Standard Bidding Document

Hiring of Domestic and International Courier Services for NICL for the Period of One Year (NICL/Procurement/2026/46) (Non-Consultancy Services)

National

November 24, 2026

National Insurance Company Limited (Ministry of Commerce),Manager Procurement
120-A, Shadman-II, Cricket House, Jail Road Lahore
Phone: +92-343-771-1158, Email: procurement@nicl.com.pk

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INVITATION FOR PREQUALIFICATION FOR CLOSED FRAMEWORK AGREEMENT

PROCUREMENT OF NON-CONSULTING SERVICES

1. The **National Insurance Company Limited (Ministry of Commerce)** has sufficient / has received / intends to apply for funds from **Non-ADP** and intends to apply part of such funds toward payments under the Framework Agreement for **Hiring of Domestic and International Courier Services for NICL for the Period of One Year (NICL/Procurement/2026/46)** having reference number **FFW11319**.

2. The **National Insurance Company Limited (Ministry of Commerce)** intends to prequalify service providers for subsequent Invitation to Bid(s) and to sign a Closed Framework Agreement with the successful bidder(s) following completion of the bidding process.

3. The objective of the intended Closed Framework Agreement is the on-demand provision of **Hiring of Domestic and International Courier Services for NICL for the Period of One Year (NICL/Procurement/2026/46)** through subsequent Call-Off Contract(s) during the Framework Agreement period. The purpose of this Prequalification Notice is to provide basic information to enable potential applicants to decide whether to respond to this Prequalification Notice.

4. Only the prequalified applicants shall be entitled to participate in the subsequent procurement proceedings. It is expected that Invitations to Bid will be issued to the Prequalified Applicants in **Tuesday, November 24, 2026**. The Closed Framework Agreement is expected to be signed with the successful bidder(s) in **Sunday, January 31, 2027** for a period of **12 Months** .

5. The Prequalification process is open to all **National** Applicants subject to fulfilling the eligibility requirements specified in the Prequalification Documents. Interested Applicants may obtain further information from **National Insurance Company Limited (Ministry of Commerce)** through **{SYSTEMSHORTITLE}** during office hours. A complete set of Prequalification Documents may be accessed by interested Applicants through

{SYSTEMSHORTITLE} at **https://epads.gov.pk/opportunities/federal/framework-agreements/11319**.

6. The application, prepared in accordance with the instructions contained in the Prequalification Documents, must be submitted through **EPADS v2.0** on or before **Friday, December 4, 2026 10:30 AM**. Applications will be opened electronically through **{SYSTEMSHORTITLE}** on the same day at **Friday, December 4, 2026 11:00 AM**. Manual submission of applications shall not be entertained.

7. Service Providers who have not yet registered on **{SYSTEMSHORTITLE}** may complete their registration at **https://vendors.epads.gov.pk/**. Guidance regarding registration and bid submission is available on the portal.

In terms of Rule 65 of Public Procurement Rules, 2026, the Grievance Redressal Committee (GRC) has been notified for the subject procurement. The notification is available on the Procuring Agency's website and on PPRA's website.

National Insurance Company Limited (Ministry of Commerce)
Manager Procurement
120-A, Shadman-II, Cricket House, Jail Road Lahore
+92-343-771-1158
procurement@nicl.com.pk

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 supply of Goods and Related Services incidental thereto 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**

3.1. The Procuring Agency requires that the Applicants /Bidders/ Suppliers/Contractors under Government financed contracts, observe the highest standard of ethics during the procurement and execution of such agreements and contracts.

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.

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.

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.

3.5. Procuring Agency will also declare the Applicant as blacklisted in accordance with Public Procurement Rule 19 and predefined standard mechanism.

4. **Eligible Applicants**

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.
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.
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.
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 the period of framework agreement and 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.

4.2. An Applicant may apply for Prequalification both individually, and as part of a joint venture, or participate as a subcontractor. If prequalified as a JV only, it will not be permitted to bid for the same contract as an individual entity. Bids submitted in violation of this provision will be rejected.

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.

