

**GOVERNMENT OF PAKISTAN
EXCISE AND TAXATION DEPARTMENT
ISLAMABAD CAPITAL TERRITORY**

TENDER DOCUMENT

**DELIVERY OF NUMBER PLATES AND REGISTRATION CARD
THROUGH COURIER SERVICE**

Note: The bidder is expected to examine all instructions, forms, terms, specifications, and charts/drawings in the Bidding Documents. Failure to furnish all required information or submission of a Bid not substantially responsive in every respect will result in the rejection of the Bid

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**GOVERNMENT OF PAKISTAN
EXCISE AND TAXATION DEPARTMENT
ISLAMABAD CAPITAL TERRITORY**

TENDER NOTICE

The Excise and Taxation Department, ICT, Islamabad intends to enter into a contract agreement with a reputed courier service provider for the door-step delivery of Secure Vehicle Number Plates and Smart Registration Cards from the Excise & Taxation Office, Islamabad, to designated destinations across Pakistan.

Sealed Bids / Proposals (Separate Technical and Financial Proposals) are invited from experienced, GST/NTN registered companies/firms.

Bid Submission Deadline: 10th September, 2026 (by 1200 Hrs)

Bid Opening Time: 10th September, 2026 (at 1400 Hrs)

Venue: Office of Director Excise & Taxation Department, Adjacent to HEC building, Sector H-9, Islamabad.

Terms and Conditions:

1. **Procurement Procedure:** Single Stage – Two Envelope Procedure in strict compliance with the **Federal Public Procurement Rules (PPRA), 2004**.
2. **Eligibility:** Only active taxpayer firms registered with the FBR for GST and Income Tax are eligible to apply.
3. **Financial Breakdown:** Financial proposals must clearly state for individual and bulk deliveries, inclusive of all applicable federal/provincial taxes and regulatory levies.
4. **Bid Security:** Bidders must submit a bid security amounting to **Rs. 1,250,000/-** in the form of a Bank Guarantee, Bank Draft, or Pay Order issued by a scheduled bank of Pakistan in favor of the *DDO, Excise and Taxation Department, Islamabad*.
5. **Bid Submission:** The application, prepared in accordance with the instructions in the tender documents, must be submitted both manually and through EPADS 2.0 on or before Thursday, 10th September, 2026 12:00 Hrs. Both manual and e-applications will be opened on the same day at Thursday, 10th September, 2026 14:00 Hrs
6. **Rejection of Bids:** The procuring agency may reject all bids or proposals at any time prior to the acceptance of a bid as per Rule 33 of Federal PPRA Rules, 2004.

**Excise and Taxation Officer,
Excise and Taxation Department
ICT, Islamabad
Plot # 35 Sector H-9, Islamabad.**

INTRODUCTION / INSTRUCTIONS

- i. **Governing Rules:** This procurement process is governed strictly by the Federal Public Procurement Regulatory Authority (PPRA) Rules, 2004 (amended).
- ii. **Bidding Procedure:** Single-stage, two-envelope procedure. The master envelope must contain two separate inner sealed envelopes marked clearly as "**Technical Proposal**" and "**Financial Proposal**".
- iii. **Contract Period:** The contract will be signed for a period of **three (3) years**. However, the Client reserves the right to terminate the contract based on poor performance or convenience by serving a 30-day written notice.
- iv. **Joint Ventures (JV):** Joint Ventures are permissible. The JV agreement must be submitted along with separate profiles for both firms. The leading firm must be explicitly designated and will bear primary operational and legal responsibility.
- v. **Document Acquisition:** Bidding documents can be collected from the ETO Office, Islamabad, or downloaded for informational purposes directly from the official Federal PPRA website.
- vi. **Pricing Requirements:** All rates quoted must be in Pakistani Rupees (PKR) and must remain fixed throughout the 3-year contract period. Income Tax exempt organizations must submit valid tax exemption certificates alongside their financial bids.
- vii. **Performance Guarantee:** The successful bidder must furnish a performance guarantee equivalent to **10% of the total contract value** (calculated based on estimated monthly volumes) within ten (10) working days of receiving the Letter of Acceptance (LOA). This guarantee can be renewed annually.
- viii. **Delivery Turnaround Time (TAT):** All consignments must be delivered to their destination within a maximum of **72 hours** from the time of pickup from the E&TD office.
- ix. **Blacklisting Guardrail:** Firms blacklisted by any Federal, Provincial, or International Donor Agency (World Bank, ADB, JICA, etc.) at the time of submission are entirely disqualified. An affidavit on judicial stamp paper must be attached.

