
PRE-QUALIFICATION DOCUMENTS

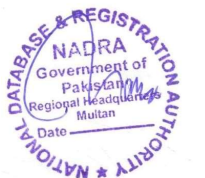
Procurement of Courier Services through Framework Agreements

Tender No. NADRA/PRQ/2023-24/03



National Database & Registration Authority

Regional Head Office Multan



Brief of the Document

Particular Procurement Notice - Invitation for Prequalification

It is the Invitation for Prequalification of **Courier Services** Providers (CSP) willing to sign framework agreements with the NADRA RHO Multan for provision of **Courier Services**, in accordance with the provisions of the agreement.

Prequalification Document

(Procurement of Courier Services through Framework Agreements)

PART 1 – PREQUALIFICATION PROCESS

Section I - Instructions to Applicants (ITAs)

This Section contains detailed information for preparing and submitting the Applications for Prequalification, in addition to information on opening and evaluation of the Applications.

Section II - Prequalification Data Sheet (PDS)

This Section contains provisions that supplement the ITA (in Section-I), and are specific to respective Prequalification Proceedings.

Section III - Qualification Criteria and Requirements

This Section prescribes the methodology, criteria, and requirements to be used to determine the capacity and capability of the Applicants for the provision of services in accordance with the requirements of the Procuring Agency, with an objective to:

- a. Prequalify them for Invitation to Bid(s), and sign the framework agreement(s) with the selected bidder(s), in case of Closed Framework Agreement(s) for placing subsequent Call off Orders.

Section IV - Application Forms

This Section contains Application Submission Form and other allied forms required to be submitted with the Application.

Section V - Eligible Countries

This Section contains information regarding eligible countries in accordance with the Policy of the Federal Government.

Section VI - Fraud and Corruption

This Section provides the Applicants with the reference to the Public Procurement Rules 2004 in regard to Fraud and Corruption applicable to the Procurement process.

PART 2 -- SERVICE REQUIREMENTS**Section VII – Scope of Services**

This Section includes a summary description of the terms of reference of the services that are the subject of this prequalification, as well as a type description, services levels and locations/offices for which the **Courier Services** are being sought.

Particular Procurement Notice

Invitation for Prequalification

For Framework Agreement(s) of Courier

Services

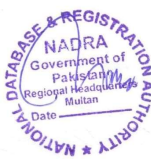
For NADRA Multan Region

1. The NADRA RHO Multan has sufficient funds from HQ Islamabad toward the expenditure of the **Courier Services**, and intends to apply part of the proceeds toward payments under the contract or contracts for Procurement of **Courier Services** through Framework Agreement.
2. The NADRA RHO Multan intends to prequalify **Courier Services** Companies for:
 - a. Invitation to Bid(s), and sign the framework agreement(s) with the selected bidder(s), in case of Closed Framework Agreement(s) for placing subsequent Call off Orders by the Procuring Agency.
3. The objective of the intended closed framework agreement(s) is the on-demand provision of **Courier Services** to all offices of NADRA Multan Region through subsequent Call-off Contract(s) with successful bidders, and the purpose of this Prequalification Notice is to provide the very basic information to enable the potential applicants to decide whether or not to respond to this Prequalification Notice.
4. Only the prequalified applicants shall be entitled to participate in the procurement proceedings, and it is expected that:

the Invitation to Bids will be made to the Prequalified Applicants in April 2024 (expectedly) and Closed Framework Agreement(s) will be signed b/w the NADRA RHO Multan and the successful bidder(s) as Framework Agreement Service Providers in May 2024 for the period of one year from the date of commencement of agreement.

Moreover, new Invitation to Bids may be made to the Prequalified Applicants before expiry of first Framework Agreement (subject to the finalization of Framework Agreement Regulations by Authority with permission to re-bid in single prequalification and approval of Competent Authority) and Closed Framework Agreement(s) will be signed b/w the NADRA RHO Multan and the successful bidder(s) as Framework Agreement Service Providers for the period of one year and so on till the completion of Prequalification Period.

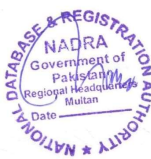
5. Prequalification process is open for all national Applicants subject to fulfilling the eligibility requirements mentioned in the respective Prequalification Documents. Interested Applicants may obtain further information from the NADRA RHO Multan at the address mentioned



below during office hours.

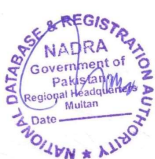
- 6 A complete set of Prequalification Documents in English may be purchased by interested Applicants on the submission of a written Application to the address mentioned below and upon payment of a nonrefundable fee of Rs.1,000/-. The method of payment will be in the form of Pay Order/Demand Draft on the name of “*NSRC Disbursement Account RHO NADRA Multan*”.
7. Applications for Prequalification should be submitted in sealed envelopes and delivered to the address mentioned below on or before **1130 hours** on **02 April 2024** and be clearly marked “Application to Prequalify for **Courier Services**”. Applications/Proposals will be opened on the same day at **1200 Hours** by concerned procurement board. Late Applications will be rejected.

Dy. Director (Admin)
NADRA Regional Head Office
221/A, SRA Colony, Multan
Ph: 061-9220133, Fax: 061-9220111, Email: proc.multan@nadra.gov.pk



PART 1 – Prequalification Process

Section I - Instructions to Applicants



Section I - Instructions to Applicants

A. General	
1. Scope of Application	1.1 In connection with the “Invitation for Prequalification”, the Procuring Agency, as defined in Section II (Prequalification Data Sheet abbreviated as PDS), issues this set of Prequalification Documents (PD) to prospective applicants (also hereinafter referred as Applicants) interested in submitting applications (also hereinafter referred as Applications) to determine the capacity and capability of the Applicant(s) for the provision of Courier Services as specified in Section VII (Schedule of Requirements).
2. Source of Funds	2.1 Source of funds is same as referred in Invitation for Prequalification.
3. Fraud and Corruption	<p>3.1 Public Procurement Regulatory Authority requires that Procuring Agencies (including beneficiaries of Government funded projects) as well as Applicants/Bidders/Suppliers/Contractors/Service Providers under Government financed contracts, observe the highest standard of ethics during the procurement and execution of such contracts.</p> <p>3.2 The Applicants/Bidders shall permit and shall cause their agents (whether declared or not), sub-contractors, sub-consultants, service providers, suppliers, and their personnel, to permit the Procuring Agency to inspect all accounts, records and other documents relating to any, Application/Bid submission, Primary Procurement process, Framework Agreement performance, Secondary Procurement process, and/or Call-off Contract performance (in the case of award of a Call-off Contract), and to have them audited by auditors appointed by the Procuring Agency.</p> <p>3.3 Any communications between the Applicant and the Procuring Agency related to matters of alleged corrupt and fraudulent practices must be made in writing or in electronic forms that provide record of the content of communication.</p> <p>3.4 Procuring Agency will reject an application or bid or proposal, if it is established that the Applicant or the Bidder or Prosper was engaged in corrupt and fraudulent practices in competing for the contract.</p> <p>3.5 Procuring Agency will also declare the Applicant as blacklisted in accordance with Public Procurement Rule 19 and predefined standard mechanism.</p>

