

Bidding Documents
For Customs Clearing Agent
(NATIONAL COMPETITIVE BIDDING)



National Disaster Management Authority,
Islamabad
May, 2024

Checklist

(This checklist page must be placed on First Page and Technical Proposal must be accompanied with all these following documents. Bidders are advised to staple the documents in the shape of booklet and each page should be stamped and numbered)

S. No.	Document/Requirement	Page No.	Yes/No	Remarks
1	Tender Fee (Rs.10,000/-) bank draft			
2	Bid Security (Rs.5.00 Lac) bank draft			
3	Reg with FBR (Income Tax & Sales Tax)			
4	Active Taxpayer List (Proof)			
5	Affidavit (non blacklisting – on Rs.100/- stamp paper duly attested by Notary public) (Forms Section refers)			
6	Affidavit (on Rs.100/- stamp paper duly attested by Notary public stating that the firm will provide services according to the requirement as per specifications section) (Forms Section refers)			
7	Valid Customs House Agent License			
8	Bank Statement for last 3 years			
9	Sales Tax Returns for last 3 years			
10	Audit Reports for last 3 years			
11	Annual Turnover for last 3 years (Rs.10.00 million annually)			
12	Proof of existence in different parts of the country			
13	Relevant Experience alongwith work order and satisfactory reports.			
14	Experience with strategic Org. Defence/Industry/UN Org.			
15	Any other document, if required.			

Signature

Designation/Company Name

Stamp

Bidding Documents for Customs Clearing Agents

PART-A – BIDDING PROCEDURE & REQUIREMENTS

Section I - Invitation to Bids

Section II- Instructions to Bidders (ITB)

This Section provides information to help Bidders prepare their Bids. Information is also provided on the submission, opening, and evaluation of Bids and on the award of Contracts.

Section III- Bid Data Sheet (BDS)

This Section includes provisions specific to services required and to supplement Section-II, Instructions to Bidders **(ITB)**.

Section IV - Eligible Countries

This Section contains information regarding eligible countries.

Section V - Technical Specifications, Schedule of Requirements

This Section includes the details of services required.

Section VI - Standard Forms

This Section includes the standard forms for the Bid Submission, Price Schedules, and Bid Security etc. These forms are to be completed and submitted by the Bidder as part of its Bid.

PART-B – CONDITIONS OF CONTRACT AND CONTRACT FORMS

Section VII - General Conditions of Contract (GCC)

This Section includes the general clauses to be applied in all the contracts.

Section VIII - Special Conditions of Contract (SCC)

This Section consists of Contract Data and Specific Provisions which contains clauses specific to this contract.

Section IX - Contract Forms

This Section contains forms which, once completed, will become part of the Contract. The forms for **Performance Security** will be submitted by the successful bidder to whom Letter of Acceptance is issued, before the award of contract.

Integrity Pact The successful bidder shall be required to furnish Integrity Pact as per the attached format.

SECTION: I - INVITATION TO BIDS

**Government of Pakistan
Prime Minister's Office
National Disaster Management Authority
Islamabad**

Bid No. 22

Tender for Customs Clearing Agents

Invitation to Bids

21st May, 2024

1. This Invitation to Bids follows the Procurement Notice for the subject Project/Procurement which appeared on NDMA and PPRA's website.
2. The NDMA has reserved the funds for the procurement planned during the financial year 2023-24. It is intended that part of the proceeds of the fund will be used to cover eligible payment under the said contract.
3. The NDMA now invites sealed bids for Customs Clearing agents.
4. The bidding shall be conducted in line with the 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. The original bid along all relevant record, properly filled in, and enclosed in sealed envelope(s) must be delivered to the address (Director Procurement, NDMA, Headquarters, Murree Road, Near ITP Office, Islamabad) on or before **07-06-2024 (Friday) before 11:00 hours**. The technical bids will be opened promptly thereafter in public and in the presence of bidders' representatives who choose to attend in the opening at the Main Conference Room, Executive Block (Old NEOC), NDMA Head quarter, Islamabad.

**(Shahbaz Mustafa)
Director (Procurement)
National Disaster Management Authority
Islamabad
Tel: 051-9030854, 051-9030740**

No. F. 2(19)/2023-24/NDMA (Proc)
Government of Pakistan
Prime Minister's Office
National Disaster Management Authority
Islamabad

TENDER NOTICE
CUSTOMS CLEARING AGENTS

National Disaster Management Authority (NDMA), Islamabad intends to invite bids from potential firms registered with Income Tax and Sales Tax Department and who are on Active Taxpayers List of the Federal Board of Revenue and also registered with SECP having sufficient experience of customs clearing services on all Pakistan based license issued by Custom department for customs clearing agents.

The bidding documents, instructions / terms and conditions may be downloaded from NDMA's website www.ndma.gov.pk and PPRA's website www.ppra.org.pk as well. Pay Order of Rs.10,000/- (Non-refundable) in favor of Director (Procurement), NDMA should be deposited at the time of submission of documents/ bid as tender fee. The documents must reach the undersigned on or before **07-06-2024 (Friday) before 11:00 hours**. Bids will be opened on the same day at 1130 hours.

(Shahbaz Mustafa)
Director (Procurement)
National Disaster Management Authority
Islamabad
Tel: 051-9030854, 051-9030740

Section: II Instructions to Bidders (ITBs)

A. INTRODUCTION

1. Scope of Bid	1.1	National Disaster Management Authority (NDMA) invites Bids for customs clearing agents as indicated in the Bid Data Sheet (BDS) and Section V - Technical Specifications & Schedule of Requirements . The successful Bidder will be expected to deliver the services within the specified period and timeline(s) as stated in the BDS . NDMA intends to sign a closed framework agreement with the successful bidder for upto one year and extendable for further one year.
2. Source of Funds	2.1	National Disaster Management Fund.
3. Eligible Bidders	3.1	A Bidder may be natural person, company or firm or public or semi-public agency of Pakistan.
	3.2	The invitation for Bids is open to all prospective service providers or agents subject to any provisions of incorporation or licensing by the respective national incorporating agency or statutory body established for that particular trade or business.
	3.3	A Bidder shall not have a conflict of interest. All Bidders found to have a conflict of interest shall be disqualified. A Bidder may be considered to have a conflict of interest with one or more parties in this Bidding process, if they: <ul style="list-style-type: none"> a) are associated or have been associated in the past, directly or indirectly with a firm or any of its affiliates which have been engaged by NDMA to provide consulting services for the preparation of the design, specifications and other documents to be used for hiring of the services under this Invitation for Bids. b) have controlling shareholders in common; or c) receive or have received any direct or indirect subsidy from any of them; or d) have the same legal representative for purposes of this Bid; or e) have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder, or influence the decisions of NDMA regarding this Bidding process; or f) Submit more than one Bid in this Bidding process.
	3.4	A Bidder may be ineligible if – <ul style="list-style-type: none"> (a) he is declared bankrupt or, in the case of company or

		<p>firm, insolvent;</p> <p>(b) payment in favor of the Bidder is suspended in accordance with the judgment of a court of law other than a judgment declaring bankruptcy and resulting (in accordance with the national laws) in the total or partial loss of the right to administer and dispose of its property;</p> <p>(c) legal proceedings are instituted against such Bidder involving an order suspending payments and which may result, in accordance with the national laws, in a declaration of bankruptcy or in any other situation entailing the total or partial loss of the right to administer and dispose of the property;</p> <p>(d) the Bidder is convicted, by a final judgment, of any offence involving professional conduct;</p> <p>(e) the Bidder is blacklisted and hence debarred due to involvement in corrupt and fraudulent practices, or performance failure or due to breach of bid securing declaration.</p> <p>(f) The firm, supplier or contractor is blacklisted or debarred by a foreign country, international organization, or other foreign institutions for the period defined by them.</p>
	3.5	Bidders shall provide to NDMA evidence of their eligibility, proof of compliance with the necessary legal requirements to carry out the contract effectively.
	3.6	Bidders shall provide such evidence of their continued eligibility to the satisfaction of the NDMA, as the NDMA shall reasonably request.
4. Eligible Goods and Related Services	4.1	All goods and related services to be supplied under the contract shall have their origin in eligible source countries, and all expenditures made under the contract will be limited to such goods and services. For purpose of this Bid, ineligible countries are stated in the section-4 titled as "Eligible Countries".
	4.2	For purposes of this Clause, "origin" means the place where the goods are mined, grown, cultivated, produced, manufactured, or processed, or through manufacture, procession, or assembly, another commercially recognized article results that differs substantially in its basic characteristics from its imported components or the place from where the related services are/to be supplied.
	4.3	The nationality of the supplier that supplies, assembles, distributes, or sells the goods and services shall not determine the origin of the goods.
5. One Bid per Bidder	5.1	A bidder shall submit only one Bid, in the same bidding process, either individually as a Bidder

	5.2	No bidder can be a sub-contractor while submitting a Bid individually.
	5.3	A person or a firm cannot be a sub-contractor with more than one bidder in the same bidding process.
6. Cost of Bidding	6.1	The Bidder shall bear all costs associated with the preparation and submission of its Bid, and NDMA shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

B. BIDDING DOCUMENTS

7. Contents of Bidding Documents	7.1	<p>The services required, bidding procedures, and terms and conditions of the contract are prescribed in the Bidding Documents. In addition to the Invitation to Bids, the Bidding Documents which should be read in conjunction with any addendum issued in accordance with <i>ITB 9.2</i> include:</p> <p>Section I - Invitation to Bids Section II - Instructions to Bidders (ITBs) Section III - Bid Data Sheet (BDS) Section IV - Eligible Countries Section V - Technical Specifications, Schedule of Requirements Section VI - Standard Forms Section VII - General Conditions of Contract (GCC) Section VIII - Special Conditions of Contract (SCC) Section IX - Contract Forms</p>
	7.2	The number of copies to be completed and returned with the Bid is specified in the BDS .
	7.3	NDMA is not responsible for the completeness of the Bidding Documents and their addenda, if they were not obtained directly from NDMA or the signed pdf version from downloaded from the website of the NDMA. However, NDMA shall place both the pdf and same editable version to facilitate the bidder for filling the forms.
	7.4	The Bidder is expected to examine all instructions, forms, terms and specifications in the Bidding Documents. Failure to furnish all the information required in the Bidding Documents will be at the Bidder's risk and may result in the rejection of his Bid.
8. Clarification of Bidding Documents	8.1	A prospective Bidder requiring any clarification of the Bidding Documents may notify NDMA in writing or in electronic form that provides record of the content of communication at the NDMA's address indicated in the BDS .
	8.2	NDMA will within three (3) working days after receiving the request for clarification, respond in writing or in electronic form to any request for clarification provided that such request is received not later than three (03) days