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 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:

4.4.1. 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

4.4.2. 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.

4.5. An Applicant that has been declared debarred or blacklisted 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 PPRA’s website.

4.6. An Applicant shall provide such documentary evidence for determining the eligibility of the Applicant to the reasonable satisfaction of the Procuring Agency.

5. **Eligibility (in terms of Nationality)**

5.1. Applicants may be ineligible if they are nationals of ineligible countries as indicated in Section V.

B. Contents of the Prequalification Documents

6. **Sections of Prequalification Documents**

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 ITA 8.

PART 1 Prequalification Procedures

6.2. Section I - Instructions to Applicants (ITA)

6.3. Section II - Prequalification Data Sheet (PDS)

6.4. Section III - Qualification Criteria and Requirements

6.5. Section IV - Application Forms

6.6. Section V - Eligible Countries

6.7. Section VI - Fraud and Corruption

PART 2 Supply Requirements

6.8. Section VII – Schedule of Requirements

6.9. 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 through ePADS shall prevail.

6.10. 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.

7. **Clarification of Prequalification Documents and Pre-Application Meeting**

7.1. An Applicant requiring any clarification of the Prequalification Documents shall contact the Procuring Agency in writing through ePADS. The Procuring Agency will respond in writing through ePADS to any request for clarification provided that such request is received no later than three (03) days prior to the deadline for submission of the Applications. The Procuring Agency shall forward a copy of its response to all prospective Applicants through ePADS who have obtained the Prequalification Documents from ePADS, 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 through ePADS. Should the Procuring Agency deem it necessary to amend the Prequalification Documents as a result of a clarification, it shall do so in accordance with the provisions of ITA 16.2.

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 through online platform / ePADS as per date and time mentioned in the PDS. During this Pre-Application meeting, prospective Applicants may request clarification of the schedule of requirement, the qualification criteria or any other aspects of the Prequalification Documents.

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 through ePADS 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 and through ePADS. Non-attendance at the pre-Application meeting will not be a cause for disqualification of an Applicant.

8. **Amendment of Prequalification Documents**

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 through ePADS.

8.2. Any Addendum issued shall be part of the Prequalification Document and shall be communicated in writing through ePADS 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 web page and ePADS.
Provided that an Applicant who had already submitted their Applications prior to the issuance of any such addendum shall have the right to withdraw his already submitted Application and submit the revised Application prior to the original or extended Application submission deadline through ePADS.

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 16.2:
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.

C. Preparation of Applications

9. **Cost of Applications**

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 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:

11.1.1. **Application Submission Letter**, in accordance with ITA 12.1;

11.1.2. **Eligibility**: documentary evidence establishing the Applicant's eligibility, in accordance with ITA 13.1;

11.1.3. **Qualifications**: documentary evidence establishing the Applicant's qualifications, in accordance with ITA 14; and

11.1.4. any other document required as specified in the PDS.

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)**.

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:

14.2.1. 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 converted).

14.2.2. value of single contract - Exchange rate prevailing on the date of the contract.

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.

14.4. The documentary evidence of the Applicant’s qualifications to conclude a Framework Agreement, and/or to perform any Call-off Contract(s) if awarded, shall establish to the Procuring Agency’s satisfaction:

14.4.1. that, if required in the BDS, an Applicant that does not manufacture or produce the Goods it offers to supply shall submit the Manufacturer’s Authorization using the form included in Section IV A (Bidding Forms) to demonstrate that it has been duly authorized by the manufacturer or producer of the Goods to supply these Goods in the Procuring Agency’s Country;

14.4.2. that, if required in the BDS, in case of an Applicant not doing business within Islamic Republic of Pakistan (or the country where the procurement is being made), the Applicant is, or will be, (if awarded the call off contract) represented by an Agent in the country, equipped and able to carry out the Supplier’s maintenance, repair, and spare parts stocking obligations in respect of the Goods.

D. Submission of Applications

15. **Submission of the Applications through ePADS**

15.1. The Bidder shall prepare and submit Bid with due diligence after carefully reading all the terms and condition before submission through ePADS in accordance with the procedures specified in the PDS.