<p>4. Eligible Applicants</p>	<p>4.1 An Applicant may be a private entity, a state-owned enterprise or institution subject to ITB 4.6, or any combination of such entities in the form of a joint venture (JV) under an existing JV agreement or with the intent to enter into such an agreement supported by a letter of intent.</p> <p>In case of single (private or state-owned entity), it shall be liable for execution of all the provisions of the Framework Agreement (if signed b/w the Procuring Agency and the entity), the execution of any Call-off Contract(s) awarded (to the entity) under the Framework Agreement in accordance with the Call-off Contract conditions that apply.</p> <p>In the case of a joint venture, all members shall be jointly and severally liable for the execution of all the provisions of the Framework Agreement (if signed b/w the Procuring Agency and the JV), the execution of any Call-off Contract(s) awarded (to the JV) under the Framework Agreement in accordance with the Call-off Contract conditions that apply.</p> <p>The JV shall nominate a Representative who shall have the authority to conduct all business for and on behalf of any and all the members of the JV during the Prequalification process, Bidding process (in the event the prequalified JV submits a Bid) and during contract execution (in the event the JV is awarded the Contract). Unless specified in the PDS, there is no limit on the number of members in a JV.</p>
	<p>4.2 An Applicant may apply for Prequalification both individually, and as part of a joint venture, or participate as a subcontractor. If prequalified, it will not be permitted to bid for the same contract both as an individual entity and as a part of the joint venture or as a subcontractor. Bids submitted in violation of this provision will be rejected.</p> <p>4.3 An Applicant and any of its affiliates (that directly or indirectly control, are controlled by or are under common control with that entity) may submit its Application for Prequalification either individually, as joint venture or as a sub-contractor among them for the same contract. However, if prequalified only one prequalified Applicant will be allowed to bid for the same contract. All Bids submitted in violation of this provision will be rejected.</p>
	<p>4.4 Applicants shall be considered to have a conflict of interest, if they participated as a consultant in the preparation of the design or technical specifications or have been hired or proposed to be hired</p>

	<p>by the Procuring Agency for execution of subsequent Framework Agreement(s) or Call off Contract(s) In addition, Applicants may be considered to have a conflict of interest if they have a close business or family relationship with such professional staff of the Procuring Agency (or a recipient of a part of the funds) who:</p> <p>(a) are directly or indirectly involved in the preparation of the Prequalification Documents or Bidding Documents or specifications of the Framework Agreement or Call-off Contract and/or the Prequalification or Bid evaluation process of such Contract; or</p> <p>(b) would be involved in the implementation or supervision of such Framework Agreement or Call-off Contract, unless the conflict stemming from such relationship has been resolved throughout the Procurement Process, Bidding process-during the execution of the Framework Agreement and/or Call-off Contract.</p>
	<p>4.5 An Applicant that has been declared debarred or blacklisted in accordance with the provisions of Public Procurement Rules, 2004 and any regulations in this regard shall be ineligible to be prequalified to bid or enter into any Framework Agreement or Call-off Contract for such period of time and for such type of procurement for which he has been declared debarred or blacklisted. The list of debarred firms and individuals is available at the electronic address specified in the PDS.</p>
	<p>4.6 Applicants that are state-owned enterprises or institutions in the Islamic Republic of Pakistan may be eligible to participate only if they can establish, that they:</p> <p>(a) are legally and financially autonomous;</p> <p>(b) operate under commercial law, and</p> <p>(c) are not under administrative control of the Procuring Agency.</p>
	<p>4.7 An Applicant shall provide such documentary evidence for determining the eligibility of the Applicant to the reasonable satisfaction of the Procuring Agency.</p>
5. Eligibility (in terms of Nationality)	<p>5.1 Applicants may be ineligible if they are nationals of ineligible countries as indicated in Section V.</p>
	<p>B. Contents of the Prequalification Documents</p>
6. Sections of Prequalification	<p>6.1 This set of Prequalification Documents consists of Parts 1 and 2 which comprise all the sections indicated below, and which should be read in conjunction with any Addendum issued in accordance with</p>

Documents	ITA 8.
	<p>ITA 8.</p> <p>PART 1 Prequalification Procedures</p> <ul style="list-style-type: none"> • Section I - Instructions to Applicants (ITA) • Section II - Prequalification Data Sheet (PDS) • Section III - Qualification Criteria and Requirements • Section IV - Application Forms • Section V - Eligible Countries • Section VI - Fraud and Corruption <p>PART 2 Courier Services Requirements</p> <ul style="list-style-type: none"> • Section VII – Schedule of Requirements for Courier Services
	<p>6.2 Unless obtained directly from the Procuring Agency, Proposal for Prequalification, the Procuring Agency accepts no responsibility for the completeness of the Prequalification documents, responses to requests for clarification, the minutes of the pre-Application meeting (if any), or Addenda to the Prequalification documents in accordance with ITA 8. In case of any discrepancies, documents issued directly by the Procuring Agency shall prevail.</p>
	<p>6.3 The Applicant is expected to examine all instructions, forms, and terms in the Prequalification Documents and to furnish with its Application all information or documentation as is required by the Prequalification Documents.</p>
<p>7. Clarification of Prequalification Documents and Pre-Application Meeting</p>	<p>7.1 An Applicant requiring any clarification of the Prequalification Documents shall contact the Procuring Agency in writing at the Procuring Agency’s address indicated in the PDS. The Procuring Agency will respond in writing to any request for clarification provided that such request is received no later than seven (07) days prior to the deadline for submission of the Applications. The Procuring Agency shall forward a copy of its response to all prospective Applicants who have obtained the Prequalification Documents directly from the Procuring Agency, including a description of the inquiry but without identifying its source. If so indicated in the PDS, the Procuring Agency shall also promptly publish its response at the web page identified in the PDS. Should the Procuring Agency deem it necessary to amend the Prequalification Documents as a result of a clarification, it shall do so following the procedure under ITA 8 and in accordance with the provisions of ITA 17.2.</p> <p>7.2 If indicated in the PDS, the Applicant’s designated representative is invited at the Applicant’s cost to attend a pre-Application meeting at the place, date and time mentioned in the PDS. During this pre-</p>