		prior to the deadline for the submission of Bids as prescribed in ITB 23.1 .
	8.3	Copies of the NDMA's response will be forwarded to all identified Prospective Bidders through an identified source of communication, including a description of the inquiry, but without identifying its source. In case of downloading of the Bidding Documents from the website of NDMA, the response of all such queries will also be available on the same link available at the website.
	8.4	Should the NDMA deem it necessary to amend the Bidding Documents as a result of a clarification, it shall do so following the procedure under ITB 9.
	8.5	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 Bidders may request clarification of the schedule of requirement, the Evaluation Criteria or any other aspects of the Bidding Documents.
	8.6	Minutes of the pre-Bid meeting, if applicable, including the text of the questions asked by Bidders, including those during the meeting (without identifying the source) and the responses given, together with any responses prepared after the meeting will be transmitted promptly to all prospective Bidders who have obtained the Bidding Documents. Any modification to the Bidding Documents that may become necessary as a result of the pre-Bid meeting shall be made by NDMA exclusively through the use of an Addendum pursuant to ITB 9. Non-attendance at the pre-Bid meeting will not be a cause for disqualification of a Bidder.
9. Amendment of Bidding Documents	9.1	Before the deadline for submission of Bids, NDMA 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 addenda.
	9.2	Any addendum issued including the notice of any extension of the deadline shall be part of the Bidding Documents pursuant to ITB 7.1 and shall be communicated in writing or in any identified electronic form that provide record of the content of communication to all the bidders who have obtained the Bidding Documents from NDMA. NDMA shall promptly publish the Addendum at the NDMA's web page identified in the BDS: Provided that the bidder who had either already submitted their bid or handed over the bid to the courier prior to the issuance of any such addendum shall have the right to withdraw his already filed bid and submit the revised bid prior to the original or extended bid submission deadline.
	9.3	To give prospective Bidders reasonable time in which to take an addendum/corrigendum into account in preparing their Bids, the NDMA may, at its discretion, extend the deadline for the submission of Bids:

		Provided that the NDMA shall extend the deadline for submission of Bid, if such an addendum is issued within last three (03) days of the Bid submission deadline.
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C. PREPARATION OF BIDS

10. Language of Bid	10.1	The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and NDMA shall be written in the English language unless specified in the BDS . Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation of the relevant pages in the English language unless specified in the BDS , in which case, for purposes of interpretation of the Bidder, the translation shall govern.
11. Documents Contributing the Bid	11.1	The Bid prepared by the Bidder shall constitute the following components: - a) Form of Bid completed in accordance with ITB 14 and 15 . b) Documentary evidence established in accordance with ITB 13 that the Bidder is eligible and/or qualified for the subject bidding process; c) Documentary evidence established in accordance with ITB 12 that the related services to be supplied by the Bidder conform to the Bidding Documents; d) Bid security or Bid Securing Declaration furnished in accordance with ITB 18 ; e) Duly Notarized Power of Attorney authorizing the signatory of the Bidder to submit the bid; and f) Any other document required in the BDS .
12. Documents Establishing Eligibility of Goods and Related Services and Conformity to Bidding Documents	12.1	Pursuant to ITB 11, the Bidder shall furnish, as part of its Bid, all those documents establishing the eligibility in conformity to the terms and conditions specified in the Bidding Documents for all goods and related services which the Bidder proposes to deliver.
	12.2	The documentary evidence of the eligibility of the goods and related services shall consist of a statement in the Price Schedule of the country of origin of the goods and related services offered which shall be confirmed by a certificate of origin issued at the time of shipment.
	12.3	The documentary evidence of conformity of the goods and related services to the Bidding Documents may be in the form of literature, drawings, and data, and shall consist of: a) a detailed description of the essential technical specifications and performance characteristics of the Goods and services b) an item-by-item commentary on the NDMA’s Technical Specifications demonstrating substantial responsiveness of the Goods and Services to those specifications, or a statement of deviations and

		<p>exceptions to the provisions of the Technical Specifications;</p> <p>c) any other procurement specific documentation requirement as stated in the BDS.</p>
	12.4	The Bidder shall also furnish a list giving full particulars, including available sources and current prices of goods and services, necessary for the proper and continuing functioning of the Goods and services during the period specified in the BDS following commencement of the use of the goods by NDMA.
	12.5	The required documents and other accompanying documents must be in English. In case any other language than English is used the pertinent translation into English shall be attached to the original version.
13. Documents Establishing Eligibility and Qualification of the Bidder	13.1	Pursuant to ITB 11 , 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.
	13.2	The documentary evidence of the Bidder's eligibility to Bid shall establish to the satisfaction of NDMA that the Bidder, at the time of submission of its bid, is from an eligible country as defined in Section-4 titled as "Eligible Countries".
	13.3	<p>The documentary evidence of the Bidder's qualifications to perform the contract if its Bid is accepted shall establish to the satisfaction of NDMA that:</p> <p>a) The Bidder has the financial, technical, capability necessary to perform the Contract, meets the qualification criteria specified in BDS.</p> <p>b) that the Bidder meets the qualification criteria listed in the Bid Data Sheet</p>
14. Form of Bid	14.1	The Bidder shall fill the Form of Bid furnished in the Bidding Documents. The Bid Form must be completed without any alterations to its format and no substitute shall be accepted.
15. Bid Prices	15.1	The Bid Prices and discounts quoted by the Bidder in the Form of Bid and in the Price Schedules shall conform to the requirements specified below in ITB Clause 15 or exclusively mentioned hereafter in the bidding documents.
	15.2	All items in the Statement of Work must be listed and priced separately in the Price Schedule(s). If a Price Schedule shows items listed but not priced, their prices shall be construed to be included in the prices of other items.
	15.3	<p>Items not listed in the Price Schedule shall be assumed not to be included in the Bid, and provided that the Bid is still substantially responsive in their absence or due to their nominal nature, the corresponding average price of the respective item(s) of the remaining substantially responsive bidder(s) shall be construed to be the price of those missing item(s):</p> <p>where there is only one (substantially) responsive bidder, or</p>

		where there is provision for alternate proposals and the respective items are not listed in the other bids, the NDMA may fix the price of missing items in accordance with market survey, and the same shall be considered as final price.
	15.4	The Bid price to be quoted in the Form of Bid in accordance with ITB 15.1 shall be the total price of the Bid, excluding any discounts offered.
	15.5	The Bidder shall indicate on the appropriate Price Schedule, the unit prices (where applicable) and total Bid price of the goods it proposes to deliver under the contract.
	15.8	Prices quoted by the Bidder shall be fixed during the Bidder's performance 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, pursuant to ITB 28.
	15.9	If so indicated in the Invitation to Bids and Instructions to Bidders, that Bids are being invited for individual contracts (Lots) or for any combination of contracts (packages), Bidders wishing to offer any price reduction for the award of more than one contract shall specify in their Bid the price reductions applicable to each package, or alternatively, to individual contracts (Lots) within a package.
16. Bid Currencies	16.1	Price shall be quoted in Pakistani Rupees. The quoted price should be firm, final and clearly written / typed both in digits and in words without any ambiguity. The price should include all government applicable taxes, duties, delivery and installation charges etc. The rates / prices against each item shall be entered against each item with Genuine Serial Number.
17. Bid Validity Period	17.1	Bids shall remain valid for the period specified in the BDS after the Bid submission deadline prescribed by NDMA. A Bid valid for a shorter period shall be rejected by NDMA 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.
	17.2	Under exceptional circumstances, prior to the expiration of the initial Bid validity period, NDMA may request the Bidders' consent to an extension of the period of validity of their Bids only once, for the period not more than the period of initial bid validity. The request and the Bidders responses shall be made in writing or in electronic forms that provide record of the content of communication. The Bid Security provided under ITB 18 shall also be suitably extended. A Bidder may refuse the request without forfeiting its Bid security or causing to be executed its Bid Securing Declaration. A Bidder agreeing to the request will not be required nor permitted to modify its Bid, but will be required to extend the validity of its Bid Security or Bid Securing Declaration for the period of the extension, and

		in compliance with ITB 18 in all respects.
18. Bid Security or Bid Securing Declaration	18.1	Pursuant to ITB 11 , unless otherwise specified in the BDS , the Bidder shall furnish as part of its Bid, a Bid Security in form of fixed amount not exceeding five percent of the quoted price and in the amount and currency specified in the BDS or Bid Securing Declaration as specified in the BDS in the format provided in Section VI (Standard Forms) .
	18.2	The Bid Security or Bid Securing Declaration is required to protect NDMA against the risk of Bidder's conduct which would warrant the security's forfeiture, pursuant to ITB 18.9 .
	18.3	The Bid Security shall be denominated in pak rupees and it shall be in the form pay order / demand draft.
	18.4	The Bid Security or Bid Securing Declaration shall be in accordance with the Form of the Bid Security or Bid Securing Declaration included in Section VI (Standard Forms) or another form approved by NDMA prior to the Bid submission.
	18.5	The Bid Security shall be payable promptly upon written demand by NDMA in case any of the conditions listed in ITB 18.9 are invoked.
	18.6	Any Bid not accompanied by a Bid Security or Bid Securing Declaration in accordance with ITB 18.1 or 18.3 shall be rejected by NDMA as non-responsive, pursuant to ITB 28 .
	18.7	Unsuccessful Bidders' Bid Security will be discharged or returned as promptly as possible, however in no case later than thirty (30) days after the expiration of the period of Bid Validity prescribed by NDMA pursuant to ITB 17 . NDMA shall make no claim to the amount of the Bid Security, and shall promptly return the Bid Security document, after whichever of the following that occurs earliest: a) the expiry of the Bid Security; b) the entry into force of a procurement contract and the provision of a performance security (or guarantee), for the performance of the contract if such a security (or guarantee), is required by the Bidding documents; c) the rejection by NDMA of all Bids; d) the withdrawal of the Bid prior to the deadline for the submission of Bids, unless the Bidding documents stipulate that no such withdrawal is permitted.
	18.8	The successful Bidder's Bid Security will be discharged upon the Bidder signing the contract pursuant to ITB 41 , or furnishing the performance security (or guarantee), pursuant to ITB 43 .
	18.9	The Bid Security may be forfeited or the Bid Securing Declaration executed: a) if a Bidder: i. withdraws its Bid during the period of Bid Validity as specified by NDMA, and referred by the bidder on the Form of Bid except as provided for in ITB 17.2 ; or

