**

Payment shall be made after custom clearance and delivery of shipment to NADRA premises upon submission of sales tax invoice by Customs Clearing Agent.

## **11. Performance Security**

The successful bidder shall be required to deposit a sum of Rs.500,000 (Rupees Five hundred thousand only) for the duration of Contract, in shape of a bank guarantee issued by any Scheduled bank of Pakistan under URDG 758 in favor of NADRA HQ, Islamabad. The bank guarantee shall remain valid till the expiry of the Contract. The sum will be kept as security during the currency/ completion of the contract which can be extended for a further period with mutual consent of the parties. The security will be liable to be forfeited in whole or part thereof by the Competent Authority of the HQ NADRA, Islamabad for breach of any term of the contract and if the successful bidder is issued three Poor performance certificates during the time period of the contract. Bank guarantee format will be provided with the Purchase Order and shall be submitted within 15 days after Purchase order is issued.

In case of any poor performance from selected bidder, NADRA reserves the right to issue Poor Performance Certificate to bidder and to confiscate the retention money/bid security / performance bond of the bidder. Bidder receiving three poor performance certificates may be barred from participation in future procurements of NADRA.

## **12. Bidder's Queries.**

Any queries by the Bidders must reach to NADRA Procurement Department, at the already mentioned address, at least five (5) working days before the deadline of the bid submission, otherwise NADRA will not be liable to respond. The query must be submitted on E-Pads.

## **13. Slinging And Loading**

- a. The Clearing Agents shall also be responsible to see that before loading of store, the wagons are properly cleaned and swept and store have not got mixed with dust or any other foreign material. Closed vehicle is preferred for transportation if NADRA's Consignment. In case of negligence on this scope, the bidder shall be liable for any losses sustained by NADRA.
- b. The Clearing Agent shall at all time while engaged in discharging stores and loading it into wagons, have to keep sufficient macadam's, sarrages, or tindles present to supervise and direct the work and also experienced adults to direct the movement of crane. No work required to be performed by any person should be in contravention of children Act, 1939 as amended from time to time.
- c. The Clearing Agent shall be responsible for all damages which may be occasioned by his carelessness or negligence or that of his agents or man, to any Port Trust Property or to

any Vessel or to any Machinery or to Goods in respect of which the Port Trust Board or this department may become liable for payment of damages.

- d. The Clearing Agent shall fully indemnify the Government against any claim for compensation under the workmen compensation Act, 1923 as amended from time to time, on account of any accident caused or any injury received by any workmen while engaged in implementing the terms of the contract.

#### **14. Rates Of Commission**

The rate of commission on percentage basis of C&F/CFR/CPT value of store i.e. amount mentioned in GD - Goods declaration form as C&F/CFR/CPT value for purpose should hold good for the period of contract.

#### **15. NADRA's Responsibilities**

The NADRA shall provide the following documents to the Agent for timely clearance of goods;

- a. Bill of Lading or airway Bill duly endorsed;
- b. (b) Commercial Invoice along with packing list
- (c) Certificates/Documents for claiming concessions wherever required
- (d) Duty amount in the shape of Bank draft.

#### **16. Transportation**

- (i) The Clearing & Forwarding Agent shall arrange such transportation of goods as is required to prevent them from damage or deterioration during transit.
- (ii) Transportation including Loading/unloading of goods shall be arranged and paid for by the agent.

#### **17. Scope of work to be performed by the Agent**

The scope of work to be carried out by the Agent under the Contract is broadly defined below:

- a. Customs Clearance at Airports, Seaport and dryport of all goods imported by NADRA.
- b. Transportation of goods from or to seaport/dryport or Airports from or to NADRA, office / location.
- c. Arrange for survey of defective package before removing them from the carrier. Survey of defective packages shall be held within the time limit after the arrival of the vessel / aero plane.

#### **18 (a). Termination for Default:**

The Procuring Agency or the Service Provider, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the concerned party may terminate the Contract if the other party causes a fundamental breach of the Contract.

#### **18(b). Termination for Convenience:**

The Procuring Agency, by written notice sent to the Service Provider, may terminate the contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Procuring Agency's convenience, the Contract is terminated, and the date upon which such termination becomes effective.