**EXCISE AND TAXATION OFFICER,
ET&D, ISLAMABAD**

1 SCOPE OF WORK

1.1 Estimated Monthly Volumes

Note: Consignment volumes are projections and may vary based on actual vehicle registration trends.

S.No	Description of Services	Average Volume / Month	Approximate Weight	Destination
1	Secure Vehicle Number Plates Delivery	50,000 Shipments	Up to 300 Grams	Nationwide (All Pakistan)
2	Smart Registration Cards Delivery	50,000 Shipments	Up to 50 grams	Nationwide (All Pakistan)
3	Secure Vehicle Number Plates & Smart Registration Cards Delivery	50,000 Shipments	Up to 350 grams	Nationwide (All Pakistan)

1.2 Terms And Conditions / T.O.Rs

- i. **Packaging Materials:** The Contractor is solely responsible for providing heavy-duty, tamper-evident, individual shipment envelopes (standard dimension 16.50" x 12") alongside all necessary allied packing materials for securing number plates and smart cards.
- ii. **On-Site Desks:** E&TD Islamabad will provide designated space within its office complex for booking and sorting operations. The Contractor must fully equip this workspace at their own cost—including IT hardware, backup power (UPS/Generators), network infrastructure, software, and scales.
- iii. **Personnel & Security:** The Contractor must deploy verified, dedicated personnel at the E&TD site and share their security clearance details with the ETO. The safety, custody, and upkeep of the inventory on-site are the sole responsibility of the contractor.
- iv. **Integration with MVRs:** The Contractor must develop, host, and maintain a customized web-based tracking dashboard and seamlessly integrate it via APIs with the existing **Motor Vehicle Registration System (MVRs)** application (built on Oracle/Java Architecture) within thirty (30) days of the LOA.
- v. **Real-time Facility:** The IT system must issue unique, **Barcoded tracking numbers** for each shipment. The software must display tracking history, real-time dispatch status, receiver details, contact numbers, and delivery confirmation logs with administrative access given to E&TD officials.
- vi. **Delivery Retries:** If a recipient is unavailable or the address is unlocatable, the Contractor must perform **at least three (3) delivery attempts within 7 days**, contacting the vehicle owner via phone/SMS, before returning the shipment (RTO) to E&TD Islamabad.
- vii. **Customer Support:** The Contractor must provide an automated SMS booking notification to the vehicle owner upon pickup and establish a dedicated helpline desk to resolve consumer queries.

- viii. Loss & Damage Compensation Matrix:** In the event of damage, theft, or loss of any shipment, the contractor must pay compensation according to the following mandatory structure:

Sr. #	Lost/Damaged Item	Compensation Amount	Recipient of Compensation
1	Vehicle Number Plates	10x the official selling price	Excise & Taxation Department, Islamabad
2	Registration Card	10% of the invoice value of Vehicle	Excise & Taxation Department, Islamabad

2 SUBMISSION OF BID

2.1 Labeling Specifications

- (a) To be addressed to the following address:

Excise and Taxation Officer
Excise and Taxation Department,
Adjacent to HEC building,
Sector H-9, Islamabad

- (b) Bear the following identification:

Bid for the “DELIVERY OF NUMBER PLATES, AND REGISTRATION CARD
THROUGH COURIER SERVICES

DO NOT OPEN BEFORE 10th of September, 2026.

- (c) Bids must be submitted by hand or via registered post before the deadline. Faxed, emailed, or oral bids will be immediately rejected.