		<p>ii. does not accept the correction of errors pursuant to ITB 30.3; or</p> <p>b) in the case of a successful Bidder, if the Bidder fails:</p> <p>i) to sign the contract in accordance with ITB 41; or</p> <p>ii) to furnish performance security (or guarantee) in accordance with ITB 43.</p>
19. Alternative Bids by Bidders	19.1	Bidders shall submit offers that comply with the requirements of the Bidding Documents, including the basic Bidder's technical design as indicated in the specifications and Schedule of Requirements. Alternatives will not be considered, unless specifically allowed for in the BDS. If so allowed, ITB 19.2 shall prevail.
	19.2	When alternative schedule for delivery of services is explicitly invited, a statement of that effect will be included in the BDS as will the method for evaluating different schedule for delivery of goods.
	19.3	If so allowed in the BDS, Bidders wishing to offer technical alternatives to the requirements of the Bidding Documents must also submit a Bid that complies with the requirements of the Bidding Documents, including the basic technical design as indicated in the specifications. In addition to submitting the basic Bid, the Bidder shall provide all information necessary for a complete evaluation of the alternative by NDMA, including technical specifications, breakdown of prices, and other relevant details. Only the technical alternatives, if any, of the Most Advantageous Bidder conforming to the basic technical requirements (without altering the bid price) shall be considered by NDMA.
20. Withdraw, Substitution and Modification of Bids	20.1	Before bid submission deadline, any bidder may withdraw, substitute, or modify its Bid after it has been submitted by sending a written notice, duly signed by an authorized representative, and the corresponding substitution or modification must accompany the respective written notice.
	20.2	Bids requested to be withdrawn in accordance with ITB 20.1 shall be returned unopened to the Bidders.
21. Format and Signing	21.1	The Bidder shall prepare an original and the number of copies of the Bid as indicated in the BDS , clearly marking each "ORIGINAL" and "COPY," as appropriate. In the event of any discrepancy between them, the original shall prevail:
	21.2	The original and the copy or copies of the Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to sign on behalf of the Bidder. This authorization shall consist of a written confirmation as specified in the BDS and shall be attached to the Bid. The name and position held by each person signing the authorization must be typed or printed below the signature. All pages of the Bid, except for un-amended printed literature, shall

		be initialed by the person or persons signing the Bid.
	21.3	Any interlineations, erasures, or overwriting shall be valid only if they are signed by the person or persons signing the Bidder.

D. SUBMISSION OF BIDS

22. Sealing and Marking of Bids	22.1	<p><u>Single Stage two envelope procedure:-</u></p> <ol style="list-style-type: none"> i. The bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal. ii. The envelopes shall be marked as "FINANCIAL PROPOSAL" and "TECHNICAL PROPOSAL" in bold and legible letters to avoid confusion. iii. Initially, only the envelope marked "TECHNICAL PROPOSAL" shall be opened. iv. The envelope marked as "FINANCIAL PROPOSAL" shall be retained in the custody of the procuring agency without being opened. v. The procuring agency shall evaluate the technical proposal in a manner prescribed in advance, without reference to the price and reject any proposal which does not conform to the specified requirements. vi. During the technical evaluation no amendments in the technical proposal shall be permitted. vii. The financial proposals of bids shall be opened publicly at a time, date and venue announced and communicated to the bidders in advance. viii. After the evaluation and approval of the technical proposal the procuring agency, shall at a time within the bid validity period, publicly open the financial proposals of the technically accepted bids only. The financial proposal of bids found technically non-responsive shall be returned un-opened to the respective bidders; and ix. The bid found to be the most advantageous bid shall be accepted.
	22.2	<p>The inner and outer envelopes shall:</p> <ol style="list-style-type: none"> a) be addressed to NDMA at the address given in the BDS; and b) bear the title of the subject procurement or Project name, as the case may be as indicated in the BDS, the Invitation to Bids (ITB) title and number indicated in the BDS, and a statement: "DO NOT OPEN BEFORE," to be completed with the time and the date specified in the BDS, pursuant to ITB 23.1.
	22.3	<p>If all envelopes are not sealed and marked as required by ITB 22.2 or incorrectly marked, NDMA will assume no responsibility for the misplacement or premature opening of</p>

		Bid.
23. Deadline for Submission of Bids	23.1	Bids shall be received by NDMA no later than the date and time specified in the BDS .
	23.2	NDMA may, in exceptional circumstances and at its discretion, extend the deadline for the submission of Bids by amending the Bidding Documents in accordance with ITB 9 , in which case all rights and obligations of NDMA and Bidders previously subject to the deadline will thereafter be subject to the new deadline.
24. Late Bids	24.1	NDMA shall not consider for evaluation any Bid that arrives after the deadline for submission of Bids, in accordance with ITB 23 .
	24.2	Any Bid received by NDMA after the deadline for submission of Bids shall be declared late, recorded, rejected and returned unopened to the Bidder.
25. Withdrawal of Bids	25.1	A Bidder may withdraw its Bid after it has been submitted, provided that written notice of the withdrawal of the Bid, is received by NDMA prior to the deadline for submission of Bids.
	25.2	Revised bid may be submitted after the withdrawal of the original bid in accordance with the provisions referred in ITB 22 .

E. OPENING AND EVALUATION OF BIDS

26. Opening of Bids	26.1	NDMA 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 in the BDS . The Bidders' representatives present shall sign a register as proof of their attendance.
	26.2	First, envelopes marked " WITHDRAWAL " shall be opened and read out and the envelope with the corresponding bid shall not be opened, but returned to the Bidder. No bid withdrawal shall be permitted unless the corresponding Withdrawal Notice contains a valid authorization to request the withdrawal and is read out at bid opening.
	26.3	Second, outer envelopes marked " SUBSTITUTION " shall be opened. The inner envelopes containing the Substitution Bid shall be exchanged for the corresponding Original Bid being substituted, which is to be returned to the Bidder unopened. No envelope shall be substituted unless the corresponding Substitution Notice contains a valid authorization to request the substitution and is read out and recorded at bid opening.
	26.4	Next, outer envelopes marked " MODIFICATION " shall be opened. No Technical Proposal shall be modified unless the corresponding Modification Notice contains a valid authorization to request the modification and is read out and recorded at the opening of the Bids. Any Modification

		shall be read out along with the Original Bid.
	26.5	Bids not opened and not read out at the Bid opening shall not be considered further for evaluation, irrespective of the circumstances.
	26.6	Bidders are advised to send in a representative with the knowledge of the content of the Bid who shall verify the information read out from the submitted documents. Failure to send a representative or to point out any un-read information by the sent Bidder's representative shall indemnify NDMA against any claim or failure to read out the correct information contained in the Bidder's Bid.
	26.7	No Bid will be rejected at the time of Bid opening except for late Bids which will be returned unopened to the Bidder, pursuant to ITB 24 .
	26.8	NDMA shall prepare minutes of the Bid opening. The record of the Bid opening shall include, as a minimum: the name of the Bidder and whether or not there is a withdrawal, substitution or modification, the Bid price if applicable, including any discounts and alternative offers and the presence or absence of a Bid Security or Bid Securing Declaration.
	26.9	The Bidders' representatives who are present shall be requested to sign on the attendance sheet. The omission of a Bidder's signature on the record shall not invalidate the contents and affect the record. A copy of the record shall be distributed to all the Bidders.
	26.10	A copy of the minutes of the Bid opening shall be furnished to individual Bidders upon request.
27. Confidentiality	27.1	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 persons not officially concerned with such process until the time of the announcement of the respective evaluation report.
	27.2	Any effort by a Bidder to influence NDMA processing of Bids or award decisions may result in the rejection of its Bid.
	27.3	Notwithstanding ITB 27.2 from the time of Bid opening to the time of contract award, if any Bidder wishes to contact NDMA on any matter related to the Bidding process, it should do so in writing or in electronic forms that provides record of the content of communication.
28. Clarification of Bids	28.1	To assist in the examination, evaluation and comparison of Bids (and post-qualification if applicable) of the Bidders, NDMA may, ask any Bidder for a clarification of its Bid including breakdown of prices. Any clarification submitted by a Bidder that is not in response to a request by NDMA shall not be considered.
	28.2	The request for clarification and the response shall be in writing or in electronic forms that provide record of the content of communication. Only the correction of arithmetic errors discovered by NDMA in the evaluation of

		Bids should be sought in accordance with ITB 31 .
	28.3	The alteration or modification in THE BID which in any affect the following parameters will be considered as a change in the substance of a bid: a) evaluation & qualification criteria; b) required scope of work or specifications; c) all securities requirements; d) tax requirements; e) terms and conditions of bidding documents. f) change in the ranking of the bidder
	28.4	From the time of Bid opening to the time of Contract award if any Bidder wishes to contact NDMA on any matter related to the Bid it should do so in writing or in electronic forms that provide record of the content of communication.
29. Preliminary Examination of Bids	29.1	Prior to the detailed evaluation of Bids, NDMA will determine whether each Bid: a) meets the eligibility criteria defined in ITB 3 and ITB 4 ; b) has been prepared as per the format and contents defined by NDMA in the Bidding Documents; c) has been properly signed d) is accompanied by the required securities; and e) is substantially responsive to the requirements of the Bidding Documents. NDMA's determination of a Bid's responsiveness will be based on the contents of the Bid itself.
	29.2	A substantially responsive Bid is one which conforms to all the terms, conditions, and specifications of the Bidding Documents, without material deviation or reservation. A material deviation or reservation is one that: - a) affects in any substantial way the scope, quality, or performance of the Services; b) limits in any substantial way, inconsistent with the Bidding Documents, NDMA's rights or the Bidders obligations under the Contract; or c) if rectified would affect unfairly the competitive position of other Bidders presenting substantially responsive Bids.
	29.3	NDMA will confirm that the documents and information specified under ITB 11, 12 and 13 have been provided in the Bid. If any of these documents or information is missing, or is not provided in accordance with the Instructions to Bidders, the Bid shall be rejected.
	29.4	NDMA may waive off any minor informality, nonconformity, or irregularity in a Bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.