#### **19. Disputes Resolution:**

In the event of any dispute arising out of this contract, either party shall issue a notice of dispute to settle the dispute amicably. The parties hereto shall, within twenty-eight (28) days from the notice date, use their best efforts to settle the dispute amicably through mutual consultations and negotiation. Any unsolved dispute may be referred by either party to an arbitrator that shall be appointed by mutual consent of the both parties.

**TECHNICAL EVALUATION CRITERIA**

The bids shall be evaluated on the basis of Eligibility Criteria of the tender document. Base on the record / documentary evidence submitted by the bidders, each firm shall be ranked as per the mentioned Evaluation Criteria:

<b>Sr #</b>	<b>Evaluation Parameters</b>	<b>Marks</b>
1	Years of experience for providing Clearing Services From 1 to 5 years = 10 Marks More than 5 years = 20 Marks	20
2	<b>Years of experience for providing Clearing Services of Existing Clients (Proof required)</b> I. Government/Semi Government / Autonomous Clients (5-10 work orders 15 Marks II. Government/Semi Government / Autonomous Clients (10-15 work orders) — 20 Marks III. (Letters from all such existing clients must be attached)	20
3	<b>Presence at Major Ports</b> Own/affiliate offices at Karachi Port, Port Qasim, Lahore, Islamabad, airports & dry ports	10
4	<b>Bank statement for one year showing transaction up to 5.00 million</b> 5.0 Million & above = 30 Marks 3.0 Million = 15 Marks 2.0 million & above = 10 Marks Below 2.0 Million = 05 Marks	30
5	<b>Infrastructure &amp; IT Capability</b> WEBOC/PSW access, tracking system, communication facilities	10
6	<b>Operational Capacity – Inventory list and details required</b> Availability of transport, warehousing, handling arrangements	10
Total		100

**Note:** Bid/Proposal will be evaluated as per above marking criteria. Applicants scoring at least 70% marks in the Technical Proposal will qualify for opening of financial proposal and then subsequent financial evaluation.

**Rate of Commission**

The rate of commission on percentage basis of C&F/ CFR/CPT/CIF value as per the following slab at all major Airports, Seaport & Dry ports

Shipment Up to US\$ 10,000	_____
Shipment Up to US\$ 20,000	_____
Shipment Up to US\$ 50,000	_____
Shipment Up to US\$ 80,000	_____
Shipment Up to US\$ 100,000	_____
Shipment Up to US\$ 120,000	_____
Shipment Up to US\$ 200,000	_____
Shipment Up to US\$ 300,000	_____
Shipment Up to US\$ 400,000	_____
Shipment Up to US\$ 500,000	_____
Shipment above US\$ 500,000	_____

The quoted rate of commission should be quoted as per scope of services

**The Financial Proposal Should also include Transportation Charges per km basis for all type of vehicles including Reefer Container, Closed Container, Open Container and other kinds of Cargo vehicles, Van, Truck/Lorries as mentioned in Annex-B**

**Declaration – To be Submitted on Company Letterhead**

It is to certify that I have read and clearly understood all the terms & conditions mentioned in the tender documents. Further, I certify that all of the information provided e.g. (certificates, etc.) in our bid is true and accurate. If at any stage the information provided is found to be false than I/We and my firm shall be held accountable and our bid shall be rejected.

Name: \_\_\_\_\_

Sign & Stamp: \_\_\_\_\_

Designation: \_\_\_\_\_

## **FINANCIAL EVALUATION CRITERIA**

Financial Proposal shall be evaluated by calculating the rate of commission for each port on the basis following criteria including transportation charges for estimated distance of 100 km

Ser	Value	No of shipments
1.	Shipment Up to US\$ 10,000	10
2.	Shipment Up to US\$ 20,000	10
3.	Shipment Up to US\$ 50,000	10
4.	Shipment Up to US\$ 80,000	10
5.	Shipment Up to US\$ 100,000	10
6.	Shipment Up to US\$ 120,000	10
7.	Shipment Up to US\$ 200,000	10
8.	Shipment Up to US\$ 300,000	10
9.	Shipment Up to US\$ 400,000	10
10.	Shipment Up to US\$ 500,000	10
11.	Shipment above US\$ 500,000	10