2.2 Deadline For Submission Of Bid

2.2.1 The original bid must be received at the address specified in Clause 2.1 not later than:

Date: 10th of September, 2026. Time: **1200 hours**

In case the last date of bid submission falls in / within the official holidays / weekends of the Purchaser, the last date for submission of the bids shall be the next working day.

2.3 Late Bid

Any bid received after 1200 hours on 10th September, 2026, will be rejected and returned unopened to the bidder.

2.4 Clarification Of Bid Document

- 2.4.1. Bidders may seek written clarifications regarding the tender specifications at least seven (7) working days prior to the submission deadline

- 2.4.2. To assist in evaluation of bids, the Purchaser may, at its discretion, ask an applicant for a clarification. The bidder must respond within 5 working Days to all questions and provide complete information. Any lapses in providing essential information may result in the disqualification of the bidder.

3 OPENING AND EVALUATION OF BIDS

3.1 Opening Of Bid

The bid shall be opened by the Client at 1400Hrs on 10th September, 2026 in the presence of the bidder's representatives at the office of the Purchaser/Client, given below:

Office of Director Excise & Taxation Department.
Adjacent to HEC building, Sector H-9,
Islamabad

3.2 Evaluation and Comparison of Bids

The Purchaser will evaluate and compare the bids previously determined to be substantially responsive.

3.2.1. Technical Evaluation

An evaluation criterion is given below:

Total Marks / Points = 900 points

Minimum Qualifying Marks / Points = 70% of the total marks (630 points) *Note: Providing verifiable documentary evidence for all parameters is mandatory.*

3.2.2 Part A: Mandatory Eligibility Criteria (Pass/Fail)

- i. Valid Certificate of Incorporation / Registration of Firm.
- ii. Authorization in requisite services (Authorized Firms/ Company Certificate) In case dealer /distributor is bidding Active FBR Registration Certificate for Income Tax (NTN) and Sales Tax (GST).
- iii. Undertaking in case of JV
- iv. Professional Tax Certificate from Excise & Taxation Department, Islamabad.
- v. Undertaking on judicial stamp paper confirming daily logistics capacity of handling >5,000 packets/25,000 kg.
- vi. Affidavit on judicial stamp paper confirming the firm has never been blacklisted by any public or international donor entity.
- vii. Comprehensive Helpdesk Process Flowcharts (Escalation Matrix, Problem Management Process, and Complaint Resolution Tracking Software).
- viii. Signed and stamped absolute compliance with all clauses of this RFP.

3.2.3 Part B: Technical Weightage Score (Total: 1600 Points)

S.No.	Assessment Parameter	Evaluation Criteria Scale	Max Points Allocable
i.	Financial Net Worth (<i>Audited Balance Sheet of last financial year</i>)	Less than 99M = 10 pts 100M to 249M = 40 pts 250M to 500M = 90 pts More than 500M = 100 pts	100
ii.	Administrative / Management Strength	Verifiable List: 4 Points per full-time managerial Employee	100
iii.	Logistical Field Workforce	Verifiable List: 0.5 Points per field delivery/sorting staff Member	100
iv.	Fleet Infrastructure	Verifiable List: 01 Points per active delivery vehicle (Trucks/Pickups/Bikes)	100

S.No.	Assessment Parameter	Evaluation Criteria Scale	Max Points Allocable
v.	Daily Shipment Volume Capacity	< 5,000 shipments/day = 01 pts 5,000 to 10,000 = 50 pts > 10,000 = 100 pts	100
vi.	Client Satisfaction Rating	Performance/Efficiency Certificates from existing clients: 20 pts per certificate	100
vii.	National Network Footprint	< 12 Offices = 05 pts 12 to 28 Offices = 30 pts Presence in all major cities of Pakistan = 100 pts	300
viii.	Similar Scope Projects Executed	10 Points for each verified courier/logistics project (Max 4)	40
ix.	Public Sector Experience	15 Points for each verified contract with a Government department (Max 4)	60
x.	Active/Ongoing Projects	25 Points for each contract currently under execution (Max 4)	100

3.3 Financial Evaluation

Financial bids of only the technically qualified bidders will be opened publicly. The contract will be awarded to the **lowest evaluated responsive bidder** who meets all eligibility criteria. Financial proposals from failed technical bids will be returned unopened.