15.2. In case the Applicant is a JV, the Application shall submit 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.

16. **Deadline for Submission of Applications**

16.1. Applicants shall be submitted through ePADS no later than the deadline indicated in the PDS.

16.2. 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.

16.3. The deadline will be extended in the same manner as that of original Invitation for Prequalification (or the advertisement) through ePADS.

17. **Opening of Applications**

17.1. The Procuring Agency shall open all Applications on the date and time specified in the PDS through ePADS. Late Applications shall be treated in accordance with ITA 16.1.

E. Procedures for Evaluation of Applications

18. **Confidentiality**

18.1. 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 26 through ePADS.

18.2. From the deadline for submission of Applications to the time of notification of the results of the Prequalification in accordance with ITA 26, any Applicant that wishes to contact the Procuring Agency on any matter related to the Prequalification process may do so only in writing through ePADS.

19. **Clarification of Applications**

19.1. To assist in the evaluation of Applications, the Procuring Agency may, 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 through ePADS.

19.2. 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.

20. **Responsiveness of Applications**

20.1. 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 19.1, and the Applicant fails to provide satisfactory clarification and/or missing information within prescribed time, it may result in disqualification of the Applicant.

21. **Margin of Preference**

21.1. Unless otherwise specified in the PDS, a margin of preference shall not apply in the Bidding process resulting from this Prequalification.

22. **Sub-contractors**

22.1. 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

23. **Evaluation of Applications**

23.1. 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 25.

23.2. Subcontractors proposed by the Applicant shall be fully qualified for their parts of the Scope of Supply of the Goods and Allied Services.

23.3. 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.

23.4. 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.

24. **Procuring Agency’s Right to Accept or Reject Applications**

24.1. 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. However, the procuring agency shall record its reasons and justifications on ePADS, duly approved by the Principal Accounting Officer or Head of Organization.

25. **Prequalification of Applicants**

25.1. All Applicants whose Applications substantially meet or exceed the specified qualification requirements will be prequalified by the Procuring Agency.

25.2. 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.

25.3. 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.

26. **Notification of Prequalification**

26.1. The Procuring Agency shall notify all Applicants in writing through ePADS indicating the names of those Applicants who have been prequalified or conditionally prequalified. In addition, those Applicants who have been disqualified will be informed separately through ePADS.

26.2. The procuring agency shall communicate to those suppliers or contractors who have not been pre-qualified the reasons for not pre-qualifying them through ePADS.

27. **Request for Bids**

27.1. Promptly after the notification of the results of the Prequalification, the Procuring Agency will invite the Bids from all the Applicants that have been prequalified through ePADS.

28. **Changes in Qualifications of Applicants**

28.1. Any change in the structure or formation of an Applicant after being prequalified in accordance with ITA 25 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:

28.1.1. a prequalified Applicant proposes to associate with a disqualified Applicant or in case of a disqualified joint venture, any of its members;

28.1.2. 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

28.1.3. in the opinion of the Procuring Agency, the change may result in a substantial reduction in competition.

28.2. Any such change should be submitted to the Procuring Agency before the date of “Invitation to Bids”.

29. **Redressal of Grievances**

29.1. Procuring agency shall constitute a Grievance Redressal Committee (GRC) and proceed in accordance with the procedure and mechanism defined under Rule-65 of Public Procurement Rules, 2025.

29.2. The GRC shall not have any of the members of Procurement Evaluation Committee. The committee must have one subject specialist depending on the nature of the procurement.

30. **Mechanism of Blacklisting**

30.1. The procuring agency shall initiate blacklisting or debarment proceedings against any bidder, supplier or contractor in accordance with the mechanism prescribed under Rule-25 of Public Procurement Rules, 2025 read with “Mechanism for Blacklisting Regulations, 2024”.