	<p>Application meeting, prospective Applicants may request clarification of the schedule of requirement, the qualification criteria or any other aspects of the Prequalification Documents.</p> <p>7.3 Minutes of the pre-Application meeting, if applicable, including the text of the questions asked by Applicants, 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 Applicants who have obtained the Prequalification Documents. Any modification to the Prequalification Documents that may become necessary as a result of the pre-Application meeting shall be made by the Procuring Agency exclusively through the use of an Addendum pursuant to ITA 8. Non-attendance at the pre-Application meeting will not be a cause for disqualification of an Applicant.</p>
8. Amendment of Prequalification Documents	<p>8.1 At any time prior to the deadline for submission of Applications, the Procuring Agency may amend the Prequalification Documents by issuing an Addendum.</p> <p>8.2 Any Addendum issued shall be part of the Prequalification Document and shall be communicated in writing to all Applicants who have obtained the Prequalification Documents from the Procuring Agency. The Procuring Agency shall promptly publish the Addendum at the Procuring Agency's or Authority web page identified in the PDS:</p> <p>Provided that an Applicant who had either already submitted their Applications or handed over the applications to the courier prior to the issuance of any such addendum shall have the right to withdraw his already filed Application and submit the revised Application prior to the original or extended Application submission deadline.</p> <p>8.3 To give Applicants reasonable time to take an Addendum into account in preparing their Applications, the Procuring Agency may at its discretion, extend the deadline for the submission of Applications in accordance with ITA 17.2:</p> <p>Provided that the Procuring Agency shall extend the deadline for submission of Applications, if such an addendum is issued within last three (03) days of the Application submission deadline.</p>
C. Preparation of Applications	
9. Cost of Applications	<p>9.1 The Applicant shall bear all costs associated with the preparation and submission of its Application. The Procuring Agency will in no case be responsible or liable for those costs, regardless of the conduct or</p>

	outcome of the Prequalification process.
10. Language of Application	10.1 The Application as well as all correspondence and documents relating to the Prequalification exchanged by the Applicant and the Procuring Agency, shall be written in the language specified in the PDS . Supporting documents and printed literature that are part of the Application may be in another language, provided they are accompanied by an accurate translation of the relevant passages in the language specified in the PDS , in which case, for purposes of interpretation of the Application, the translation shall govern.
11. Documents Comprising the Application	11.1 The Application shall comprise the following: <ul style="list-style-type: none"> (a) Application Submission Letter, in accordance with ITA 12.1; (b) Eligibility: documentary evidence establishing the Applicant’s eligibility, in accordance with ITA 13.1; (c) Qualifications: documentary evidence establishing the Applicant’s qualifications, in accordance with ITA 14; and (d) any other document required as specified in the PDS. 11.2 The Applicant shall furnish information on commissions and gratuities, if any, paid or to be paid to agents or any other party relating to this Application
12. Application Submission Letter	12.1 The Applicant shall complete an Application Submission Letter as provided in Section IV (Application Forms). This Form must be completed without any alteration to its format.
13. Documents Establishing the Eligibility of the Applicant	13.1 To establish its eligibility in accordance with ITA 4, the Applicant shall complete the eligibility declarations in the Application Submission Letter and Form ELI-1.1 (eligibility), included in Section IV (Application Forms).
14. Documents Establishing the Qualifications of the Applicant	14.1 To establish its qualifications to perform the contract(s) in accordance with Section III (Qualification Criteria and Requirements), the Applicant shall provide the information requested in the corresponding Information Sheets included in Section IV (Application Forms). <p>14.2 Wherever an Application Form requires an Applicant to state a monetary amount, Applicants should indicate the Pak Rupee equivalent using the rate of exchange determined as follows:</p> <ul style="list-style-type: none"> (a) for turnover or financial data required for each year - Exchange rate prevailing on the last day of the respective calendar year (in which the amounts for that year is to be

	<p>converted).</p> <p>(b) value of single contract - Exchange rate prevailing on the date of the contract.</p> <p>14.3 Exchange rates shall be taken from the publicly available source identified in the PDS. Any error in determining the exchange rates in the Application may be corrected by the Procuring Agency.</p>
15. Signing of the Application and Number of Copies	<p>15.1 The Applicant shall prepare one set of the original documents comprising the Application as described in ITA 11 and clearly mark it “ORIGINAL”. The original set of the Application shall be typed or written in indelible ink and shall be signed by a person duly authorized to sign on behalf of the Applicant. In case the Applicant is a JV, the Application shall be signed by an authorized representative of the JV on behalf of the JV and so as to be legally binding on all the members as evidenced by a power of attorney signed by their legally authorized signatories.</p> <p>15.2 The Applicant shall submit copies of the signed original Application, in the number specified in the PDS, and clearly mark them “COPY”. In the event of any discrepancy between the original and the copies, the original shall prevail.</p> <p>15.3 When the Applications are submitted electronically, if permitted pursuant to ITA 17.1, The Applicant shall submit ORIGINAL and COPIES in accordance with the procedures specified in the PDS.</p>
	D. Submission of Applications
16. Sealing and Identification of Applications	<p>16.1 The Applicant shall enclose the original and the copies (if required in the PDS) of the Application in a sealed envelope that shall:</p> <ul style="list-style-type: none"> (a) bear the name and address of the Applicant; (b) be addressed to the Procuring Agency, in accordance with ITA 17.1; and (c) bear the specific identification of this Prequalification process indicated in the PDS reference ITA 1.1. <p>16.2 When the Applications are submitted electronically, if permitted pursuant to ITA 17.1, The Applicant shall seal the original and the copies in accordance with the procedures specified in the PDS.</p>
	16.3 The Procuring Agency will accept no responsibility for not processing any envelope that was not identified as required in ITA 16.1 above.
17. Deadline for Submission of	17.1 Applicants may either submit their Applications by mail, by courier or by hand. Applications shall be received by the Procuring Agency at the address and no later than the deadline indicated in the PDS .