		<p>Explanation: <i>A minor informality, non-conformity or irregularity is one that is merely a matter of form and not of substance. It also pertains to some immaterial defect in a Bid or variation of a bid from the exact requirements of the invitation that can be corrected or waived without being prejudicial to other bidders. The defect or variation is immaterial when the effect on quantity, quality, or delivery is negligible when contrasted with the total cost or scope of the supplies or services being acquired. NDMA either shall give the bidder an opportunity to cure any deficiency resulting from a minor informality or irregularity in a bid or waive the deficiency, whichever is advantageous to NDMA. Examples of minor informalities or irregularities include failure of a bidder to –</i></p> <p>(a) <i>Submit the number of copies of signed bids required by the invitation;</i></p> <p>(b) <i>Furnish required information concerning the number of its employees;</i></p> <p>(c) <i>the firm submitting a bid has formally adopted or authorized, before the date set for opening of bids, the execution of documents by typewritten, printed, or stamped signature and submits evidence of such authorization and the bid carries such a signature.</i></p>
	29.5	<p>Provided that a Technical Bid is substantially responsive, NDMA may request the Bidder to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the Technical Bid related to documentation requirements. Requesting information or documentation on such nonconformities shall not be related to any such aspect of the technical Proposal linked with the ranking of the bidders. Failure of the Bidder to comply with the request may result in the rejection of its Bid.</p>
	29.6	<p>Provided that a Technical Bid is substantially responsive, NDMA shall rectify quantifiable nonmaterial nonconformities or omissions related to the Financial Proposal. To this effect, the Bid Price shall be adjusted, for comparison purposes only, to reflect the price of the missing or nonconforming item or component.</p>
	29.7	<p>If a Bid is not substantially responsive, it will be rejected by NDMA and may not subsequently be evaluated for complete technical responsiveness.</p>
30. Examination of Terms and Conditions' Technical Evaluation	30.1	<p>NDMA shall examine the Bid to confirm that all terms and conditions specified in the GCC and the SCC have been accepted by the Bidder without any material deviation or reservation.</p>
	30.2	<p>NDMA shall evaluate the technical aspects of the Bid submitted in accordance with ITB 22, to confirm that all requirements specified in Section V – Schedule of Requirements, Technical Specifications of the Bidding</p>

		Documents have been met without material deviation or reservation.
	30.3	If after the examination of the terms and conditions and the technical evaluation, the NDMA determines that the bid is not substantially responsive in accordance with ITB 29, it shall reject the Bid.
31. Correction of Errors	31.1	<p>Bids determined to be substantially responsive will be checked for any arithmetic errors. Errors will be corrected as follows: -</p> <p>a) 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 NDMA 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;</p> <p>b) 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</p> <p>c) where there is a discrepancy between the amounts in figures and in words, the amount in words will govern.</p> <p>d) Where there is discrepancy between grand total of price schedule and amount mentioned on the Form of Bid, the amount referred in Price Schedule shall be treated as correct subject to elimination of other errors.</p>
	31.2	The amount stated in the Bid will, be adjusted by NDMA in accordance with the above procedure for the correction of errors and, with, the concurrence of the Bidder, shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, its Bid will then be rejected, and the Bid Security may be forfeited or the Bid Securing Declaration may be executed in accordance with ITB 18.9 .
32. Conversion to Single Currency	32.1	To facilitate evaluation and comparison, NDMA will convert all Bid prices expressed in the amounts in various currencies in which the Bid prices are payable. For the purposes of comparison of bids quoted in different currencies, the price shall be converted into a single currency specified in the bidding documents. The rate of exchange shall be the selling rate, prevailing on the date of opening of (financial part of) bids specified in the bidding documents, as notified by the State Bank of Pakistan on that day.
	32.2	The currency selected for converting Bid prices to a common base for the purpose of evaluation, along with the source and date of the exchange rate, are specified in the BDS .
33. Evaluation of Bids	33.1	NDMA shall evaluate and compare only the Bids determined to be substantially responsive, pursuant to ITB

		29.
	33.2	In evaluating the Bidders, the evaluation committee will, in addition to the Bid price quoted in accordance with ITB 15.1, take account of one or more of the following factors as specified in the BDS : a) delivery schedule offered in the Bid b) deviations in payment schedule from that specified in the Special Conditions of Contract; c) other specific criteria indicated in the ITBs and/or in the Technical Specifications.
34. Domestic Preference	34.1	If the BDS so specifies, the NDMA will grant a margin of preference to certain goods in line with the rules, regulations, regulatory guides or instructions issued by PPRA from time to time.
35. Determination of Most Advantageous Bid	35.1	In case where NDMA adopts 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.
36. Post- qualification of Bidder and/or Abnormally Low Financial Proposal	36.1	Where the Bid price is considered to be abnormally low, NDMA shall perform price analysis either during determination of Most Advantageous Bid or as a part of the post-qualification process. The following process shall apply: (a) NDMA may reject a Bid if NDMA 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 (i.e. scope of the procurement or ancillary services) and raises concerns as to the capability and capacity of the respective Bidder to perform that contract; (b) Before rejecting an abnormally low Bid NDMA shall request the Bidder an explanation of the Bid or of those parts which it considers contribute to the Bid being abnormally low; take account of the evidence provided in response to a request in writing; and subsequently verify the Bid or parts of the Bid being abnormally low; (c) The decision of NDMA to reject a Bid and reasons for the decision shall be recorded in the procurement proceedings and promptly communicated to the Bidder concerned; (d) NDMA shall not incur any liability solely by rejecting abnormally low Bid; and (e) An abnormally low Bid means, in the light of the NDMA's estimate and of all the Bids submitted, the Bid appears to be abnormally low by not providing a margin for normal levels of profit.
	36.3	NDMA will determine to its satisfaction whether the Bidder that is selected as having submitted the most advantageous Bid is qualified to perform the contract satisfactorily, in accordance with the criteria listed in ITB

		13.3.
	36.4	The determination will take into account the Bidder's financial, technical, and production capabilities. It will be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, pursuant to ITB 13.3, as well as such other information as NDMA deems necessary and appropriate. Factors not included in these Bidding Documents shall not be used in the evaluation of the Bidders' qualifications.
	36.5	An affirmative determination will be a prerequisite for award of the contract to the Bidder. A negative determination will result in rejection of the Bidder's Bid, in which event NDMA will proceed to the next ranked bidder to make a similar determination of that Bidder's capabilities to perform satisfactorily.

F. AWARD OF CONTRACT

37. Criteria of Award	37.1	Subject to ITB 36 and 38, NDMA will award the Contract to the Bidder whose Bid has been determined to be substantially responsive to the Bidding Documents and who has been declared as Most Advantageous Bidder, provided that such Bidder has been determined to be: <ul style="list-style-type: none"> a) eligible in accordance with the provisions of ITB 3; b) is determined to be qualified to perform the Contract satisfactorily; and c) Successful negotiations have been concluded, if any.
38. Negotiations	38.1	Negotiations may be undertaken with the Most Advantageous Bid relating to the following areas: <ul style="list-style-type: none"> a) a minor alteration to the technical details of the statement of requirements; b) reduction of quantities for budgetary reasons, where the reduction is in excess of any provided for in the Bidding documents; c) a minor amendment to the special conditions of Contract; d) finalizing payment arrangements; e) delivery arrangements; f) the methodology for provision of related services; or g) clarifying details that were not apparent or could not be finalized at the time of Bidding;
	38.2	Where negotiation fails to result into an agreement, NDMA may invite the next ranked Bidder for negotiations. Where negotiations are commenced with the next ranked Bidder, NDMA shall not reopen earlier negotiations.
39. Procuring Agency's	39.1	NDMA reserves the right to reject all the bids, and to annul

Right to reject all Bids.		the Bidding process at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders.
	39.2	Notice of the rejection of all Bids shall be given promptly to all Bidders that have submitted Bids.
	39.3	NDMA shall upon request communicate to any Bidder the grounds for its rejection of its Bids, but is not required to justify those grounds.
40. Procuring Agency's Right to Vary Quantities at the Time of Award	40.1	NDMA reserves the right at the time of contract award to increase or decrease the quantity of goods or related services originally specified in these Bidding Documents (schedule of requirements) provided this does not exceed by the percentage indicated in the BDS, without any change in unit price or other terms and conditions of the Bid and Bidding Documents.
41. Notification of Award	41.1	Prior to the award of contract, NDMA shall issue a Final Evaluation Report giving justification for acceptance or rejection of the bids
	41.2	Where no complaints have been lodged, the Bidder whose Bid has been accepted will be notified of the award by NDMA prior to expiration of the Bid Validity period in writing or electronic forms that provide record of the content of communication. The Letter of Acceptance will state the sum that NDMA 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).
	41.3	The notification of award will constitute the formation of the Contract, subject to the Bidder furnishing the Performance Security (or guarantee) in accordance with ITB 43 and signing of the contract in accordance with ITB 42.2.
	41.4	Upon the successful Bidder's furnishing of the performance security (or guarantee) pursuant to ITB 43 , NDMA will promptly notify each unsuccessful Bidder, the name of the successful Bidder and the Contract amount and will discharge the Bid Security or Bid Securing Declaration of the Bidders pursuant to ITB 18.7.
42. Signing of Contract	42.1	Promptly after notification of award, NDMA shall send the successful Bidder the draft agreement, incorporating all terms and conditions as agreed by the parties to the contract.
	42.2	Immediately after the Redressal of grievance by the GRC, and after fulfillment of all conditions precedent of the Contract Form, the successful Bidder and NDMA shall sign the contract.
	42.3	Where no formal signing of a contract is required, purchase order issued to the bidder shall be construed to be the contract
43. Performance Security (or Guarantee)	43.1	After the receipt of the Letter of Acceptance, the successful Bidder, within the specified time, shall deliver to NDMA a Performance Security (or 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.
	43.2	If the Performance Security (or Guarantee) is provided by the successful Bidder and it shall be in the form of Pay order / demand draft.
	43.3	Failure of the successful Bidder to comply with the requirement of ITB 43.1 shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security, in which event NDMA may make the award to the next ranked Bidder or call for new Bids.
44. Advance Payment	44.1	The advance payment will not be made in normal circumstances.
45. Arbitrator	45.1	The Arbitrator shall be appointed by mutual consent of the both parties as per the provisions specified in the SCC.
46. Corrupt & Fraudulent Practices	46.1	NDMA (including beneficiaries of Government funded projects and procurement) as well as Bidders/ service providers or agents 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

47. Constitution of Grievance Redressal	47.1	NDMA shall constitute a Grievance Redressal Committee (GRC) comprising of odd number of person with proper power and authorization to address the complaint. The GRC shall not have any of the members of Procurement Evaluation Committee. The committee must have one subject specialist depending the nature of the procurement.
48. GRC Procedure	48.1	Any party can file its written complaint against the eligibility parameters or any other terms and conditions prescribed in the prequalification or bidding documents found contrary to provision of Procurement Regulatory Framework, and the same shall be addressed by the GRC well before the bid submission deadline.
	48.2	Any Bidder feeling aggrieved by any act of NDMA after the submission of his bid may lodge a written complaint concerning his grievances not later than seven days of the announcement of technical evaluation report and five days after issuance of final evaluation report.
	48.3	In case, the complaint is filed against the technical evaluation report, the GRC shall suspend the procurement proceedings.
	48.4	In case, the complaint is filed after the issuance of the final evaluation report, the complainant cannot raise any objection on technical evaluation of the report:
	48.5	The GRC, in both the cases shall investigate and decide upon the complaint within ten days of its receipt.
	48.6	Any bidder or NDMA not satisfied with the decision of the GRC may file Appeal before the Appellate Committee of the Authority (PPRA) on prescribed format after

		depositing the Prescribed fee.
	48.7	The Committee, upon receipt of the Appeal against the decision of the GRC complete in all respect shall serve notices in writing upon all the parties to Appeal.
	48.8	The committee shall call the record from NDMA or the GRC as the case may be, and the same shall be provided within prescribed time.
	48.9	The committee may after examination of the relevant record and hearing all the concerned parties, shall decide the complaint within fifteen (15) days of receipt of the Appeal.
	48.10	The decision of the Committee shall be in writing and shall be signed by the Head and each Member of the Committee. The decision of the committee shall be final.