Framework Data Sheet

Framework Data Sheet (FDS)

The following specific data for the Framework Agreement shall complement, supplement, or amend the provisions in the Instructions to Applicants/Bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

FDS Clause Number
ITB Number

Amendments of, and Supplements to, Clauses in the Instructions to Applicants/Bidders

A. General

FDS Clause Number 1
ITB Number 1.1

Identification Number of the Framework Agreement: **FFW11319**
The Procuring Agency is: **National Insurance Company Limited (Ministry of Commerce)**
Framework Agreement Title: **Hiring of Domestic and International Courier Services for NICL for the Period of One Year (NICL/Procurement/2026/46)**

FDS Clause Number 2
ITB Number 2.1

The name of Procuring Agency is: **National Insurance Company Limited (Ministry of Commerce)**
The name of Framework Agreement is: **Hiring of Domestic and International Courier Services for NICL for the Period of One Year (NICL/Procurement/2026/46)**

FDS Clause Number 3
ITB Number 2.2

Participating / Authorized Procuring Agencies under this Framework Agreement:

ITA Number 4.2

Maximum number of members in a Joint Venture (JV): **Nil**

FDS Clause Number 4
ITB Number 3.1

Framework Type: **Closed Framework Agreement**

FDS Clause Number 5
ITB Number 4.1

Framework Duration: **12 Months**
Commencement Date: **Expired after the framework duration of 12 months from the award date.**
Expiry Date: **Positions Without Lots :**

Position	Delivery Schedule	Quantity
Hiring of Domestic and International Courier Services for NICL for the Period of One Year	**Address:** Shadman-II, Cricket House, 120-A, Jail Road Lahore **Schedule:** 27 Days **Quantity:** 1/job	1/job

FDS Clause Number 6
ITB Number 5.1

A list of debarred firms and individuals is available on PPRA website: **https://ppra.gov.pk**

B. Contents of the Framework Document

FDS Clause Number 7
ITB Number 7.1

For clarification, the Applicant shall seek clarifications through: **EPADS v2.0**

FDS Clause Number 8
ITB Number 7.1 & 8.2

Information related to the Framework Agreement shall be published on: **EPADS v2.0**

FDS Clause Number 9
ITB Number 7.2

Pre-Bid Meeting: **Clarification Date:**

C. Preparation of Applications / Bids

FDS Clause Number 10
ITB Number 10.1

This Framework Agreement Document has been issued in the language: **English**

FDS Clause Number 11
ITB Number 11.1(d)

Additional documents to be submitted through {**SYSTEMSHORTTITLE**}:

1. 1. Completed rate schedule (weight slabs and zones).

FDS Clause Number 12
ITB Number 14.2

Source for determining exchange rates: **Not Applicable**

E. Submission of Applications / Bids

FDS Clause Number 18
ITB Number 16.1

Deadline for Bid Submission:
Day: ***Friday***
Date: ***Friday, December 4, 2026***
Time: ***10:30 AM***

FDS Clause Number 19
ITB Number 17.1

Opening of Bids shall be conducted through: **EPADS v2.0**
Day: ***Friday***
Date: ***Friday, December 4, 2026***
Time: ***11:00 AM***
Virtual participation link: **https://vendors.epads.gov.pk/**

F. Evaluation and Award

FDS Clause Number 20
ITB Number 21.1

Margin of Domestic Preference: **Not Applicable**

FDS Clause Number 21
ITB Number 22.1

Framework Award Basis: **Least Cost Based Selection (LCBS)**

FDS Clause Number 22
ITB Number 23.1

Suppliers admitted to the Framework Agreement shall not be guaranteed any minimum quantity, value, or volume of business unless otherwise stated in the Framework Agreement.

FDS Clause Number 23
ITB Number 29.1

Framework-related complaints / grievances shall be submitted in writing through: **EPADS v2.0**
A complaint may challenge:

- The terms of the Framework Agreement Documents
- The Procuring Agency’s evaluation decision
- The Procuring Agency’s Framework Award decision

Scope of Work

Scope of Work

1. Service points in all NICL cities listed above and remote-area coverage; international coverage to major destinations via own network or partner (city-wise list, agreements).