Applications	When so specified in the PDS , Applicants have the option of submitting their Applications electronically, in accordance with electronic Application submission procedures specified in the PDS .
	17.2 If required in accordance with the provisions of ITA 8.3, the Procuring Agency will extend the deadline for the submission of Applications, in which case all rights and obligations of the Procuring Agency and the Applicants subject to the previous deadline shall thereafter be subject to the deadline as extended.
18. Late Applications	18.1 The Procuring Agency reserves the right to accept Applications received after the time for submission of Applications, however subject to the condition that the same is received within the date specified as last date for submission of applications but before the time for opening of the Applications.
19. Opening of Applications	<p>19.1 The Procuring Agency shall open all Applications at the date, time and place specified in the PDS. Late Applications shall be treated in accordance with ITA 18.1.</p> <p>19.2 Applications submitted electronically, if permitted pursuant to ITA 17.1, shall be opened in accordance with the procedures specified in the PDS.</p> <p>19.3 The Procuring Agency shall prepare a record of the opening of Applications to include, as a minimum, the name of the Applicants. A copy of the record shall be distributed to all Applicants.</p>
	E. Procedures for Evaluation of Applications
20. Confidentiality	20.1 Information relating to the Applications, their evaluation and results of the Prequalification shall not be disclosed to Applicants or any other persons not officially concerned with the Prequalification process until the notification of Prequalification results is made to all Applicants in accordance with ITA 28.
	20.2 From the deadline for submission of Applications to the time of notification of the results of the Prequalification in accordance with ITA 28, any Applicant that wishes to contact the Procuring Agency on any matter related to the Prequalification process may do so only in writing.
21. Clarification of Applications	21.1 To assist in the evaluation of Applications, the Procuring Agency may, at its discretion, ask an Applicant for a clarification (including missing documents) of its Application, to be submitted within a stated reasonable period of time. Any request for clarification from the Procuring Agency and all clarifications from the Applicant shall be in

	writing.
	21.2 If an Applicant does not provide clarifications and/or documents requested by the date and time set in the Procuring Agency’s request for clarification, its Application shall be evaluated based on the information and documents available at the time of evaluation of the Application.
22. Responsive-ness of Applications	22.1 The Procuring Agency may reject any Application which is not responsive to the requirements of the Prequalification Documents. In case the information furnished by the Applicant is incomplete or otherwise requires clarification as per ITA 21.1, and the Applicant fails to provide satisfactory clarification and/or missing information, it may result in disqualification of the Applicant.
23. Margin of Preference	23.1 Unless otherwise specified in the PDS , a margin of preference shall not apply in the Bidding process resulting from this Prequalification.
24. Sub-contractors	24.1 Subcontractors’ qualification and experience will not be considered for evaluation of the Applicant. The Applicant on its own (without taking into account the qualification and experience of the Subcontractor) should meet the qualification criteria.
	F. Evaluation of Applications and Prequalification of Applicants
25. Evaluation of Applications	25.1 The Procuring Agency shall use the factors, methods, criteria, and requirements defined in Section III, Qualification Criteria and Requirements, to evaluate the qualifications of the Applicants, and no other methods, criteria, or requirements shall be used. The Procuring Agency reserves the right to waive minor deviations from the qualification criteria if they do not materially affect the technical capability and financial resources of an Applicant to perform the contract, however subject to the provisions of ITA 27.
	25.2 Subcontractors proposed by the Applicant shall be fully qualified for their parts of the Scope of provision of the Services.
	25.3 In case of multiple contracts, Applicants should indicate in their Applications the individual contract or combination of contracts in which they are interested. The Procuring Agency shall prequalify each Applicant for the maximum combination of contracts for which the Applicant has thereby indicated its interest and for which the Applicant meets the appropriate aggregate requirements. The Qualification Criteria and Requirements are mentioned in Section III.

	25.4 Only the qualifications of the Applicant shall be considered. The qualifications of other related entities such as the Applicant’s subsidiaries, parent entities, affiliates, subcontractors or any other firm(s) different from the Applicant shall not be taken into consideration in determining the qualifications of the Applicant.
26. Procuring Agency’s Right to Accept or Reject Applications	26.1 The Procuring Agency reserves the right to accept or reject all the Applications, and to annul the Prequalification process at any time, without thereby incurring any liability to the Applicants.
27. Prequalification of Applicants	<p>27.1 All Applicants whose Applications substantially meet or exceed the specified qualification requirements will be prequalified by the Procuring Agency.</p> <p>27.2 An Applicant may be “conditionally prequalified,” that is, qualified subject to the Applicant submitting or correcting certain specified nonmaterial documents or deficiencies to the satisfaction of the Procuring Agency.</p> <p>27.3 Applicants that are conditionally prequalified will be so informed along with the statement of the condition(s) which must be met to the satisfaction of the Procuring Agency before or at the time of submitting their Bids.</p>
28. Notification of Prequalification	<p>28.1 The Procuring Agency shall notify all Applicants in writing of the names of those Applicants who have been prequalified or conditionally prequalified. In addition, those Applicants who have been disqualified will be informed separately.</p> <p>28.2 The procuring agency shall communicate to those suppliers or contractors who have not been pre-qualified the reasons for not pre-qualifying them.</p>
29. Request for Bids	29.1 Promptly after the notification of the results of the Prequalification, the Procuring Agency shall invite the Bids from all the Applicants that have been prequalified or conditionally prequalified.

<p>30. Changes in Qualifications of Applicants</p>	<p>30.1 Any change in the structure or formation of an Applicant after being prequalified in accordance with ITA 27 and invited to bid (including, in the case of a JV, any change in the structure or formation of any member thereto) shall be subject to the written approval of the Procuring Agency prior to the deadline for submission of Bids. Such approval shall be denied if:</p> <ul style="list-style-type: none"> (a) a prequalified Applicant proposes to associate with a disqualified Applicant or in case of a disqualified joint venture, any of its members; (b) as a consequence of the change, the Applicant no longer substantially meets the qualification criteria set forth in Section III, Qualification Criteria and Requirements; or (c) in the opinion of the Procuring Agency, the change may result in a substantial reduction in competition. <p>30.2 Any such change should be submitted to the Procuring Agency before the date of “Invitation to Bids”.</p>
<p>31. Prequalification Related Complaints</p>	<p>31.1 Procuring agency shall constitute a Grievance Redressal Committee (GRC) comprising of odd number of person with proper power and authorization to address the complaints. The GRC shall not have any of the members of Prequalification Evolution Committee. The committee must have one subject specialist depending the nature of the procurement in addition to one person with legal background.</p> <p>31.2 Any party can file its written complaint against the eligibility parameters or any other terms and conditions prescribed in the Prequalification documents found contrary to provision of Rule 32, and the same shall be addressed by the GRC well before the Bid submission deadline.</p> <p>31.3 Any Applicant feeling aggrieved by any act of the procuring agency after the submission of his Application may lodge a written complaint concerning his grievances not later than five-days after the announcement of the result of Prequalification.</p> <p>31.4 The GRC shall investigate and decide upon the complaint within ten days of its receipt.</p> <p>31.5 The address of the Grievance Redressal Committee for making a Prequalification related Complaint are as specified in the PDS.</p>

Section II - Prequalification Data Sheet (PDS)