4 BID FORM

[

To:

Excise and Taxation Officer
Excise and Taxation Department,
Adjacent to HEC building,
Sector H-9, Islamabad

Dear Sir,

Having examined the bidding documents, we, the undersigned, offer to provide end-to-end logistics and courier services for the delivery of Secure Number Plates and Smart Registration Cards in full conformity with the Scope of Work for the following specified financial rates:

S.No	Description of Services	Weight Bracket	Unit Rate per Shipment (PKR) (Inclusive of all taxes/breakups)	
1	Delivery of Secure Vehicle Number Plates from E&TD Islamabad to nationwide doorstep addresses.	Up to 300 GM	Region / Province	Rates
			Islamabad/ Rawalpindi	
			Punjab (all cities)	
			Sindh (all cities)	
			KPK (all Cities)	
			Balochistan (all Cities)	
			Gilgit-Baltistan (all cities)	
			AJK (all cities)	
2	Delivery of Smart Registration Cards from E&TD Islamabad to nationwide doorstep addresses.	Up to 50 GM	Region / Province	Rates
			Islamabad/ Rawalpindi	
			Punjab (all cities)	
			Sindh (all cities)	
			KPK (all Cities)	
			Balochistan (all Cities)	
			Gilgit-Baltistan (all cities)	
			AJK (all cities)	
3	Delivery of Secure Vehicle Number Plates and Delivery of Smart Registration Cards from E&TD Islamabad to Nationwide doorstep addresses.	Up to 350 GM	Region / Province	Rates
			Islamabad/ Rawalpindi	
			Punjab (all cities)	
			Sindh (all cities)	
			KPK (all Cities)	
			Balochistan (all Cities)	
			Gilgit-Baltistan (all cities)	
			AJK (all cities)	

We understand that the Purchaser intends to award the complete contract lot to a single lowest evaluated bidder on a consolidated basis. If our bid is accepted, we undertake to execute the contract and furnish the required Performance Security within the stipulated time.

Dated this _____ day of _____ 2026.

5 UNDERTAKING / AFFIDAVIT OF NON-BLACKLISTING

[

(To be printed on PKR 100/- Judicial Stamp Paper)

We, **[Name and Address of the Company]**, do hereby solemnly affirm and declare that:

1. We are not blacklisted, suspended, or barred by any Federal or Provincial Government Department, Procurement Authority, or International Financing Institution (World Bank, ADB, JICA, etc.).
2. We have thoroughly reviewed, understood, and accept all clauses, operational parameters, and penalties outlined in this Tender Document.
3. The Purchaser reserves the absolute right to verify our corporate records, financial status, and field infrastructure, or to adjust contract volumes as dictated by actual department registration trends under Federal PPRA Rules, 2004.

Deponent Signature: _____

Name: _____

CNIC Number: _____

Designation _____

Address _____

Witness 1

Signature _____

CNIC # _____

Name _____

Designation _____

Address _____

Witness 2

Signature _____

CNIC # _____

Name _____

Designation _____

Address _____

Note: The Tender Form should be on the letterhead of the Tenderer.

6 TENDER SECURITY (BID SECURITY) FORM

WHEREAS [Name of the Bidder] (hereinafter called "the Bidder") has submitted its bid dated [Date] against Tender No. [Tender Reference] (hereinafter called "the Bid") to the **Excise & Taxation Department, Islamabad** (hereinafter called "the Purchaser").

AND WHEREAS that [Name of the Bank] having its registered branch office at [Address of the Bank] (hereinafter called "the Guarantor") does hereby firmly bind itself, its successors, and legal assigns unto the Purchaser in the sum of **PKR 1,250,000/- (Pak Rupees: One Million Two Hundred Fifty Thousand Only)** for the payment of which well and truly to be made, the Guarantor binds itself unconditionally.