**Annex-B**

<b>Sr.</b>	<b>Vehicle Type</b>	<b>Purpose</b>	<b>Capacity/Specification</b>	<b>Remarks</b>
1	Pickup Trucks	Transportation of small consignments	Up to 2 Tons	Suitable for small loads
2	Light Commercial Vehicles (LCV)	Transport of medium-sized cargo	2–5 Tons	For local and regional deliveries
3	Medium Trucks	Transport of bulk goods	5–10 Tons	Commonly used for inland movement
4	Heavy Trucks	Transport of large consignments	10–20 Tons	For long-distance transportation
5	Trailer Trucks	Transport of oversized/heavy cargo	20 Tons and above	Subject to road restrictions
6	Flatbed Trailers	Transport of machinery and equipment	As required	For non-containerized cargo
7	Low-Bed Trailers	Transport of heavy machinery	As required	For abnormal loads
8	Container Haulage Vehicles	Transport of containerized cargo	20-ft and 40-ft containers	From port/ICD to destination
9	Refrigerated Trucks	Transport of temperature-sensitive goods	Temperature-controlled	For perishables and pharmaceuticals
10	Tanker Trucks	Transport of liquid cargo	As per cargo requirement	For liquids and chemicals
11	Forklifts	Loading and unloading of goods	2–10 Ton capacity	At clearance and delivery points
12	Mobile Cranes	Handling heavy cargo	As required	For oversized cargo

**Note: The rate should be quoted on per km basis**

# Letter of Bid – Technical Proposal

*INSTRUCTIONS TO BIDDERS: DELETE THIS BOX ONCE YOU HAVE COMPLETED THE DOCUMENT*

*Place this Letter of Bid in the first envelope "TECHNICAL PROPOSAL".*

*The Bidder must prepare the Letter of Bid on stationery with its letterhead clearly showing the Bidder's complete name and business address.*

*Note: All italicized text in black font is to help Bidders in preparing this form and Bidders shall delete it from the final document.*

**Date of this Bid submission:** *[insert date (as day, month and year) of Bid submission]*

**RFB No.:** *[insert number of Bidding process]*

**Request for Bid No.:** *[insert identification]*

**Alternative No.:** *[insert identification No if this is a Bid for an alternative]* To: **[insert complete name of Procuring Agency]**

We, the undersigned Bidder, hereby submit our Bid, in two parts, namely:

- (a) the Technical Proposal, and
- (b) the Financial Proposal.

In submitting our Bid we make the following declarations:

- (a) **No reservations:** We have examined and have no reservations to the bidding document,
- (b) **Eligibility:** We meet the eligibility requirements and have no conflict of interest in accordance with ITB 3;
- (c) **Bid/Proposal-Securing Declaration:** We have not been suspended nor declared ineligible by the Procuring Agency based on execution of a Bid Securing Declaration or Proposal Securing Declaration in the Procuring Agency's country in accordance
- (d) **Conformity:** We offer to provide best services as required
- (e) **Bid Validity Period:** Our Bid shall be valid for the period specified in bidding documents and it shall remain binding upon us, and may be accepted at any time before the expiration of that period;
- (f) **Performance Security:** If our Bid is accepted, we commit to obtain a performance security in accordance with the bidding document;
- (g) **One Bid per Bidder:** We are not submitting any other Bid(s) as an individual Bidder, and we are not participating in any other bid(s) as a Joint Venture member or as a subcontractor,

- and meet the requirements, other than Alternative Bids submitted in accordance with ITB 19;
- (h) **Suspension and Debarment:** We, along with any of our subcontractors, suppliers, consultants, manufacturers, or service providers for any part of the contract, are not subject to, and not controlled by any entity or individual that is subject to, a temporary suspension or a debarment imposed by the Procuring Agency. Further, we are not ineligible under Pakistan laws;
  - (i) **State-owned enterprise or institution:** *[select the appropriate option and delete the other] [We are not a state-owned enterprise or institution] / [We are a state-owned enterprise or institution but meet the requirements of];*
  - (j) **Binding Contract:** We understand that this Bid, together with your written acceptance thereof included in your Letter of Acceptance, shall constitute a binding contract between us, until a formal contract is prepared and executed;
  - (k) **Not Bound to Accept:** We understand that you are not bound to accept the Most Advantageous Bid or any other Bid that you may receive; and
  - (l) **Fraud and Corruption:** We hereby certify that we have taken steps to ensure that no person acting for us, or on our behalf, engages in any type of Fraud and Corruption.