A. General

ITA 1.1	<p>The identification number of the Invitation for Prequalification is: NADRA/PRQ/2023-24/03</p> <p>The Procuring Agency is: Dy. Director (Admin), NADRA Regional Head Office, 221-A, SRA Colony, Multan.</p> <p>The list of contracts is: Framework Agreement for Procurement of Courier Services</p>
ITA 2.1	<p>The name of the Procuring Agency is: NADRA Regional Head Office, Multan.</p> <p>The name of the Project or Procurement is: Procurement of Courier Services through Close Framework Agreement(s)</p>
ITA 4.2	<p>Maximum number of members in the JV shall be: “not limited”</p>
ITA 4.7	<p>A list of debarred firms and individuals is available on the PPRAs website: http://www.ppra.org.pk</p>
<h3>B. Contents of the Prequalification Document</h3>	
ITA 7.1	<p>For clarification purposes, the Procuring Agency’s address is:</p> <p>Dy. Director (Admin), NADRA Regional Head Office, 221-A, SRA Colony, Multan.</p> <p>Attention: Mr. M. Nadeem Rana Assistant Director (Procurement) NADRA Regional Head Office 221-A, SRA Colony, Multan Tel: 061-9220133 Fax: 061-9220111 Email: proc.multan@nadra.gov.pk</p>

ITA 7.1 & 8.2	NADRA Web page: www.nadra.gov.pk Authority Web Page www.ppra.org.pk
ITA 7.2	Pre-Application Meeting will be held: <i>No</i>
C. Preparation of Applications	
ITA 10.1	This Prequalification document has been issued in the “ <i>English</i> ”
ITA 11.1 (d)	The Applicant shall submit with its Application, the following additional documents: <i>N/A</i>
ITA 14.2	The source for determining exchange rates is: <i>N/A</i>
ITA 15.2	In addition to the original, the number of copies to be submitted with the Application is: <i>Zero (0)</i>
D. Submission of Applications	
ITA 17.1	<p>The deadline for Application submission is:</p> <p>Date: 02 April 2024</p> <p>Time: 1130 Hours</p> <p>For Application submission purposes only, the Procuring Agency’s address is:</p> <p>Dy. Director (Admin), NADRA Regional Head Office, 221-A, SRA Colony, Multan. Tel: 061-9220133 Fax: 061-9220111 Email: proc.multan@nadra.gov.pk</p>
ITA 18.1	The Procuring Agency reserves the right to accept or reject late Applications.
ITA 19.1	<p>The opening of the Applications shall be at:</p> <p>Date: 02 April 2024</p> <p>Time: 1200 Hours</p> <p>Address: Conference Hall, NADRA RHO, 221-A, SRA Colony, Multan.</p>

E. Procedures for Evaluation of Applications

ITA 31.1

If an Applicant wishes to make a Prequalification related Complaint, the Applicant should submit its complaint, in writing (by the quickest means available, that is either by email or fax), to:

For the attention: Mr. Saqib Jamal,

Title/position: President Grievance Redressal Committee

Procuring Agency: NADRA RHO Multan

Address: NADRA HQs,

SBP Building, Shakra-e-Jamhoriyat,

G-5/2, Islamabad.

Fax number: 051-92245668

In summary, at this stage, a Prequalification related Complaint may challenge any of the following:

the terms of the Prequalification Documents; and

the Procuring Agency's decision not to prequalify an Applicant.

Section III - Qualification Criteria and Requirements

This Section contains the methods, criteria, and requirements that the Procuring Agency shall use to evaluate Applications. The information to be provided in relation to each requirement and the definitions of the corresponding terms are included in the respective Application Forms.

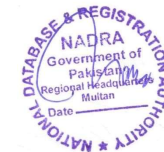
Contents

1. Eligibility 22
2. Historical Contract Non-Performance 22
3. Financial Situation and Performance 23
4. Experience 23

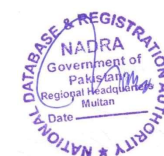
Eligibility and Qualification Criteria			Compliance Requirements				Documentation
No.	Subject	Requirement	Single Entity	Joint Venture (existing or intended)			Submission Requirements
				All Members Combined	Each Member	One Member	
1. Eligibility							
1.1	Nationality	Nationality in accordance with ITA 5.1	Must meet requirement	Must meet requirement	Must meet requirement	N/A	Forms ELI – 1.1 with attachments
1.2	Conflict of Interest	No conflicts of interest in accordance with ITA 4.4	Must meet requirement	Must meet requirement	Must meet requirement	N/A	Application Submission Letter
1.3	Eligibility	Not having been declared ineligible as described in ITA 4.5 and 5.1	Must meet requirement	Must meet requirement	Must meet requirement	N/A	Application Submission Letter
1.4	State-owned enterprise	Meet conditions of ITA 4.6	Must meet requirement	Must meet requirement	Must meet requirement	N/A	Forms ELI – 1.1 with attachments
2. Historical Contract Non-Performance							
2.1	History of Non-Performing Contracts	Non-performance of a contract ¹ did not occur as a result of Courier Services Provider's default since 1 st January 2022.	Must meet requirement	Must meet requirements	Must meet requirement ²	N/A	Form PER-1
2.2	Suspension Based on Execution of Bid/ Proposal Securing Declaration by the Procuring Agency	Not under suspension based on execution of a Bid/Proposal Securing Declaration pursuant to ITA 4.5.	Must meet requirement	Must meet requirement	Must meet requirement	N/A	Application Submission Letter
2.3	Pending Litigation	Applicant's financial position and prospective long term profitability still sound according to criteria established in 3.1 below and assuming that all pending litigation will be resolved against the Applicant.	Must meet requirement	N/A	Must meet requirement	N/A	Form PER-1

¹ Non performance, as decided by the Procuring Agency, shall include all contracts where (a) non performance was not challenged by the Supplier, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the Supplier. Non performance shall not include contracts where Procuring Agency's decision was overruled by the dispute resolution mechanism. Non performance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the Applicant have been exhausted.

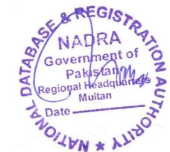
² This requirement also applies to contracts executed by the Applicant as JV member.