2. Bidder commits to: intra-city same-day/next business day; inter-city 24–48 hours (48–72 hours for remote areas); international 3–7 business days subject to customs clearance.

3. Bidder also commits to provide overnight services at all NICL Locations.

4. e-POD available online within 24 hours of delivery, showing recipient name/signature and date/time; hardcopy POD on request or with the monthly invoice.

5. Daily scheduled pickup from Head Office and zonal/regional offices without separate calls; on-call pickup within 2–4 hours of request.

6. Customs documentation support for international consignments; duties/taxes charged at actuals with receipts.

7. Sealed/tamper-evident packaging, scanning at each hub, chain of custody, and a defined procedure for lost/damaged consignments.

8. Liability for loss/damage up to declared value, claims settled within 30 days; optional insurance cover at stated rate.

9. Rates quoted per weight slab (up to 500 g, 1 kg, additional per kg) and zone (local, same zone, other zone, international), inclusive of fuel surcharge, remote-area charges and taxes; no hidden charges.

10. Online booking, tracking portal, e-POD and weekly/monthly MIS reports; API integration is desirable but not mandatory.

11. Helpline, dedicated corporate account manager/SPOC, and complaint resolution within 2 working days.

12. Standard envelopes, waterproof flyers, pouches and fragile tags supplied free of charge or as per agreed schedule.

13. Consignments from documents to parcels of at least 30 kg; freight service for heavier items on request.

14. Vendor identified as winner during evaluation by NICL may be required to fill KYC form with documents for screening by compliance department before publication of evaluation report and consideration for issuance of letter of intent/letter of award.

Description

Door-to-door domestic and international courier services for picking up, tracking and delivering letters, official documents, legal notices, claim files, policy documents, micro-parcels and packages for NICL Head Office, Zonal Offices, Regional Offices and Branches. Closed Framework agreement for one year, renewable for two further years on satisfactory performance.

Coverage

Domestic: pickup and delivery at all NICL locations, including Karachi, Lahore, Islamabad, Faisalabad, Hyderabad, Quetta, Peshawar and Muzaffarabad (AJK), and other cities and remote areas as required. International: delivery to destinations across Asia, Europe, North America, the Middle East and worldwide.

Pickup

Daily scheduled pickup at agreed times from Head Office, Zonal Offices and key regional hubs without separate calls. On-call pickup within 2–4 hours of request for urgent or branch-level needs.

Delivery timelines (SLAs)

Intra-city: same day or next business day. Inter-city: 24–48 hours (48–72 hours for remote areas), with an overnight option between major hubs. International: 3–7 business days depending on destination and customs clearance.

Overnight delivery within 24 hours for Karachi, Lahore and Islamabad[H1].

Proof of Delivery

Electronic POD via online portal; hardcopy POD (receiver signature, stamp, date and time) on request or attached to the monthly invoice.

Packing, handling and security

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Account Management and Technology

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weight, cost centre). Duties, clearing fees and local taxes on international shipments are charged at actual with receipts, and are stated in the bid.

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Payment Terms

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3. Tax deduction should be as per rule.

4. Payment shall be released within 30 days of receipt of a correct invoice, as per PPRA rules.

Point of Contact (POC) details for site visits or technical queries:
Name: Mr. Zulfiqar Bhutto
Designation: Assistant Manager (ADMIN)
Mobile No: 0313-9205926

Framework Items / Lots

Brief Description

All Detail availble in SCOPE OF WORK

Point of Contact (POC) details for site visits or technical queries:
Name: Mr. Zulfiqar Bhutto
Designation: Assistant Manager (ADMIN)
Mobile No: 0313-9205926

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

Related Services of Consultancy Services:

No

Specification

Positions Without Lots :

Position: Hiring of Domestic and International Courier Services for NICL for the Period of One Year

Specifications / Requirements:

All detail mention in SCOPE OF WORK. Further Vendor/firm is required to submit Completed Rate Schedule (Weight Slabs and Zones) with their Bid. Point of Contact (POC) details for site visits or technical queries: Name: Mr. Zulfiqar Bhutto Designation: Assistant Manager (ADMIN) Mobile No: 0313-9205926

Eligibility & Qualification Criteria

All Active Taxpayers shall be eligible to participate in the procurement process, unless expressly excluded or otherwise restricted under the Eligibility Criteria specified by the Procuring Agency.