H. MECHANISM OF BLACKLISTING

49. Mechanism of Blacklisting	49.1	NDMA shall bar for not more than the time prescribed in Rule-19 of the Public Procurement Rules, 2004, from participating in their respective procurement proceedings, bidder or contractor who either: i. Involved in corrupt and fraudulent practices as defined in Rule-2 of Public Procurement Rules; ii. Fails to perform his contractual obligations;
	49.2	The show cause notice shall contain: (a) precise allegation, against the bidder or contractor; (b) the maximum period for which NDMA proposes to debar the bidder or contractor from participating in any public procurement of NDMA.
	49.3	NDMA shall give minimum of seven days to the bidder or contractor for submission of written reply of the show cause notice.
	49.4	In case, the bidder or contractor fails to submit written reply within the requisite time, NDMA may issue notice for personal hearing to the bidder or contractor/ authorized representative of the bidder or contractor and NDMA shall decide the matter on the basis of available record and personal hearing, if availed.
	49.5	In case the bidder or contractor submits written reply of the show cause notice, NDMA may decide to file the matter or direct issuance of a notice to the bidder or contractor for personal hearing.
	49.6	NDMA shall give minimum of seven days to the bidder or contractor for appearance before the specified officer of NDMA for personal hearing. The specified officer shall decide the matter on the basis of the available record and personal hearing of the bidder or contractor, if availed.
	49.7	NDMA shall decide the matter within fifteen days from the date of personal hearing unless the personal hearing is adjourned to a next date and in such an eventuality, the period of personal hearing shall be reckoned from the last date of personal hearing.

	49.8	NDMA shall communicate to the bidder or contractor the order of debaring the bidder or contractor from participating in any public procurement with a statement that the bidder or contractor may, within thirty days, prefer a representation against the order before the Authority.
	49.9	Such blacklisting or barring action shall be communicated by NDMA to the Authority (PPRA) and respective bidder or bidders in the form of decision containing the grounds for such action. The same shall be publicized by the Authority after examining the record whether the procedure defined in blacklisting and debarment mechanism has been adhered to by the NDMA.
	49.10	The bidder may file the review petition before the Review Petition Committee Authority within thirty days of communication of such blacklisting or barring action after depositing the prescribed fee and in accordance with "Procedure of filing and disposal of review petition under Rule-19(3) Regulations, 2021". The Committee shall evaluate the case and decide within ninety days of filing of review petition.
	49.11	The committee shall serve a notice in writing upon all respondent of the review petition. The notices shall be accompanied by the copies of review petition and all attached documents of the review petition including the decision of NDMA. The parties may file written statements along with essential documents in support of their contentions. The Committee may pass such order on the representation may deem fit.
	49.12	The Authority on the basis of decision made by the committee either may debar a bidder or contractor from participating in any public procurement process of all or some of the procuring agencies for such period as the deemed appropriate or acquit the bidder from the allegations. The decision of the Authority shall be final.

SECTION-III
BID DATA SHEET (BDS)

The following specific data for **Tender for customs clearing agents** shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITBs). Whenever there is a conflict, the provisions herein shall prevail over those in ITBs.

A. INTRODUCTION

BDS Clause Number	ITB Number	Amendments of, and Supplements to, Clauses in the Instruction to Bidders
1.	1.1	<p>Name of Procuring Agency: National Disaster Management Authority, Islamabad.</p> <p>The subject of procurement is: Tender for customs clearing agents</p> <p>Qualification Period: upto one year and extendable for further one year.</p> <p>Commencement date for delivery of Goods: As per agreed terms and conditions in the work order/ contract agreement.</p> <p>Scope of Bid. NDMA desires to hire a customs clearing agent for import / export clearances of relief flights/consignments/containers at sea and airports, across the country. Details are given in specifications/requirement Section.</p>
2	2.1	<p>Financial year for the operations of the Procuring Agency: FY 2023-24 & FY 2024-25.</p> <p>Name of Project: Tender for customs clearing agents.</p> <p>Name of financing institution: National Disaster Management Authority, Islamabad.</p> <p>Name and identification number of the Contract: 22/ customs clearing agents/2024.</p>
3	3.1	<p>Eligible Bidders.</p> <ul style="list-style-type: none"> i. Possession of a valid Customs House Agent License. ii. Experience in providing customs clearing services for land, sea and air shipments. iii. Knowledge of customs regulations and procedures. iv. Adequate infrastructure and resources to handle the volume of NDMA's shipments. v. Financial stability and a track record of reliable services. vi. Will be able to clear consignment at all ports of the country.

4.	7.1	The number of documents to be completed and returned is one "original" to Director (Procurement), NDMA Headquarter, Murree Road, Near ICT Traffic Police Office, Islamabad.
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B. PREPARATION OF BIDS

5.	10.1	The Language of all correspondences and documents related to the Bid is English.
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6.	11.1 (h)	<p>In addition to the documents stated in ITB 11, the following documents must be included with the proposals:-</p> <p style="text-align: center;"><u>Mandatory Documents</u></p> <ul style="list-style-type: none"> i. Form of Bid. ii. Proof of the registration of firm with Income tax and Sales tax departments at least 3x years before participating in the tender. iii. Proof of the bidder that it is listed on the Active Tax Payer (ATL) list of FBR and shall be verified as online. iv. Valid Customs House Agents License. v. An Affidavit on Rs.100/- value stamp paper duly attested by Notary Public, that the firm is not blacklisted by the government/ semi government department as per specimen attached. vi. An Affidavit on Rs.100/- value stamp paper duly attested by Notary public, that the firm will provide services according to the requirement as per specimen attached. vii. Duly notarized Power of Attorney authorizing the signatory of the Bidder to submit Bid is a pre-requisite, which must be added with the Bid. <p style="text-align: center;"><u>Supporting Documents</u></p> <ul style="list-style-type: none"> viii. Registration with Security Exchange Commission of Pakistan (in any) ix. Company profile, showing appropriate managerial capability and qualified persons. x. Proposal outlining the methodology of providing customs clearing services to NDMA (in letter form) xi. Bank statement showing annual business turnover for last 3 years. (minimum annual turnover 10 Million). xii. Sales tax return and Audit report for the last 3x years from firm registered with ICAP or equivalent. xiii. Relevant experience and satisfactory report from previous clients in the form of completion certificate/ purchase order. <p>Note: Any false documentation/record may lead to blacklisting of the bidder/service providers or agents.</p> <p>Note: Bidders unable to fulfill the above mentioned mandatory documents and failure to provide the supporting documents shall be treated as technically disqualified and will not be considered for further evaluation.</p>
7.	15.9	The price shall be fixed.
8.	16.1 (a)	The currency of the Bid shall be Pakistani Rupees.
9.	17.1	Bid shall be valid for 90 days after opening

10.	18.1	The amount of Bid Security shall be Rs. 0.5 Million (Rupees Five Hundred Thousands only). The currency of the Bid Security shall be: Pak Rupees
11.	18.3	The Bid Security shall be in the form of Pay order/ Demand Draft in favor of Director (Procurement), NDMA and shall be placed in the technical proposal.
12.	21.1	The firm shall submit One original bid.
13.	21.2	Written authorization signed and stamped by the head of the company on its official letterhead is required.

C. SUBMISSION OF BIDS

14.	22.2 (a)	Hard Copies of the original and copy of Bid shall be submitted to the following address: Director (Procurement), National Disaster Management Authority, Head Quarters, Main Murree Road, Near ITP Office, Islamabad.
15.	22.2 (b)	Title of the subject Procurement is Tender for customs clearing agents Tender number: 22/ customs clearing agents/2024
16.	23.1	The deadline for Bid submission is a) Day : Friday b) Date: 07-06-2024 c) Time:1100 Hours

D. OPENING AND EVALUATION OF BIDS

17	26.1	The Bid opening shall take place at: Main Conference Room, Executive Block (Old NEOC), NDMA Head quarter, Islamabad. a) Day : Friday b) Date: 07-06-2024 c) Time:1130 Hours
18	32.2	The currency that shall be used for Bid evaluation is Pak Rupee.
19	35	Evaluation Techniques NDMA will take into account the following factors for selection of firm. <ul style="list-style-type: none"> • Relevant experience and past performance. • Financial soundness. • Capabilities with respect to personnel, managerial and equipment etc. • Conformities to the bidding documents. Least Cost Based Selection (LCBS) After meeting the requirements of eligibility, qualification and substantial responsiveness, the bid in compliance with all the mandatory (technical) specifications/requirements and/or requisite quality threshold (if any), and having lowest evaluated cost (or financial proposal) shall be

		considered as most advantageous bidder. At the time of financial quotation, the bidder shall specify unit prices and total bid prices for each item in accordance with the item specifications. Bid for individual items will not be evaluated. If a bidder chooses not to quote all the items, that bid will not be considered in evaluation process. However, in case of emergencies, NDMA, has reserved the right to consider the firm as most advantageous bidder who offer minimum time period.
20.	33.5 (b)	Time schedule. Consignment clearance within 3 working days or mutually agreed time. The time period can be reduced in case of emergency.

E. Award of Contract

21.	43.1	The Performance Security (or guarantee) shall be upto 10% of the contract cost.
22.	43.2	The Performance Security (or guarantee) shall be in the form of pay order/ demand draft in favor of Director (Procurement), NDMA.
23.	44.1	The Advance Payment is not permissible.
24.	45.1	Arbitrator shall be appointed by mutual consent of the both parties.

F. Review of Procurement Decisions

25.	48.1	Grievances Committee of NDMA Director (Admin), Secretary Grievances Redressal Committee, National Disaster Management Authority, HQ, Main Murree Road, Near ITP Office, Islamabad.
26.	48.6	The Address of Appellate Redressal Committee to submit a copy of grievances: Grievance Redressal Appellate Committee, Public Procurement Regulatory Authority 1st Floor, G-5/2, Islamabad. Tel: +92-51-9202254

Section IV. Eligible Countries

All the bidders are allowed to participate in the subject procurement without regard to nationality, except bidders of some nationality, prohibited in accordance with policy of the Federal Government.

Following countries are ineligible to participate in the procurement process:

1. India
2. Israel

Ministry of Interior, Government of Pakistan has notified List of Business Friendly Countries (BVL), information can be accessed through following link:

<http://www.dgip.gov.pk/Files/Visa%20Categories.aspx#L>

SECTION V:

TECHNICAL SPECIFICATIONS / REQUIREMENTS

NDMA desire to hire a Clearing Agent for import/ export clearances of relief consignment as per criteria below: -

1. **Eligibility Criteria:** Firms must provide relevant documents/ proof of following: -
 - a. Possession of a valid Customs House Agent License (for clearance at all ports of Pakistan).
 - b. Company profile highlighting relevant experience and capabilities in providing clearing services for land, sea and air shipments.
 - c. Proposal outlining the methodology / steps involved in import / export clearing services.
 - d. Adequate infrastructure warehouse / godown etc. and HR to handle the volume of NDMA's shipment at all ports.
 - e. Financial stability through 3 years bank statement and a track record of reliable service.
 - f. Similar assignments / contracts and satisfactory report from previous client.
2. **Scope of Services:**
 - a. **Customs Clearance & all other Clearance Services**
 1. Port clearance service provider, capable of handling customs clearances and all other port clearances for a variety of emergency relief items, including medical supplies, food, shelter materials and other essential for inbound and outbound shipments via sea, air, land and railway or any other mode.
 2. Complete documentation preparation and submission for customs clearance.
 3. Communication and coordination with port authorities, customs officials and relevant stakeholders.
 4. Timely resolution of any issues or discrepancies that may arise during the customs clearance process and demurrage charges.
 5. Continuous monitoring and compliance with changing customs regulation.
 - b. **Consignment Tracking / Handling:**
 1. NDMA will provide BL/AWB etc. information for tracking of relief consignment.