Eligibility and Qualification Criteria			Compliance Requirements				Documentation
No.	Subject	Requirement	Single Entity	Joint Venture (existing or intended)			Submission Requirements
				All Members Combined	Each Member	One Member	
2.4	Litigation History	No consistent history of court/arbitral award decisions against the Applicant since 1 st January 2022	Must meet requirement	Must meet requirement	Must meet requirement	N/A	Form PER-1
3. Financial Situation and Performance							
3.1	Financial Capabilities	The audited balance sheets or, if not required by the laws of the Applicant's country, other financial statements acceptable to the Procuring Agency, for the last three (03) years shall be submitted and must demonstrate the current soundness of the Applicant's financial position and indicate its prospective long-term profitability. If was in loss in previous year(s), started improving by reducing loss significantly and meet the criteria 3.2 of financial situation & performance.	Must meet requirement	N/A	Must meet requirement	N/A	Audited Balance Sheets of last three years.
3.2	Average Annual Turnover	Average annual turnover (Average Annual Sales Revenue) from supply of Courier Services of <i>PKR One hundred Million (100 M)</i> , calculated as total certified payments received for contracts in progress and/or completed during the last three years.	Must meet requirement	Must meet requirement	N/A	N/A	Form FIN – 3.2
4. Experience							
4.1	General Experience	Experience of providing Courier Services for period of at least Five years.	Must meet requirement	N/A	Must meet requirement	N/A	Form EXP –1 or For ELI – 1.1



Eligibility and Qualification Criteria			Compliance Requirements			Documentation	
No.	Subject	Requirement	Single Entity	Joint Venture (existing or intended)			Submission Requirements
				All Members Combined	Each Member	One Member	
4.2 (a)	Specific Experience	(i) Documentary evidence of the Applicant's qualifications to perform the Contract in accordance with 4.2(b)(i) below	Must meet requirement	Must meet requirement	N/A	Must meet requirement	Evidences as described in 4.2 (b).
		(ii) Courier Services Capability in accordance with 4.2(b)(ii) as below.	Must meet requirement	Must meet requirement	N/A	Must meet requirement	
		(iii) Experience on the basis of number of contracts in accordance with 4.2(b)(iii) below.	Must meet requirement	Must meet requirement	N/A	Must meet requirement	
		(iv) Courier Services Level in accordance with 4.2(b)(iv) below.	Must meet requirement	Must meet requirement	Must meet requirement	Must meet requirement	
4.2 (b)	See below for details						



Specific Experience Requirements

The Specific Experience Requirements under 4.2 (b) are as follows:

4.2 (b)(i) Incorporation as Courier Service Provider

Documentary evidence of the Applicant's qualifications to perform the Contract that Applicant has been licensed/incorporated by the concerned authority in the country for Provision of Courier Services.

4.2(b)(ii) Collection & Delivery Services Centers

The Applicant shall provide evidence that it has minimum 200 Collection & Delivery Services Centers or 500 Network Areas in the Country to perform the Contract.

4.2 (b)(iii) Corporate Contracts in progress or completed

The Applicant should provide copies of minimum 03x corporate (public & private sector) contracts (in progress or completed) as a proof of experience and capabilities of providing Courier Services at Corporate Level.

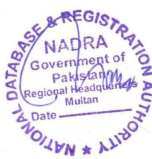
4.2(b)(iv) Level of Collection & Delivery Services

The Applicant shall provide evidence that it has Collection & Delivery Services minimum up to Tehsil level (all Tehsils of South Punjab) and Sub-Tehsil Level (Major Towns).

Section IV - Application Forms

Table of Forms

Application Submission Letter	28
Applicant Information Form	30
Financial Situation and Performance	32
Average Annual Turnover (Annual Sales Value).....	34
Historical Contract Non-Performance, and Pending Litigation and Litigation History	36



Application Submission Letter

Date: _____

Tender/ITB No. and title: NADRA/PRQ/2023-24/03

Prequalification of Courier Companies

To: NADRA RHO Multan

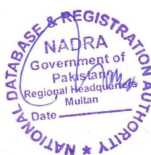
We, the undersigned, apply to be prequalified for the referenced Tender/ITB and declare that:

- (a) **No reservations:** We have examined and have no reservations to the Prequalification Document.
- (b) **No conflict of interest:** We have no conflict of interest in accordance with ITA 4.4;
- (c) **Eligibility:** We (and our subcontractors, if any) meet the eligibility requirements as stated ITA 4.1, we have not been suspended by the Procuring Agency based on execution of a Bid/Proposal Securing Declaration in accordance with ITA 4.5;
- (d) **State-owned enterprise or institution:** (Tick appropriate)
- We are not a state-owned enterprise or institution*
 - We are a state-owned enterprise or institution but meet the requirements of ITA 4.6*
- (e) **Commissions, gratuities, fees:** We declare that the following commissions, gratuities, or fees have been paid or are to be paid with respect to the Prequalification process, the corresponding Bidding process or execution of the Contract:

<u>Name of Recipient</u>	<u>Address</u>	<u>Reason</u>	<u>Amount</u>
<i>[insert full name for each occurrence]</i>	<i>[insert street/number/city/country]</i>	<i>[indicate reason]</i>	<i>[specify amount currency, value, exchange rate]</i>
_____	_____	_____	_____
_____	_____	_____	_____

[If no payments are made or promised, tick the following statement:]

- No commissions or gratuities have been or are to be paid by us to agents or any third party relating to this Application.*



- (f) **Not bound to accept:** We understand that you may cancel the Prequalification process at any time without incurring any liability to the Applicants, in accordance with ITA 26.1. Only suppliers or contractors who have been pre-qualified shall be entitled to participate further in the procurement proceedings
- (g) **True and correct:** All information, statements and description contained in the Application are in all respect true, correct and complete to the best of our knowledge and belief.

Signature

(Authorized representative(s) of the Applicant)

Name: _____

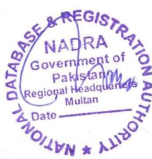
Designation: _____

Duly authorized to sign the Application for and on behalf of: _____

Address: _____

Dated: _____

[For a joint venture, either all members shall sign or only the authorized representative, in which case the power of attorney to sign on behalf of all members shall be attached]



Form ELI -1.1

Applicant Information Form

Date: _____

Tender No: NADRA/PRQ/2023-24/03

Page 01 pages 02

Applicant's name
In case of Joint Venture (JV), name of each member:
Applicant's actual or intended country of registration:
Applicant's actual or intended year of incorporation:
Applicant's legal address [in country of registration]:
<p>Applicant's authorized representative information</p> <p>Name: _____</p> <p>Address: _____</p> <p>Telephone/Fax numbers: _____</p> <p>E-mail address: _____</p>
<p>1. Attached are copies of original documents of</p> <p><input type="checkbox"/> Articles of Incorporation (or equivalent documents of constitution or association), and/or documents of registration of the legal entity named above, in accordance with ITA 4.1.</p> <p><input type="checkbox"/> In case of JV, letter of intent to form JV or JV agreement, in accordance with ITA 4.2.</p> <p><input type="checkbox"/> In case of state-owned enterprise or institution, in accordance with ITA 4.6 documents establishing:</p> <ul style="list-style-type: none"> • Legal and financial autonomy • Operation under commercial law • Establishing that the Applicant is not under supervision of the Procuring Agency <p>2. Included are the organizational chart, a list of Board of Directors, and the beneficial ownership.</p>