The Conditions of this Obligation are:

- i. If the Bidder withdraws or modifies its bid during the period of bid validity specified in the bidding document.
- ii. If the Bidder, having been notified of technical/financial evaluation acceptance, fails or refuses to sign the final Contract Form or furnish the required Performance Security.

The Guarantor undertakes to pay the Purchaser up to the above limit immediately upon receipt of its first written demand, without the Purchaser needing to substantiate or prove its claims. This guarantee shall remain valid up to ninety (90) days from the bid opening date or until the submission of the Performance Security, whichever occurs later.

Date this ____ day of _____ 2026.

GUARANTOR Authorized Signature & Seal: _____

Name _____ CNIC # _____ Designation _____

Address _____

7 PERFORMANCE SECURITY FORM

To:

The Director, Excise and Taxation Department,

Islamabad Capital Territory, Pakistan.

WHEREAS [Name and Address of the Contractor] (hereinafter called "the Contractor") has undertaken, in pursuance of Letter of Acceptance No. [Reference No] dated [Date] to execute courier delivery services for secure vehicle items (hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Bidding Documents that the Contractor shall furnish a Bank Guarantee issued by a scheduled bank operating in Pakistan for a sum equivalent to **10% of the total estimated value of the contract** as security, within **TEN** working days of the receipt of the Acceptance Letter from the Purchaser, for strict compliance with operational performance metrics.

THEREFORE, we [Name of the Bank/Guarantor] hereby affirm that we having registered office at [Address of the Bank] act as Guarantor and are responsible to you, on behalf of the Contractor, up to a total sum of **PKR _____ (Amount in words)**, and we undertake to pay you, upon your very first written demand declaring the Contractor to be in default under the Contract, without cavil, argument, or the need to prove or show grounds for your demand or the sum specified therein on the occurrence of any/all if the following:-

- i. If the Contractor commits a default under the Contract;
- ii. If the Contractor fails to fulfill any of the obligations under the Contract;
- iii. If the Contractor violates any of the provisions of the Contract.

This guarantee is valid until all contract performance obligations are completely closed or until the expiry of the contract duration, whichever is later.

Date this ____ day of _____ 2026.

GUARANTOR Authorized Signature & Seal: _____

Name _____ CNIC # _____ Designation _____

Address _____

8 CONTRACT FORM

THIS SERVICE AGREEMENT (hereinafter called the "Agreement") is made at Islamabad, on this ____ day of _____, 2026;

BETWEEN

Excise and Taxation Office (ETO), Islamabad / Excise, Taxation & Anti-Narcotics Department, Islamabad Capital Territory (ICT) (hereinafter referred to as the "**Purchaser**" / "**ETO**", which expression shall, wherever context so permits, include its successors-in-office, representatives, and assigns) of the **First Part**;

AND

[COURIER COMPANY NAME], a company incorporated under the laws of Pakistan and having its registered office address at [Registered Office Address] (hereinafter referred to as the "**Courier Company**", which term and expression shall, wherever the context so admits, mean and include its successors-in-interest and assigns) of the **Second Part**.

The First Part and the Second Part shall collectively be referred to as the "**Parties**" and individually as a "**Party**."

WHEREAS

- i. **The Purchaser** invited bids for the procurement of courier services for the doorstep delivery of **Vehicle Registration Cards** and **Vehicle Number Plates** to vehicle owners/customers at their designated addresses within the territorial limits of Islamabad Capital Territory/specified jurisdictions.
- ii. **The Purchaser** has issued a written award of contract to the Courier Company vide letter no. _____, dated _____ for the provision of door-to-door delivery services for Registration Cards and Vehicle Number Plates.
- iii. **The Courier Company** has submitted a Bank Guarantee / Performance Security No. _____ dated _____ amounting to Rs. _____/- to the Purchaser, which shall remain valid and renewed as per terms.
- iv. **The Courier Company** has agreed to establish a dedicated operational counter/helpdesk inside the premises of ETO, Islamabad at its own expense and to provide doorstep delivery services of Registration Cards and Vehicle Number Plates upon the terms and conditions hereinafter contained.