Bidder's Type	Required Registration
Any	NADRA CITIZENSHIP (CNIC/NICOP) FBR (NTN) FBR (GSTN)

Eligibility Criteria	Document

1. Must be of any business type except individual/individual consultant on E-PADS.	Yes
2. Must not be in Active Blacklisted Firms on PPRA website during evaluation by NICL.	Yes
3. Must be an Active Taxpayer for Income Tax and Sales Tax during evaluation by NICL (Attach NTN/Tax Certificate issued by FBR/Provincial Tax Authority such as SRB).	Yes
4. Must have head office in Karachi or Lahore or Islamabad/Rawalpindi (Attach ownership documents/tenancy agreement with last paid utility bill clearly mentioning name of company)	Yes
5. Must have provided similar services to at least 3 clients in Pakistan in the past 3 years (Attach appointment letter/purchase order/last contract signed with clients as proof)	Yes
6. Minimum 5 years of continuous courier operations covering domestic and international shipments (Attach letter of incorporation/registration document/NTN with issuance date)	Yes
7. Must be able to provide daily pickup and delivery at all NICL locations, including Karachi, Lahore, Islamabad, Faisalabad, Hyderabad, Quetta, Peshawar and Muzaffarabad (AJK), through own offices and/or contracted associates. (Attach Undertaking on Company Letter Head mentioning city-wise list of service canters/hubs with address and contact, and copies of associate agreements, if any	Yes
8. Must be able to deliver to major international destinations (Asia, Europe, North America, Middle East) through its own network or a formal agreement with an international express carrier, including customs documentation support (Attach Undertaking on Company Letter Head mentioning network/destination list or copy of valid partner (Agreement)	Yes
9. Average annual turnover of at least PKR 5 million over the last 3 years (Attach audited financial statements for the last 3 years showing revenue/tax returns showing for past 4 years showing revenue)	Yes
10. Must provide an online booking/tracking portal with consignment-wise status and electronic proof of delivery (e-POD), and periodic MIS reports. (Attach portal screenshots or live demonstration link; sample MIS report)	Yes

11. Must have written procedures for secure handling, chain of custody, confidentiality of documents, and handling of lost/damaged consignments, and must accept liability for loss/damage up to declared value with claims settled within 30 days. (Attach SOP/policy document)	Yes

Evaluation Criteria

Least Cost Based Selection (LCBS)

Call-Off / Secondary Procurement Procedure

PUBLIC PROCUREMENT REGULATORY AUTHORITY
(PPRA)
EPADS

Annexure

Annexure A Bid Submission Form

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Annexure A Bid Submission Form** (page number: 37)

Annexure B Bid Securing Declaration Form

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Annexure B Bid Securing Declaration Form** (page number: 38)

Detailed Scope Of Work

Information (Read-Only)

See Form Under Additional Forms and Documents: **Detailed Scope Of Work** (page number: 39)

Procurement Forms

PUBLIC PROCUREMENT REGULATORY AUTHORITY
(PPRA)
EPADS

PUBLIC PROCUREMENT REGULATORY AUTHORITY
(PPRA)
EPADS

Additional Forms and Documents

Annexure A – Bid Submission Form

Date:

To,

Procurement Department
National Insurance Company Limited

E-PADS Ref No:

E-PADS Task Title:

Vendor Name (as per E-PADS Profile):

Address:

Contact POC for clarification of bids

1. Name
   Designation
   Mobile
   Email

2. Name
   Designation
   Mobile
   Email

Name, Designation and Signature **Company Stamp**

Annexure B – Bid Securing Declaration Form

Date:

To,

Procurement Department
National Insurance Company Limited

E-PADS Ref No:

E-PADS Task Title:

We, the undersigned, declare that:

We understand that, according to your conditions, Bids must be supported by a Bid Securing Declaration. We accept that we will be blacklisted and henceforth cross debarred for participating in respective category of public procurement proceedings for a period of (not more than) six months, if fail to abide with a bid securing declaration, however without indulging in corrupt and fraudulent practices, if we are in breach of our obligation(s) under the Bid conditions, because we:

1. Have withdrawn or modified our Bid during the period of Bid Validity specified in the Form of Bid;
2. Disagreement to arithmetical correction made to the Bid price; or
3. having been notified of the acceptance of our Bid by the Procuring Agency during the period of Bid Validity, failure to sign the contract if required by Procuring Agency to do so or fail or refuse to furnish the Performance Security or to comply with any other condition precedent to signing the contract specified in the Bidding Documents.

We understand this Bid Securing Declaration shall expire if we are not the successful Bidder, upon the earlier of our receipt of your notification to us of the name of the successful Bidder; or twenty-eight (28) days after the expiration of our Bid.

Name, Designation and Signature **Company Stamp**

DETAILED SCOPE OF WORK

Scope of Work

1. Service points in all NICL cities listed above and remote-area coverage; international coverage to major destinations via own network or partner (city-wise list, agreements).
2. Bidder commits to: intra-city same-day/next business day; inter-city 24–48 hours (48–72 hours for remote areas); international 3–7 business days subject to customs clearance.
3. Bidder also commits to provide overnight services at all NICL Locations.
4. e-POD available online within 24 hours of delivery, showing recipient name/signature and date/time; hardcopy POD on request or with the monthly invoice.
5. Daily scheduled pickup from Head Office and zonal/regional offices without separate calls; on-call pickup within 2–4 hours of request.
6. Customs documentation support for international consignments; duties/taxes charged at actuals with receipts.
7. Sealed/tamper-evident packaging, scanning at each hub, chain of custody, and a defined procedure for lost/damaged consignments.
8. Liability for loss/damage up to declared value, claims settled within 30 days; optional insurance cover at stated rate.
9. Rates quoted per weight slab (up to 500 g, 1 kg, additional per kg) and zone (local, same zone, other zone, international), inclusive of fuel surcharge, remote-area charges and taxes; no hidden charges.
10. Online booking, tracking portal, e-POD and weekly/monthly MIS reports; API integration is desirable but not mandatory.
11. Helpline, dedicated corporate account manager/SPOC, and complaint resolution within 2 working days.
12. Standard envelopes, waterproof flyers, pouches and fragile tags supplied free of charge or as per agreed schedule.
13. Consignments from documents to parcels of at least 30 kg; freight service for heavier items on request.
14. Vendor identified as winner during evaluation by NICL may be required to fill KYC form with documents for screening by compliance department before publication of evaluation report and consideration for issuance of letter of intent/letter of award.

Description

Door-to-door domestic and international courier services for picking up, tracking and delivering letters, official documents, legal notices, claim files, policy documents, micro-parcels and packages for NICL Head Office, Zonal Offices, Regional Offices and Branches. Closed Framework agreement for one year, renewable for two further years on satisfactory performance.

Coverage

Domestic: pickup and delivery at all NICL locations, including Karachi, Lahore, Islamabad, Faisalabad, Hyderabad, Quetta, Peshawar and Muzaffarabad (AJK), and other cities and remote areas as required. International: delivery to destinations across Asia, Europe, North America, the Middle East and worldwide.

Pickup

Daily scheduled pickup at agreed times from Head Office, Zonal Offices and key regional hubs without separate calls. On-call pickup within 2–4 hours of request for urgent or branch-level needs.

Delivery timelines (SLAs)

Intra-city: same day or next business day. Inter-city: 24–48 hours (48–72 hours for remote areas), with an overnight option between major hubs. International: 3–7 business days depending on destination and customs clearance.

Overnight delivery within 24 hours for Karachi, Lahore and Islamabd.

Proof of Delivery

Electronic POD via online portal; hardcopy POD (receiver signature, stamp, date and time) on request or attached to the monthly invoice.

Packing, handling and security

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