In case of JV, the Applicant's information shall include information on each JV member and letter of intent to form JV or JV agreement, in accordance with ITA 4.2

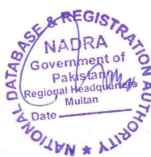
Form ELI -1.1 (continued)

Date: _____

Tender No: NADRA/PRQ/2023-24/03

Page 02 pages 02

1. Applicant's name			
2. Street Address:	Postal Code:	City:	Country:
3. P.O. Box and Mailing Address:			
4. Telephone Number:			
5. Fax Number:			
6. E-mail Address:			
7. Web Site:			
8. Contact Name:			
9. Contact Title:			
10. Type of Business:			
11. If Other, specify:			
12. Nature of Business:			
13. Year Established:			
14. Dates, Numbers, and Expiration Dates of Current Licenses and Permits [If Applicable] :			
15. Current registration with relevant authorities information [If Applicable] :			
16. Name of government agency(ies) responsible for inspecting and licensing of facilities in the country of origin [If Applicable] : Date of last inspection:			
17. Quality Assurance Certification [If Applicable] (Please include a copy of your latest certificate with the PQ Application):			
18. Are technical documents available in English? Yes No			

Signature & Stamp (Authorized representative(s) of the Applicant)

Form FIN – 3.1 Financial Situation and Performance

[The following table shall be filled in for the Applicant and for each member, if Joint Venture]

Applicant's Name: _____

Date: _____

Joint Venture Member Name, if any: _____

Tender No. and title: NADRA/PRQ/2023-24/03 (Prequalification of Courier Companies/Providers)

Page 01 of 02 pages

1. Financial data

Type of Financial information in (PKR)	Historic information for previous 2 (two) years (amount in PKR equivalent)				
	Year 1	Year 2			
Statement of Financial Position (Information from Balance Sheet)					
Total Assets (TA)					
Total Liabilities (TL)					
Total Equity/Net Worth (NW)					
Current Assets (CA)					
Current Liabilities (CL)					
Working Capital (WC)					
Information from Income Statement					
Total Revenue (TR)					
Profits Before Taxes (PBT)					
Cash Flow Information					
Cash Flow from Operating Activities					

Form FIN – 3.1 (continued)

Applicant's Name: _____

Date: _____

Joint Venture Member Name, if any: _____

Tender No. and title: NADRA/PRQ/2023-24/03 (Prequalification of Courier Companies/Providers)

Page 02 of 02 pages

3. Financial documents

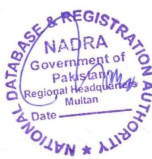
The Applicant and in case of JV, members of JV shall provide copies of financial statements for 03 years pursuant Section III, Qualifications Criteria and Requirements, Sub-factor 3.1. The financial statements shall:

- (a) reflect the financial situation of the Applicant or in case of JV member, and not an affiliated entity (such as parent company or group member).
 - (b) be independently audited or certified in accordance with local legislation.
 - (c) be complete, including all notes to the financial statements.
 - (d) correspond to accounting periods already completed and audited.
- Attached are copies of financial statements¹ for the *last three* years required above; and complying with the requirements.

Signature & Stamp

(Authorized representative(s) of the Applicant)

¹ If the most recent set of financial statements is for a period earlier than 12 months from the date of Application, the reason for this should be justified.



Form FIN - 3.2

Average Annual Turnover (Annual Sales Value)

[The following table shall be filled in for the Applicant and for each member, if Joint Venture]

Applicant's Name: _____

Date: _____

Joint Venture Member Name, if any: _____

Tender No. and title: NADRA/PRQ/2023-24/03 (Prequalification of Courier Companies/Providers)

Page 01 of 01 pages

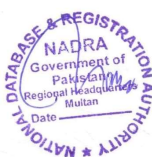
Annual turnover data			
Year	Amount (RKR)	Exchange rate*	PKR equivalent
<i>[indicate calendar year]</i>	<i>[insert amount]</i>	<i>[if applicable]</i>	<i>[same as amount in PKR, if not applicable]</i>
		Average Annual Turnover **	

* Refer ITA 14 for date and source of exchange rate.

** Total PKR equivalent for all years divided by the total number of years. See Section III, Qualification Criteria and Requirements.

Signature & Stamp

(Authorized representative(s) of the Applicant)

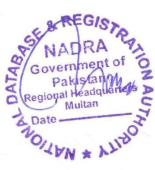


Form- EXP-1

Contracts during the last three years:				
Procuring Agency	Value	Year	Type of Services Provided	Remarks

Signature & Stamp

(Authorized representative(s) of the Applicant)



Form- PER 1

Historical Contract Non-Performance, and Pending Litigation and Litigation History

[The following table shall be filled in for the Applicant and for each member, if Joint Venture]

Applicant's Name: _____

Date: _____

Joint Venture Member Name, if any: _____

Tender No. and title: NADRA/PRQ/2023-24/03 (Prequalification of Courier Companies/Providers)

Page 01 of 03 pages

1. Non-Performed Contracts in accordance with Section III, Qualification Criteria and Requirements			
<input type="checkbox"/> Contract non-performance did not occur since 1 st January 2021 <i>specified</i> in Section III, Qualification Criteria and Requirements, Sub-Factor 2.1.			
<input type="checkbox"/> Contract(s) not performed since 1 st January 2021 specified in Section III, Qualification Criteria and Requirements, requirement 2.1			
Year	Non-performed portion of contract	Contract Identification	Total Contract Amount (PKR)
	<i>[insert amount and percentage]</i>	Contract Name & No: Name of Procuring Agency: Reason(s) for nonperformance:	

Applicant's Name: _____

Date: _____

Joint Venture Member Name, if any: _____

Tender No. and title: NADRA/PRQ/2023-24/03 (Prequalification of Courier Companies/Providers)

Page 02 of 03 pages

2. Pending Litigation, in accordance with Section III

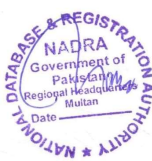
- No pending litigation in accordance with Section III, Qualification Criteria and Requirements, Sub-Factor 2.3
- Pending litigation in accordance with Section III, Qualification Criteria and Requirements, Sub-Factor 2.3 as indicated below.