NOW THEREFORE, Parties agree as follows:

A. Scope & Covenants

- i. **In consideration of the service charges** payable under this agreement, the Courier Company covenants with the Purchaser to collect and safely deliver original **Vehicle Registration Cards** and **Vehicle Number Plates** to the respective vehicle owners at their doorstep addresses.
- ii. **Establishment of Desk:** The Courier Company shall, at its own sole cost and expense, establish, equip, maintain, and man an operational desk/helpdesk within the premises provided by ETO, Islamabad.
- iii. **The Purchaser covenants** to facilitate the Courier Company in dispatch operations and verify delivery invoices for payment in accordance with the agreed terms.

1 Definitions

In this Agreement, unless there is anything repugnant in the subject or context:

- a) "**Area**" means the geographical boundary of Islamabad Capital Territory (ICT) and defined operational delivery zones;
- b) "**Commencement Date**" means the date of execution of this Agreement;
- c) "**Delivery Time**" means the standard delivery timeframe (within 24–48 hours from dispatch);
- d) "**Shipment Material**" means specialized protective flyers, pouches, or packaging specifically designed for securely packing Registration Cards and heavy/bulky items like Vehicle Number Plates;
- e) "**Initial Period**" means the period of [e.g., **Three (3) Years**] starting from the date of signing of this Agreement;

- f) **"Human Resources"** means the staff recruited/deployed by the Courier Company to operate the ETO Desk and perform delivery logistics;
- g) **"Purchaser"** means the Excise & Taxation Office (ETO), Islamabad;
- h) **"Services"** includes the operation of the dedicated ETO Desk, packaging, tracking, and doorstep delivery of Registration Cards and Vehicle Number Plates;
- i) **"Service Charges"** means the fee/charges per unit delivery specified in **Schedule-A**.

2 Products & Services

The Courier Company shall provide specialized packaging materials (pouches/boxes for cards and number plates) and complete logistics services as specified in **Schedule-B** and **Schedule-C**.

3 Payment Terms

3.1 Service Rates: The Courier Company shall charge rates for doorstep delivery within the defined jurisdiction as specified in **Schedule-A**.

3.2 Invoicing: The Courier Company shall submit monthly invoices to ETO, Islamabad during the first week of each succeeding month.

3.3 Payment Processing: ETO, Islamabad shall verify the delivery particulars against system logs and release payments within **20 working days** of receipt of the invoice via cross-cheque/pay order.

3.4 Price Revision: Any rate revision during contract extensions shall be mutually agreed upon in writing between both Parties.

4. Delivery Protocol

4.1 Handover & Signature: Shipments containing Registration Cards and/or Vehicle Number Plates shall be delivered to the owner or an authorized representative available at the address upon signature/CNIC verification on the delivery sheet/digital device.

4.2 Delivery Handling: Couriers are strictly prohibited from throwing shipments or leaving sensitive items (cards/number plates) unattended outside premises or under doors.

4.3 Address Changes: If an address change is requested by the owner, the Courier Company will notify ETO, Islamabad and re-route the delivery as per agreed procedures.

4.4 Delivery Attempts: Up to **three (3) delivery attempts** will be made. If the shipment remains undelivered, it shall be returned to the ETO Desk along with specific reasons for non-delivery.

5. Dedicated Desk at ETO, Islamabad

5.1 Setup & Expense: The Courier Company shall establish, maintain, and manage an operational desk inside the ETO Islamabad office **entirely at its own expense**, including all hardware, printers, barcode scanners, network connectivity, software, and stationery required for dispatch and record keeping.

5.2 Staffing: The Courier Company shall deploy trained personnel at the ETO Desk during official office hours to receive Registration Cards and Number Plates from ETO officials under proper receipt log.

5.3 Inventory & Packaging: Sorting, labeling, and secure packaging of cards and plates shall take place at the ETO Desk under joint supervision of ETO officials and Courier staff.