2. Clearing Agent will update NDMA regarding arrival of consignment at respective port, every 24hrs.
3. Collarbration with other service providers involved in the logistics chain to ensure seamless cargo movement.
4. Timely and efficient processing of consignment clearance within 24-72 hrs.
5. Providing regular updates to NDMA on the status of inbound and outbound shipments.

c. Billing and Payments:

- i. NDMA will provide necessary documents for exemption of all port charges. Clearing Agent will coordinate with Collector of Custom & relevant stakeholders for exemption of charges for relief consignment. In case exemption is not granted, Clearing Agent will pay all charges with consent of NDMA and later on process original invoices under Clearing Agent letter head for re-imbusement. Clearance services would be charged as under: -

Ser	Item	No of Containers	Container Size	Clearance Charges
a.	Flood Relief Aid Containerized Cargo	1-20	20ft/ 40ft	
b.	Flood Relief Aid Containerized Cargo	21-50	20ft/ 40ft	
c.	Flood Relief Aid Containerized Cargo	51 Onwards	20ft/ 40ft	

- ii. For Air, Road & Rail shipments, Clearing Agent will clear consignment in coordination with “**SAPS**”. If any other Ground Handling Agents (GHA) is used, the Clearing Agent will pay the charges with consent of NDMA and later on process original invoices under Clearing Agent letter head for re-imburements. Clearance Charges should be per consignment or per BL / GD irrespective of volume or weight of consignment.

3. **Compliance / Non Compliance:** Firms to offer compliance / non-compliance of all above on matrix proforma enclosed:

COMPLIANCE / NON-COMPLIANCE MATRIX

Ser	Offered Specification	Compliance	Non-Compliance	Remarks
1.	Customs Clearance & all other Clearance Services: 2a (1) to (5)			
2.	Consignment Tracking / Handling: 2b (1) to (5)			
3.	Billing & Payments: 2c (1) to (2)			

SECTION: VI - Forms

- 1. Firm's credential Evaluation Proforma**
- 2. Form of Bid**
- 3. Bidders Information Form**
- 4. Form of Qualification Information**
- 5. Letter of Acceptance**
- 6. Bid Securing Declaration**
- 7. Blacklisting Certificate**
- 8. Undertaking / Certificate**

Form -1
Firms' Credential evaluation proforma
(for hiring of customs clearing agent)

Sr.	Name of firms	Compulsory requirements				Financial Soundness				Proof of existence in different parts of the country	Relevant exp alongwith work order/ satisfactory report from previous clients in similar products.	Experience with strategic Organization, Defense Industry /, UN Org	Total marks (35) 25 & 25 + = compliant. Less than 24 = non-compliant
		Reg with FBR (the firm must be registered at least 3x years before participating in tender) (Income Tax & Sales Tax)	Active tax payer (ATL)	Affidavit (non blacklisting)	Valid customs House Agent License.	Bank Statement last 3 years	Last 3-years sales tax return	Audit report by ICAP approved firm last 3x years	Annual turnover (last 3 years) Rs. 10 Million annually				
		Yes/ No	Yes/ No	Yes/ No	Yes / No	5 points	5 points	5 points	5 points	5 points	5 points	5 points	35
		1	2	3	4	5	6	7	8	9	10	11	
1													
2													
3													

Note: The firm shall be disqualified due to following reasons

- (i) Non-submission of mandatory requirements. (ii) poor financial soundness.
- (iii) Have no relevant experience **(iv) Not have a customs house agent license.**

Form 2

Form of Bid

Date:

To: Gentlemen and/or Ladies:

Having examined the Bidding Documents including Addenda Nos: *[insert numbers]*, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide custom clearing services in conformity with the said Bidding Documents.

We are hereby confirming National Disaster Management Authority, to be the Appointing Authority, to appoint the adjudicator in case of any arisen disputes in accordance with **ITB Clause 45.1**

We undertake, if our Bid is accepted, to provide the services in accordance with the delivery schedule specified in the Schedule of Requirements.

If our Bid is accepted, we undertake to provide a Performance Security (or Guarantee) in the form, in the amounts, and within the times specified in the Bidding Documents.

We declare that, as Bidder(s) we do not have conflict of interest with reference to **ITB Clause 3.7.**

We agree to abide by this Bid for the Bid Validity Period specified in **BDS 19**, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We are not participating, as Bidders, in more than one Bid in this Bidding process, other than alternative offers in accordance with the Bidding Documents.

Our firm, its affiliates or subsidiaries – including any subcontractors or suppliers for any part of the contract – has not been declared ineligible by the Government of Pakistan under Pakistan’s laws or official regulations.

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any Bid you may receive.

We certify/confirm that we comply with the eligibility requirements as per **ITB Clause 3** of the Bidding Documents.

Dated this _____ day of _____ 20_____.

(Name) _____
[signature]
[in the capacity of]

Duly authorized to sign Bid for and on behalf of _____

Form-3
Bidder Information Form

[The Bidder shall fill in this Form in accordance with the instructions indicated below. No alterations to its format shall be permitted and no substitutions shall be accepted.]

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

1. Bidder's Name <i>[insert Bidder's legal name]</i>
2. In case of JV, legal name of each member : <i>[insert legal name of each member in JV]</i>
3. Bidder's actual or intended country of registration: <i>[insert actual or intended country of registration]</i>
4. Bidder's year of registration: <i>[insert Bidder's year of registration]</i>
5. Bidder's Address in country of registration: <i>[insert Bidder's legal address in country of registration]</i>
6. Bidder's Authorized Representative Information Name: <i>[insert Authorized Representative's name]</i> Address: <i>[insert Authorized Representative's Address]</i> Telephone/Fax numbers: <i>[insert Authorized Representative's telephone/fax numbers]</i> Email Address: <i>[insert Authorized Representative's email address]</i>
7. Attached are copies of original documents of <i>[check the box(es) of the attached original documents]</i> <input type="checkbox"/> Articles of Incorporation (or equivalent documents of constitution or association), and/or documents of registration of the legal entity named above. <input type="checkbox"/> In case of JV, letter of intent to form JV or JV agreement, in accordance with ITB 3.4. <input type="checkbox"/> Establishing that the Bidder is not under the supervision of the Procuring Agency
8. Included are the organizational chart, a list of Board of Directors, and the beneficial ownership.

FORM 4:
Form of Qualification Information

1. Individual Bidders or Individual Members of Joint Ventures	1.1 Constitution or legal status of Bidder: <i>[attach copy]</i> Place of registration: <i>[insert]</i> Principal place of business: <i>[insert]</i> Power of attorney of signatory of Bid: <i>[attach]</i>
	1.2 Total annual volume of Services performed in <i>(insert period)</i> years, locally or internationally traded currency specified in the Bid Data Sheet: <i>[insert]</i>
	1.3 Services performed as prime Supplier on the provision of Services of a similar nature and volume over the last <i>(insert period)</i> years. The values should be indicated in the same currency used for Item 1.2 above. Also list details of work under way or committed, including expected completion date.

Project name and country	Name of PA and contact person	Type of Services provided and year of completion	Value of Contract
(a)			
(b)			

1.4 Qualifications and experience of key personnel proposed for administration and execution of the Contract. Attach biographical data.

Position	Name	Years of experience (general)	Years of experience in proposed position
(a)			

1.5 Proposed sub-contracts and firms involved (if applicable). Refer to GCC 24.

Sections of the Services	Value of Sub-contract	Sub-contractor (name and	Experience in providing similar Services
(a)			

- 1.6 Financial reports for the last *(insert period)* years: balance sheets, profit and loss statements, auditors' reports, etc. List below and attach copies.
- 1.7 Evidence of access to financial resources to meet the qualification requirements: cash in hand, lines of credit, etc. List below and attach copies of support documents. We certify/confirm that we comply with eligibility requirements as per ITB 3 of the bidding documents.
- 1.8 Name, address, and telephone, telex, and facsimile numbers of banks that may provide references if contacted by the Procuring Agency.
- 1.9 Information regarding any litigation, current or within the last *(insert period)* years, in which the Bidder is or has been involved.

Other party(ies)	Cause of dispute	Details of litigation award	Amount involved
(a)			
(b)			

- 1.10 Information regarding Occupation Health and Safety Policy and Safety Records of the Bidder.
- 1.11 Statement of compliance with the requirements of ITB 3.4.
- 1.12 Proposed Program (service work method and schedule). Descriptions, drawings, and charts, as necessary, to comply with the requirements of the bidding documents.

<p>2. Additional Requirements</p>	<p>Bidders should provide any additional information required in the Bid Data Sheet and to fulfill the requirements of ITB 12.1, if applicable.</p>
--	---

We, the undersigned declare that

- (a) The information contained in and attached to this form is true and accurate as of the date of bid submission.

delete statement which does not apply]

- (b) The originally submitted information remains essentially correct as of date of submission.

Authorized Signature: _____

Name and Title of Signatory: _____

Name of Bidder: _____

Address: _____

Form 5:
Letter of Acceptance

[Letter head paper of the Procuring Agency]

[date]

To: *[name and address of the Supplier]*

This is to notify you that your Bid dated *[date]* for execution of the *[name of the Contract and identification number, as given in the Special Conditions of Contract]* for the Contract Price of the equivalent of *[amount in numbers and words]* *[name of currency]*, as corrected and modified in accordance with the Instructions to Bidders is hereby accepted by us.

We hereby confirm *[insert the name of the Appointing Authority]*, to be the Appointing Authority, to appoint the Arbitrator in case of any arisen disputes in accordance with **ITB 45.1**.

You are hereby informed that after you have read and return the attached draft Contract the parties to the contract shall sign the vetted contract within fourteen (7) working days.

You are hereby required to furnish the Performance Guarantee/Security in the form and the amount stipulated in the Special Conditions of the Contract within a period of fourteen (14) days after the receipt of Letter of Acceptance.

Authorized Signature: Name and Title of Signatory: Name of Agency: Attachment: Contract

Copy: Appointing Authority and Supplier

**Form 6:
Bid Securing Declaration**

[The Bidder shall fill in this Form in accordance with the instructions indicated.]