Year of dispute	Amount in dispute (PKR)	Contract Identification	Total Contract Amount (PKR)
		Contract Name & No: Name of Procuring Agency: Matter in dispute: Party who initiated the dispute: Status of dispute:	

Applicant's Name: _____			
Date: _____			
Joint Venture Member Name, if any: _____			
Tender No. and title: NADRA/PRQ/2023-24/03 (Prequalification of Courier Companies/Providers)			
Page 03 of 03 pages			
3. No consistent history of court/arbitral award decisions			
<input type="checkbox"/> No consistent history of court/arbitral award decisions in accordance with Section III, Qualification Criteria and Requirements, Sub-Factor 2.4.			
<input type="checkbox"/> Consistent history of court/arbitral award decisions in accordance with Section III, Qualification Criteria and Requirements, Sub-Factor 2.4 as indicated below.			
Year of award	Outcome as percentage of Net Worth	Contract Identification	Total Contract Amount (PKR)
		Contract Name & No: Name of Procuring Agency: Matter in dispute: Party who initiated the dispute: Court/ arbitral award decision:	

Signature & Stamp

(Authorized representative(s) of the Applicant)

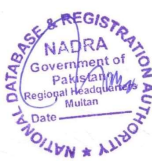


List of Documents to be part of Prequalification Application

List of Documents	Tick (when attached)
Eligibility Documents	
1. All pages of Prequalification documents duly signed/stamped by applicant.	
2. Proof of company/firm's registration in Pakistan with SECP or relevant professional/regulatory authority.	
3. Undertaking (on Stamp Paper) that the Applicant is not blacklisted or debarred by any government, regulatory or other body.	
4. Certification of Registration for NTN and STN/PRA	
5. Print of Active Taxpayers Compliance Level from FBR/PRA Websites	
Qualification Documents	
6. All the Forms (completely filled and duly signed/stamped) of Section IV of Part-1 (Application Forms) of Prequalification Documents.	
7. AUDITED STATEMENTS OF ACCOUNTS for the PAST THREE (02) YEARS duly supported by audited statements.	
8. List of Collection/Delivery Centers or Network Areas in Pakistan especially in South Punjab.	
9. Copies of minimum 03 Corporate Contracts/Service Agreements (with Public or Private Organizations).	

Signature & Stamp

(Authorized representative(s) of the Applicant)



Section V - Eligible Countries

Eligibility for the Provision of Courier Services

In reference to ITA 5.1, for the information of the Applicants, at the present time, firms and individuals, for Provision of Courier Services from the following countries are excluded from this Prequalification process:

“Not apply being a National Tender for procurement of Courier Services”

Section VI - Fraud and Corruption

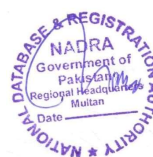
1. All Applicants/Services Providers/Companies/Representatives are hereby advised, not to give any favors, commission, gifts, bribe or any other items to staff of Admin/Procurement Department/any other office of NADRA or to the end user etc. Furthermore, if any concerned person from NADRA asks such type of bribe/favors against qualification/bills/acceptance certificates etc., immediately inform **Admin Department of NADRA RHO Multan** on the following e-mails. NADRA will protect the personal and confidential information of the Applicant, in this regard:

proc.multan@nadra.gov.pk with CC to nadeemrana_01@nadra.gov.pk

2. If any Vendor has already offered Bribe/favors to any person of NADRA than no Claims of foul play will be entertained and such situation will be dealt as per PPR instructions as per Rule-19.
3. NADRA RHO Multan reserve the right to initiate proceedings for blacklisting as per Rule-19 of PPR, if a firm/supplier consistently fail to provide satisfactory performance or is found to be indulging in corrupt or fraudulent practices or any other violation as per PPR -19.
4. Bidder or the bidders shall be declared as blacklisted and henceforth cross debarred for participation in any public procurement or disposal proceedings for the period of not more than ten years, if corrupt and fraudulent practice as defined in PPR rules is established against the bidder or the bidders in pursuance of blacklisting proceedings.
5. Bidder or the bidders shall be declared as blacklisted and henceforth cross debarred for participation in respective category of public procurement or disposal proceedings for a period of not more than three years, if the bidder fails to perform his contractual obligations during the execution of contract or breaches the contract due to his capacity and capability to perform or otherwise.
6. Bidder or the bidders shall be declared as blacklisted and henceforth cross debarred for participation in respective category of public procurement or disposal proceedings for a period of not more than six months, if the bidder fails to abide with a bid securing declaration, if taken in any of framework agreement(s), however without being indulged in any corrupt and fraudulent practice.

Signature & Stamp

(Authorized representative(s) of the Applicant)



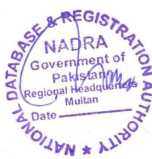
PART 2 – Scope of Services

Section VII - Scope of Services

(Courier Services)

Contents

1. Scope of Services	44
2. Duration and Type of Services Agreements	45



1. Scope of Services

1.1 BACKGROUND

NADRA Multan Region is currently managing the more than 148 different operational and project offices in South Punjab. These offices are providing registration and other related facilities to the general public.

1.2 AREA OF SERVICES

The Courier firms/companies will be selected for the provision of Courier Services to NADRA operational and project offices established within NADRA Multan Region. NADRA Multan Region consists of 13 Districts in south Punjab including Sahiwal, Pakpattan, Vehari, Khanewal, Multan, Bahawalpur, Bahawalnagar, Rahim Yar Khan, Rajanpur, Dera Ghazi Khan, Muzaffargarh and Layyah. The following offices will be provided Courier Services; -

- 1.2.1 NADRA Regional Head Office (RHO) and its Branch Offices within Multan City.
- 1.2.2 All NADRA Registration Centers (NRCs) established in NADRA Multan Region.
- 1.2.3 All NADRA Project Office established in NADRA Multan Region.

1.3 SCOPE OF SERVICES

Following points elaborate the scope of Services to achieve the objectives of the Framework Agreement(s) through this Tender. The provision of required Courier Services shall be as per agreed terms:

- 1.3.1 The applicant will be responsible for the Postal of official documents/goods for Intra City, Intra Region (NADRA Multan Region), Inter Region (NADRA Regions)/Intra Country from Monday to Saturday & in response to an Emergency Call at any time in a day/week/weekend.
- 1.3.2 Official documents/goods preferably be delivered within same day at the destination site in case of Intra City.
- 1.3.3 Official documents/goods must be delivered within one day at the destination site in case of Intra Region (NADRA Multan Region), Inter Region (NADRA Regions)/Intra Country delivery, except any specific area or condition.
- 1.3.4 The consignment must be trackable online after dispatch.

2. Duration and Type of Services Agreements

Detailed scope of work, Contract Duration and Type of Services for Framework Agreement will be shared with the prequalified firms in bidding documents by the NADRA RHO Multan.