6. Return Shipments

6.1 Verification Call: Before returning an undelivered shipment, the Courier Company shall contact the vehicle owner via phone/SMS.

6.2 Return to ETO: Undelivered Registration Cards and Vehicle Number Plates shall be safely returned back to the ETO Islamabad Desk within **72–96 hours** with clear remarks (e.g., house closed, incorrect address, owner shifted).

7. Tracking & Technology Requirements

7.1 Track & Trace Portal: The Courier Company shall provide a real-time online tracking system/web portal accessible to both ETO management and vehicle owners.

7.2 System Integration: The tracking system shall integrate/interface with the ETO Islamabad database (Motor Transport Management System / Excise Portal) to automatically update delivery statuses.

7.3 Barcoding: Unique barcode numbers / Airway Bill (AWB) numbers must be assigned to every Registration Card and Number Plate package.

8. Confidentiality & Security

The Courier Company shall maintain absolute confidentiality and high security during the handling and transit of Registration Cards and Vehicle Number Plates to prevent loss, misuse, or tampering.

9. Indemnification, Liability & Penalties for Lost/Damaged Items

9.1 Responsibility: The Courier Company assumes full legal and financial responsibility for any loss, theft, destruction, or damage to Registration Cards or Vehicle Number Plates while in its custody (from the moment of handover at the ETO Desk until verified delivery or return).

9.2 Compensation Scale: In the event of loss or damage to any shipment item, the Courier Company shall be penalized and required to pay compensation strictly as per the table below (and as detailed in **Schedule - D**):

Sr. #	Lost/Damaged Item	Compensation Amount	Recipient of Compensation
1	Vehicle Number Plates	10x the official selling price	Excise & Taxation Department, Islamabad
2	Registration Card	10% of the invoice value of Vehicle	Excise & Taxation Department, Islamabad

9.3 Deduction & Recovery: Payments under this clause shall be made by the Courier Company within **fifteen (15) days** of notice, failing which the Purchaser reserves the right to deduct the compensation amount directly from pending operational invoices or forfeit the Performance Security Bank Guarantee.

10. Dispute Resolution & Termination

10.1 Dispute Resolution: Any dispute arising under this agreement shall first be resolved through mutual negotiation. If unresolved within 28 days, it shall be referred to the **Director / Secretary Excise, ICT / Designated Arbitrator**, whose decision shall be final and binding.

10.2 Termination: The Purchaser reserves the right to terminate this agreement upon **30 days' written notice** in case of non-performance, breach of security/delivery SLAs, or non-compliance with terms.

IN WITNESS WHEREOF, the Parties hereto have signed this Agreement on the day, month, and year first mentioned above.

FOR & ON BEHALF OF PURCHASER	FOR & ON BEHALF OF COURIER COMPANY
------------------------------	------------------------------------

Excise & Taxation Office (ETO), Islamabad	[Courier Company Name]
Signature: _____	Signature: _____
Name: _____	Name: _____
Title: Excise & Taxation Officer / Director	Title: Chief Executive Officer / Authorized Director
Stamp: _____	Stamp: _____

WITNESSES:

1. Witness 1 (ETO Islamabad):

- Name: _____
- CNIC: _____
- Signature: _____

2. Witness 2 (Courier Company):

- Name: _____
- CNIC: _____
- Signature: _____

SCHEDULE - A

Financials & Rates

S.No	Description of Services	Weight Bracket	Unit Rate per Shipment (PKR) (Inclusive of all taxes/breakups)	
1	Delivery of Secure Vehicle Number Plates from E&TD Islamabad to nationwide doorstep addresses.	Up to 300 GM	Region / Province	Rates
			Islamabad/ Rawalpindi	
			Punjab (all cities)	
			Sindh (all cities)	
			KPK (all Cities)	
			Balochistan (all Cities)	
			Gilgit-Baltistan (all cities)	
			AJK (all cities)	
2	Delivery of Smart Registration Cards from E&TD Islamabad to nationwide doorstep addresses.	Up to 50 GM	Region / Province	Rates
			Islamabad/ Rawalpindi	
			Punjab (all cities)	
			Sindh (all cities)	
			KPK (all Cities)	
			Balochistan (all Cities)	
			Gilgit-Baltistan (all cities)	
			AJK (all cities)	
3	Delivery of Secure Vehicle Number Plates and Delivery of Smart Registration Cards from E&TD Islamabad to Nationwide doorstep addresses.	Up to 350 GM	Region / Province	Rates
			Islamabad/ Rawalpindi	
			Punjab (all cities)	
			Sindh (all cities)	
			KPK (all Cities)	
			Balochistan (all Cities)	
			Gilgit-Baltistan (all cities)	
			AJK (all cities)	

SCHEDULE - B

Service Specifications

- i. **Collection & Processing:** The Courier Company staff stationed at the **ETO Islamabad Desk** will receive processed Registration Cards and fabricated Vehicle Number Plates directly from ETO officers under official receipt.
- ii. **Packaging:** Registration Cards and Vehicle Number Plates will be securely packaged at the ETO Desk using tamper-evident materials.
- iii. **Delivery SLA:** Doorstep delivery to the vehicle owner shall be completed within **2 working days** (within Islamabad).
- iv. **Consignment Note:** A unique Tracking/Airway Bill (AWB) number shall be generated for every package.
- v. **Electronic Logs:** Status updates (Dispatched, Out for Delivery, Delivered, Undelivered) must be uploaded in real-time to the portal.

SCHEDULE - C

Obligations for ETO Desk & Operations

- i. **Desk Setup:** The Courier Company will install its own computer hardware, receipt printers, barcode readers, and high-speed internet connection at the assigned ETO Islamabad space at **no cost to ETO**.
- ii. **Dedicated Personnel:** At least [Number] dedicated customer service and dispatch agents will be deployed full-time at the ETO Desk.
- iii. **Customer Support:** The Courier Company will provide a dedicated helpline/support desk to resolve owner queries regarding non-received cards or number plates.

SCHEDULE - D

Penalty Schedule for Lost / Damaged Consignments

Sr. #	Lost/Damaged Item	Compensation Amount	Recipient of Compensation
1	Vehicle Number Plates	10x the official selling price	Excise & Taxation Department, Islamabad
2	Registration Card	10% of the invoice value of Vehicle	Excise & Taxation Department, Islamabad

9 CHECKLIST FOR MANDATORY DOCUMENTS

Bidders must ensure that all of the following documents are labeled, indexed, and attached within their Technical Bid Envelopes.

Annexure Letter	Mandatory Evaluation Document Requirement	Attachment Status (Yes/No)
A	Certificate of Registration / Incorporation of Firm or Company	
B	National Tax Number (NTN) & Active Taxpayer List (ATL) Proof	
C	General Sales Tax (GST) Registration Certificate	
D	Valid Authorization Certificate/License to operate Courier services across Pakistan	
E	Judicial Affidavit confirming infrastructure handling capacity (>5,000 packets / >25,000 kg per day)	
F	Written Statement / Undertaking of absolute compliance with all Terms of Reference	
G	Affidavit on Judicial Paper confirming the firm is not blacklisted by any public entity	
H	Joint Venture (JV) Agreement (If applicable, along with separate member profiles)	
I	Professional Tax Certificate issued by the Excise and Taxation Department, Islamabad	
J	Helpdesk Documentation (Escalation Matrices, Flow Charts, Service Desk Software Proofs)	
K	Signed and Stamped copy of the complete RFP Document confirming full compliance	
L	Last financial year's Audited Financial Statements / Balance Sheets confirming Net Worth	
M	HR Directory & payroll lists of full-time Management and Field Delivery Workforce	
N	Verifiable register and details of operational Transport Fleet (Trucks, Vans, Bikes)	
O	Verifiable Performance Certificates issued by previous corporate or public clients	
P	Certified listing of nationwide customer care centers and booking offices across Pakistan	
Q	Documentary evidence of Similar nature Projects Executed and Underexecution	