Date: *[insert date (as day, month and year)]*
Bid No.: *[insert number of Bidding process]*

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

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:

- (a) have withdrawn or modified our Bid during the period of Bid Validity specified in the Form of Bid;
- (b) Disagreement to arithmetical correction made to the Bid price; or
- (c) 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.

Signed: *[insert signature of person whose name and capacity are shown]* In the capacity of *[insert legal capacity of person signing the Bid Securing Declaration]*

Name: *[insert **complete name of person signing the Bid Securing Declaration]***

Duly authorized to sign the Bid for and on behalf of: *[insert **complete name of Bidder]***

Dated on _____ day of _____, _____ *[insert **date of signing]***
Corporate Seal (where appropriate)

Form-7

(Must be printed on Rs. 100/- stamp paper, duly attested)

Black-Listing Certificate

Certified that M/s..... has not been Black listed by any public or private sector organization in Pakistan

M/s. _____

Contact person . _____

Address: _____

Tel # _____ Mobile _____ Fax.

Email. _____

Signature _____ Dated _____

Agency seal:

Attested by Notary Public

Form-8

(Must be printed on Rs. 100/- stamp paper, duly attested)

Undertaking / Certificate

The firm will provide custom clearing services as per requirement.

If provided items/ information found false, or the firm found Black listed / debarred by any organization in Pakistan, or any criminal proceedings found in any court of law, the contract of the firm will be immediately terminated without assigning any reason and making any refund/ payment. Further the performance security given by the firm will also be confiscated and blacklisting / debarment proceedings may also be initiated against the firm.

M/s. _____

Contact person . _____

Address: _____

Tel # _____ Mobile _____

Fax. _____ Email. _____

Signature _____ Dated _____

Agency seal:

Attested by Notary Public

**SECTION VII:
GENERAL CONDITIONS OF THE CONTRACT**

1.	Definitions	1.1	The following words and expressions shall have the meanings hereby assigned to them:
			a. “Authority” means National Disaster Management Authority
			b. The “Arbitrator” is the person appointed with mutual consent of both the parties, to resolve contractual disputes
			c. The “Contract” means the agreement entered into between NDMA and the Supplier, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
			d. The “Commencement Date” is the date when the Supplier shall commence execution of the contract as specified in the SCC .
			e. “Completion” means the fulfillment of the related services by the Supplier in accordance with the terms and conditions set forth in the contract.
			f. “Country of Origin” means the countries and territories eligible under the PPRA Rules 2004 and its corresponding Regulations as further elaborated in the SCC .
			g. The “Contract Price” is the price stated in the Letter of Acceptance and thereafter as adjusted in accordance with the provisions of the Contract.
			h. “Defective services” are those services which are below standards, requirements or specifications stated by the Contract.
			i. “Delivery” means the time period to clear NDMA relief items from custom authorities
			j. “Effective Contract date” is the date shown in the Certificate of Contract Commencement issued by NDMA upon fulfillment of the conditions precedent stipulated in GCC Clause .
			k. “Procuring Agency” means the person named as NDMA in the SCC and the legal successors in title to this person, procuring the Goods and related

			service, as named in SCC .
			i. "Related Services" means those services ancillary to the delivery of the Goods, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training, initial maintenance and other such obligations of the Supplier covered under the Contract.
			m. "GCC" means the General Conditions of Contract contained in this section.
			n. "Intended completion Date" is the date on which it is intended that the Supplier shall complete the job as specified in the SCC .
			o. "SCC" means the Special Conditions of Contract.
			p. "Supplier" means the individual private or government entity or a combination of the above whose Bid to perform the contract has been accepted by NDMA and is named as such in the Contract Agreement, and includes the legal successors or permitted assigns of the supplier and shall be named in the SCC .
			q. "Project Name" means the name of the project stated in SCC .
			r. "Day" means calendar day.
			s. "Eligible Country" means the countries and territories eligible for participation in accordance with the policies of the Federal Government.
			t. "End User" means the organization(s) where the goods will be used, as named in the SCC .
			u. "Origin" means the place where the Goods were mined, grown, or produced or from which the Services are supplied. Goods are produced when, through manufacturing, processing, or substantial and major assembly of components, a commercially recognized new produce results that is substantially different in basic characteristics or in purpose or utility from its components.
			v. "Force Majeure" means an unforeseeable event which is beyond reasonable control of either Party and which makes a Party's performance of its

			<p>obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.</p> <p>For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of a Party, and which makes a Party’s performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances. and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood, epidemics, or other adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government agencies.</p>
			<p>w. The Supplier's Bid is the completed Bid document submitted by the Supplier to NDMA.</p>
2.	Application and interpretation	2.1	<p>These General Conditions shall apply to the extent that they are not superseded by provisions of other parts of the Contract.</p>
		2.2	<p>In interpreting these Conditions of Contract headings and marginal notes are used for convenience only and shall not affect their interpretations unless specifically stated; references to singular include the plural and vice versa; and masculine include the feminine. Words have their ordinary meaning under the language of the Contract unless specifically defined.</p>
		2.3	<p>The documents forming the Contract shall be interpreted in the following order of priority</p> <ol style="list-style-type: none"> 1. Form of Contract 2. Special Conditions of Contract 3. General Conditions of Contract, 4. Letter of Acceptance 5. Certificate of Contract Commencement 6. Specifications requirements 7. Contractor's Bid, and 8. Any other document listed in the Special

			Conditions of Contract as forming part of the Contract
3.	Conditions precedent	3.1	Having signed the Contract, it shall come into effect on the date on which the following conditions have been satisfied: - a. Submission of performance Security (or guarantee) in the form specified in the SCC ; b. Furnishing of Advance Payment Unconditional Guarantee
		3.2	If the Condition precedent stipulated on GCC Clause 3.1 is not met by the date specified in the SCC this contract shall not come into effect;
		3.3	If NDMA is satisfied that each of the conditions precedent in this contract has been satisfied (except to the extent waved by him, but subject to such conditions as he shall impose in respect of such waiver) he shall promptly issue to the supplier a certificate of Contract commencement, which shall confirm the start date.
4.	Governing Language	4.1	The Contract as all correspondence and documents relating to the contract exchanged by the Supplier and NDMA shall be written in the language specified in SCC . The version of the Contract written in the specified language shall govern its interpretation.
5.	Applicable Law	5.1	The contract shall be governed and interpreted in accordance with the laws of Pakistan, unless otherwise specified in SCC .
6.	Country of Origin	6.1	The origin of Goods and Services may be distinct from the nationality of the Supplier.
7.	Standards	7.1	The services provided under this Contract shall conform to the standards mentioned in the Technical Specifications,
8.	Use of Contract Documents and Information; Inspection and Audit by the Government of Pakistan	8.1	The Supplier shall not, without NDMA's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of NDMA in connection therewith, to any person other than a person employed by the Supplier in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for

			purposes of such performance.
		8.2	The Supplier shall not, without NDMA's prior written consent, make use of any document or information enumerated in GCC Clause except for purposes of performing the Contract.
		8.3	Any document, other than the Contract itself, enumerated in GCC Clause shall remain the property of NDMA and shall be returned (all copies) to NDMA on completion of the Supplier's performance under the Contract if so required by NDMA.
		8.4	The Supplier shall permit the Government of Pakistan or / and donor agencies involved in financing the project to inspect the Supplier's accounts and records relating to the performance of the Supplier and to have them audited by auditors appointed by the Government of Pakistan or / and the appropriate donor agencies, if so required by the Government of Pakistan or / and the appropriate donor agencies.
9.	Patent and Copy Rights	9.1	The Supplier shall indemnify NDMA against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the Goods or any part thereof in Pakistan.
		9.2	The patent right in all drawings, documents, and other materials containing data and information furnished to NDMA by the Supplier herein shall remain vested in the supplier, or, if they are furnished to NDMA directly, or through the Supplier by any third party, including suppliers of materials, the patent right in such materials shall remain vested in such third party.
10.	Performance Security (or Guarantee)	10.1	The Performance Security (or Guarantee) shall be provided to NDMA no later than the date specified in the Letter of Acceptance and shall be issued in an amount and form and by a bank or surety acceptable to NDMA, and denominated in the types and proportions of the currencies in which the Contract Price is payable as specified in the SCC
		10.2	The proceeds of the Performance Security (or Guarantee) shall be payable to NDMA as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.

		10.3	The Performance Security (or Guarantee) shall be in the form of pay order / demand draft.
		10.4	The performance security (or guarantee) will be discharged by NDMA 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
11.	Delivery/ completion of services and documentation	11.1	Delivery / completion of the services shall be made by the Supplier in accordance with the terms specified in the Schedule of Requirements. The details of shipping and or other documents to be furnished by the Supplier as specified in SCC .
		11.2	Documents to be submitted by the Supplier are specified in SCC.
12.	Payment	12.1	The method and conditions of payment to be made to the Supplier under this Contract shall be specified in SCC
		12.2	The Supplier's request(s) for payment shall be made to NDMA in writing or in electronic forms that provide record of the content of communication, accompanied by an invoice describing, as appropriate, the Services performed, and by documents submitted, and upon fulfillment of other obligations stipulated in the Contract.
		12.3	Payments shall be made promptly by NDMA, after submission of an invoice or claim by the Supplier
		12.4	The currency or currencies in which payment is made to the Supplier under this Contract shall be specified in SCC subject to the following general principle: payment will be made in the currency or currencies in which the payment has been requested in the Supplier's Bid.
		12.5	All payments shall be made in the currency or currencies specified in the SCC
13.	Prices	13.1	The contract price shall be as specified in the Contract Agreement Subject to any additions and adjustments thereto or deductions there from, as may be made pursuant to the Contract.
		13.2	Prices charged by the Supplier for Services performed under the Contract shall not vary from the prices quoted by the Supplier in its Bid, with the exception

			of any price adjustments authorized in SCC or in NDMA's request for Bid Validity extension, as the case may be.
14.	Change Orders	14.1	NDMA may at any time, by a written order given to the Supplier pursuant to GCC Clause make changes within the general scope of the Contract in any one or more of the following: <ul style="list-style-type: none"> a. Drawings, designs, or specifications, where services are to be provided under the Contract are to be specifically manufactured for NDMA; b. The Services to be provided by the Supplier.
		14.2	If any such change causes an increase or decrease in the cost of, or the time required for, the Supplier's performance of any provisions under the Contract an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Supplier for adjustment under this clause must be asserted within thirty (30) days from the date of the Supplier's receipt of NDMA change order.
		14.3	Prices to be charged by the supplier for any related services that might be needed but which were not included in the Contract shall be agreed upon in advance by the Parties and shall not exceed the prevailing rates charged to other parties by the Supplier for similar services.
15.	Contract Amendments	15.1	no variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.
16.	Assignment	16.1	Neither NDMA nor the Supplier shall assign, in whole or in part, obligations under this Contract, except with the prior written consent of the other party
17.	Sub-contracts	17.1	The Supplier shall consult NDMA in the event of subcontracting under this contract if not already specified in the Bid. Subcontracting shall not alter the Supplier's obligations.
18.	Delays in the Supplier's Performance	18.1	performance of Services shall be made by the Supplier in accordance with the time schedule prescribed by NDMA in the Schedule of Requirements.