**Name of the Bidder:** *\*[insert complete name of Bidder]*

**Name of the person duly authorized to sign the Bid on behalf of the Bidder:** *\*\* [insert complete name of person duly authorized to sign the Bid]*

**Title of the person signing the Bid:** *[insert complete title of the person signing the Bid]*

**Signature of the person named above:** *[insert signature of person whose name and capacity are shown above]*

**Date signed** *[insert date of signing]* **day of** *[insert month]*, *[insert year]*

\*: In the case of the Bid submitted by a Joint Venture specify the name of the Joint Venture as Bidder.

\*\* : Person signing the Bid shall have the power of attorney given by the Bidder. The power of attorney shall be attached with the Bid Schedules.

# Letter of Bid - Financial Proposal

*INSTRUCTIONS TO BIDDERS: DELETE THIS BOX ONCE YOU HAVE COMPLETED THE DOCUMENT*

*Place this Letter of Bid - Financial Proposal in the second envelope marked "FINANCIAL PROPOSAL".*

*The Bidder must prepare the Letter of Bid - Financial Proposal on stationery with its letterhead clearly showing the Bidder's complete name and business address.*

*Note: All italicized text is to help Bidders in preparing this form.*

**Date of this Bid submission:** *[insert date (as day, month and year) of Bid submission]*

**No.:** *[insert number of bidding process]*

**Name of Project.** *[Insert identification]*

**Alternative No.:** *[insert identification No if this is a Bid for an alternative]*

**To:** *[insert complete name of Procuring Agency]*

We, the undersigned Bidder, hereby submit the second part of our Bid, the Financial Proposal

In submitting our Financial Proposal we make the following additional declarations:

- (a) **Bid Validity Period:** Our Bid shall be valid for the period specified in the bidding documents and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- (b) **Total Price:** The total price of our Bid, excluding any discounts offered in item (c) below is:

*In case of only one lot, the total price of the Bid is [insert the total price of the bid in words and figures, indicating the various amounts and the respective currencies];*

*In case of multiple lots, the total price of each lot is [insert the total price of each lot in words and figures, indicating the various amounts and the respective currencies];*

In case of multiple lots, total price of all lots (sum of all lots) *[insert the total price of all lots in words and figures, indicating the various amounts and the respective currencies]*;

(c) **Discounts:** The discounts offered and the methodology for their application are:

- i. The discounts offered are: *[Specify in detail each discount offered]*
- ii. The exact method of calculations to determine the net price after application of discounts is shown below: *[Specify in detail the method that shall be used to apply the discounts]*;

(d) **Commissions, gratuities and fees:** We have paid, or will pay the following commissions, gratuities, or fees with respect to the bidding process or execution of the Contract: *[insert complete name of each Recipient, its full address, the reason for which each commission or gratuity was paid and the amount and currency of each such commission or gratuity]*.

Name of Recipient	Address	Reason	Amount

(If none has been paid or is to be paid, indicate "none.")

(e) **Binding Contract:** We understand that this Bid, together with your written acceptance thereof included in your Letter of Acceptance, shall constitute a binding contract between us, until a formal contract is prepared and executed.

**Name of the Bidder:***\*[insert complete name of the Bidder]*

**Name of the person duly authorized to sign the Bid on behalf of the Bidder:** \*\* *[insert complete name of person duly authorized to sign the Bid]*

**Title of the person signing the Bid:** *[insert complete title of the person signing the Bid]*

**Signature of the person named above:** *[insert signature of person whose name and capacity are shown above]*

**Date signed** *[insert date of signing]* **day of** *[insert month]*, *[insert year]*

\*: In the case of the Bid submitted by a Joint Venture specify the name of the Joint Venture as Bidder.

\*\*.: Person signing the Bid shall have the power of attorney given by the Bidder. The power of attorney shall be attached with the Bid Schedules.