		18.2	If at any time during performance of the Contract, the Supplier or its subcontractor(s) should encounter conditions impeding timely performance of Services, the Supplier shall promptly notify NDMA in writing or in electronic forms that provide record of the content of communication of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Supplier's notice, NDMA shall evaluate the situation and may at its discretion extend the Supplier's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of Contract.
		18.3	a delay by the Supplier in the performance of its services obligations shall render the Supplier liable to the imposition of liquidated damages, unless an extension of time is agreed upon without the application of liquidated damages.
19.	Liquidated Damages	19.1	If the Supplier fails to perform the Services within the period(s) specified in the Contract, the Procuring Agency shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in SCC of the unperformed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the performance security (or guarantee) specified in SCC . Once the said maximum is reached, NDMA may consider termination of the Contract.
20.	Termination for Default	20.1	NDMA or the Supplier, 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.
		20.2	Fundamental breaches of Contract shall include, but shall not be limited to the following: a. the Supplier fails to perform services within the period(s) specified in the Contract, or within any extension thereof granted by NDMA. or b. the Supplier fails to perform any other obligation(s) under the Contract;

			<p>c. Supplier's failure to submit performance security (or guarantee) within the time stipulated in the SCC;</p> <p>d. the supplier has abandoned or repudiated the contract.</p> <p>e. the Supplier is declared bankrupt or goes into liquidation other than for a reconstruction or amalgamation;</p> <p>f. a payment is not paid by NDMA to the Supplier</p> <p>g. NDMA gives Notice that services performed with a defect is a fundamental breach of Contract and the Supplier fails to correct it within a reasonable period of time determined by NDMA; and</p> <p>h. if NDMA determines, based on the reasonable evidence, that the Supplier has engaged in corrupt, coercive, collusive, obstructive or fraudulent practices, in competing for or in executing the Contract</p> <p>For the purpose of this clause: "Corrupt and Fraudulent Practice" means the practices as described in Rule-2 (1) (f) of Public Procurement Rules-2004.</p>
		20.3	<p>In the event NDMA terminates the Contract in whole or in part, NDMA may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, and the Supplier shall be liable to NDMA for any excess costs for such similar Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.</p>
21.	Termination for Force Majeure	21.1	<p>Neither Party shall have any liability or be deemed to be in breach of the Contract for any delay nor is other failure in performance of its obligations under the Contract, if such delay or failure is a result of an event of Force Majeure.</p> <p>For purpose of this clause, "Force Majeure" means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of a Party, and which makes a Party's performance of its</p>

			obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood, epidemics, or other adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent.
		21.2	If a Party (hereinafter referred to as “the Affected Party”) is or will be prevented from performing its substantial obligation under the contract by Force Majeure, it shall give a Notice to the other Party giving full particulars of the event and circumstance of Force Majeure in writing or in electronic forms that provide record of the content of communication of such condition and the cause thereof. Unless otherwise directed by NDMA in writing or in electronic forms that provide record of the content of communication, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
22.	Termination for Insolvency	22.1	NDMA may at any time terminate the Contract by giving written notice to the Supplier if the Supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to NDMA
23.	Termination for Convenience	23.1	NDMA, by written notice sent to the Supplier, 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 NDMA’s convenience, the Contract is terminated, and the date upon which such termination becomes effective.
24.	Disputes Resolution	24.1	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.
		24.2	After the dispute has been referred to the arbitrator, within 30 days, or within such other period as may be proposed by the Parties, the Arbitrator shall give its decision. The rendered decision shall be binding to the Parties.
25.	Procedure for Disputes Resolution	25.1	The arbitration shall be conducted in accordance with the arbitration procedure published by the Institution named and in the place shown in the SCC .
		25.2	The rate of the Arbitrator's fee and administrative costs of arbitration shall be borne equally by the Parties. The rates and costs shall be in accordance with the rules of the Appointing Authority. In conducting arbitration to its finality each party shall bear its incurred costs and expenses
		25.3	The arbitration shall be conducted in accordance with the arbitration procedure published by the institution named and in the place shown in the SCC .
26.	Replacement of Arbitrator	26.1	Should the Arbitrator resign or die, or should NDMA and the Supplier agree that the Arbitrator is not functioning in accordance with the provisions of the contract, a new Arbitrator shall be appointed by mutual consent of the both parties.
27.	Limitation of Liability	27.1	Except in cases of criminal negligence or willful conduct, and in the case of infringement <ul style="list-style-type: none"> a. The supplier shall not be liable to the Procuring Agency, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Procuring Agency; and b. The aggregate liability of the Supplier to the Procuring Agency, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to the cost of repairing or replacing

			defective equipment or to any obligation of the Supplier to indemnify the Procuring Agency with respect to patent infringement.
28.	Notices	28.1	Any notice given by one party to the other pursuant to this Contract shall be sent to the other party in writing or in electronic forms that provide record of the content of communication and confirmed in writing or in electronic forms that provide record of the content of communication to the other party's address specified in SCC .
		28.2	A notice shall be effective when delivered or on the notice's effective date, whichever is later.
29.	Taxes and Duties	29.1	A foreign Supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside Pakistan.
		29.2	If any tax exemptions, reductions, allowances or privileges may be available to the Supplier in Pakistan the Procuring Agency shall use its best efforts to enable the Supplier to benefit from any such tax savings to the maximum allowable extent
		29.3	A local Supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods to the Procuring Agency.

SECTION VIII: SPECIAL CONDITIONS OF THE CONTRACT (SCC)

The following Special Conditions of Contract (SCC) shall supplement the GCC. Whenever there is a conflict, the provisions herein shall prevail over those in the GCC. The corresponding clause number of the GCC is indicated in parentheses:-

SCC Clause Number	GCC Clause Number	Amendments of, and Supplements to, Clauses in the GCC
Definitions (GCC 1)		
1.	1.1	The Procuring Agency is: National Disaster Management Authority, Main Muree Road, near ITP office, Islamabad.
2.	1.1(d,e)	The commencement, completion and intended delivery date will be covered in contract form.
3.	1.1 (j)	The Supplier is: <i>[Name and address]</i>
4.	1.1 (q)	The title of the subject procurement or The Project is: Tender for Customs clearing agents
Governing Language (GCC 4)		
5.	4.1	The Governing Language shall be: English
Applicable Law (GCC 5)		
6.	5.1	The Applicable Law shall be: Laws of the Islamic Republic of Pakistan
Country of Origin (GCC 6)		
7.	6.1	Country of Origin is Pakistan
Performance Security (or guarantee) (GCC 10)		
8.	10.1	The amount of performance security (or guarantee), as a percentage of the Contract Price, shall be: <i>[below the ten (10) percent of the Contract Price]</i>
Delivery and Documents (GCC Clause 11)		
9.	13.1	Upon completion of job, the Supplier shall notify NDMA and mail the following documents to the Procuring Agency: <ul style="list-style-type: none"> i. One original invoice plus one sales tax invoice of the Supplier's showing services performed, unit price without GST, GST% and total amount with GST;
Payment (GCC Clause 12)		

10.	12.1	<p>The method and conditions of payment to be Supplier under this Contract shall be as follows:</p> <p>Payment for Services supplied from within Pakistan: Payment for Services supplied from within Pakistan shall be made in Pakistani Rupees, as follows:</p> <ol style="list-style-type: none"> i. Advance Payment: Advance payment will not be provided in normal circumstances. However in exceptional cases advance payment shall be allowed against receipt of a bank guarantee for the equivalent amount or another form acceptable to the NDMA. ii. Final Payment: The final payment shall be paid to the Supplier after the date of the acceptance certificate for the respective services performed
Prices (GCC 13)		
11.	13.1	The contract price shall be as specified in the Contract Agreement.
Change Orders (GCC Clause 14)		
12.	The conditions of GCC Clause 14 may apply, if required.	
Liquidated Damages (GCC Clause 19)		
13.	19.1	Applicable rate: <i>0.2% per day of undelivered quantity value.</i>
Procedure for Dispute Resolution (GCC Clause 25)		
14.	25.1	<p>Dispute Resolution</p> <p><u>For Contracts to be entered with nationals of Pakistan</u></p> <ol style="list-style-type: none"> 1. If any dispute of any kind whatsoever shall arise between the Procuring Agency and the Supplier 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 7 (seven) days following a notice sent by one Party to the other Party in this regard. 2. At future of negotiation the dispute shall be resolved through mediation and mediator shall be appointed with the mutual consent of the both parties 3. 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

		<p>the both parties. The Arbitration shall take place in Islamabad and proceedings will be conducted in – English language</p> <p>4. 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.</p> <p>5. Arbitration proceedings as mentioned in the above clause regarding resolution of disputes may be commenced prior to, during or after delivery of goods.</p> <p>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 Procuring Agency shall pay the Supplier any monies due to the Supplier.</p>
Notices (GCC Clause 28)		
15.	28.1	<p>— Procuring Agency’s address for notice purposes: Director (Procurement), National Disaster Management Authority, Main Muree Road, Near ITP office, Islamabad.</p> <p>—Supplier’s address for notice purposes:</p>
Taxes and duties (GCC Clause 29)		
16.	29.1	The bidder shall be entirely responsible for all tax, duties, license fees, etc. incurred until performance of services to NDMA.

Note. The rest of GCC Clauses may applicable, where needed.

SECTION IX: CONTRACT FORMS

Form of Contract

THIS AGREEMENT made the _____ day of _____ 20____ between [name and address of Procuring Agency] of Pakistan (hereinafter called "the Procuring Agency") of the one part and [name of Supplier] of [city and country of Supplier] (hereinafter called "the Supplier") of the other part:

WHEREAS the Procuring Agency invited Bids for certain goods and related services, viz., [brief description of goods and services] and has accepted a Bid by the Supplier for the supply of those goods and related services 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:-
 - i) This form of Contract;
 - ii) the Form of Bid and the Price Schedule submitted by the Bidder;
 - iii) the Schedule of Requirements;
 - iv) the Technical Specifications;
 - v) the Special Conditions of Contract;
 - vi) the General Conditions of the Contract;
 - vii) the Procuring Agency's Letter of Acceptance; and
 - viii)[add here: any other documents]
3. In consideration of the payments to be made by the Procuring Agency to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Procuring Agency to provide the goods and 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 Supplier in consideration of the provision of the goods and related services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by 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 Supplier:

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: _____ Dated: _____
Contract Value: _____
Contract Title: _____

[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.

[Buyer]

[Seller/Supplier]