

# TECHNICAL EVALUATION REPORT

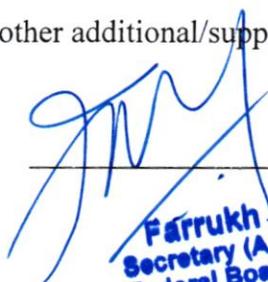
(As Per Rule 35 of PP Rules, 2004)

- 1 Name of Procuring Agency Federal Board of Revenue (HQ)
- 2 Method of Procurement Single Stage Two Envelope
- 3 Title of Procurement Hiring of Accredited Academic Institution for Conducting Licensing Examination of Customs Agents for Financial Years 2025-26, 2026-27 & 2027-28
- 4 Tender Inquiry No. 3(64) TDU/FCA/2025
- 5 PPRA Ref. No. (TSE). TS722291E EPADS Reference No: F-251063128
- 6 Date & Time of Bid Closing 13<sup>th</sup> November, 2025 11:00 AM
- 7 Date & Time of Bid Opening 13<sup>th</sup> November, 2025 11:30 AM
- 8 No of Bids Received 01
- 9 Criteria for Bid Evaluation Technical Bid Evaluation Report Attached.
- 10 Details of Bid(s) Evaluation Technical Bid Evaluation Report Attached.

Name of Bidder	Technical Marks (if applicable)	Rule/Regulation/SBD*/Policy/Basis of Rejection/Acceptance as per Rule 35 of PP Rules, 2004.
M/s Institute of Business Administration (Karachi)	88	<b>Bid Accepted as responsive to the Invitation to Bid.</b>

11. Any other additional/supporting information, the procuring agency may like to share.

Signature: \_\_\_\_\_

  
**Farrukh Amir Slal**  
**Secretary (Administration)**  
**Federal Board of Revenue**  
**Islamabad**

Official Stamp: \_\_\_\_\_

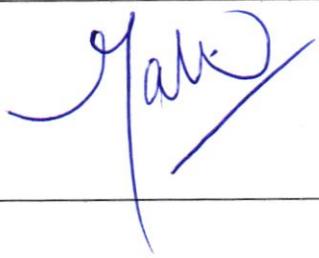
*(Remaining committee members signature placed at Annex-I)*

**\*Standard Bidding Documents (SBD).**

3(64) TDU/FCA/2025

(Annex-I)

Hiring of Accredited Academic Institution for Conducting Licensing Examination of Customs Agents for Financial Years 2025-26, 2026-27 & 2027-28

Designation	Role	Signatures
Member (Admin/ HR)	Chairman/ Convener	
Member (Audit/CRM)	Member	
Member (Customs Operations)	Member	
Chief (Admin & Finance)	Member	

## INVITATION TO BID

# TECHNICAL BID(S) EVALUATION REPORT

<b>Invitation to Bid Reference No.</b>	<b>TS722291E</b>
<b>Invitation to Bid Title</b>	Hiring of Accredited Academic Institution for Conducting Licensing Examination of Customs Agents for Financial Years 2025-26, 2026-27 & 2027-28
<b>Invitation to Bid Issuance/ Publishing Date</b>	25 <sup>th</sup> October, 2025
<b>Pre-Bid Meeting</b>	28 <sup>th</sup> October, 2025
<b>Bids Submission date</b>	13 <sup>th</sup> November, 2025
<b>Publishing</b>	National Press (two leading national daily newspapers – One English and One Urdu) Website(s): FBR
<b>Procurement Method/ Process</b>	Single Stage Two Envelope – Invitation to Bid – Open
<b>Technical Bids Evaluation Report Signing Date</b>	08 <sup>th</sup> December, 2025

*Muhamad Ali Khan*  
**Muhamad Ali Khan**  
Secretary (Expenditure)  
Federal Board of Revenue  
Islamabad

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<b>Annexure-II</b>	Technical Bid Opening Statement.
<b>Annexure-III</b>	Mandatory Requirements for Eligibility/Responsiveness and Bid Evaluation Criteria (Technical)

  
**Muhammad Ali Khan**  
Secretary (Expenditure)  
Federal Board of Revenue  
Islamabad

## 1. Project Background

The Federal Board of Revenue (FBR) intends to engage an Accredited Academic Institution (AAI), through the Customs Academy of Pakistan (CAP), for a period of three (03) years to conduct annual examinations for Licensing of Customs Agents, extendable based on performance. CAP will act as the coordinating authority and will enter into an agreement with the selected AAI.

Pakistan Customs awards licenses to Customs Agents, who serve as intermediaries between traders and Customs Officers. These agents must be well-versed in customs laws and procedures. To enhance transparency, efficiency, and alignment with international standards, the licensing examinations will be outsourced to an AAI under the supervision and coordination of CAP, acting on behalf of FBR.

## 2. Brief Description of the Requirements

Hiring of Accredited Academic Institutions/Testing Agencies for Conducting Licensing Examination of Customs Agent for F.Y. 2025-26, 2026-27 & 2027-28 will improve tax administration, auditing, and compliance. Bidding process will follow the Single Stage Two Envelope Procedure for transparency and competition. Contracts will ensure conducting of licensing examination in fair and transparent manner resulting selection of reputed agents for clearance of customs goods.

## 3. Brief Terms of Invitation to Bid Document

Period for delivery of services	Period for Provision of Services is 3 years i.e. 2025-26, 2026-27 & 2027-28
Bid Validity from bid opening	The Bid Validity period shall be: 120 Days.
Bid Security	PKR 200,000/- (mandatory)
Performance Security	The Performance Security (or guarantee) shall be 10%
Liquidated Damages	If the Bidder fails to provide services as required under the contract or in case of any data loss/data breach or any incident compromising the data security or other such failures related to any services, the Bidder shall pay to the procuring agency as Liquidated Damages at a rate of 0.1% to 10% of the Contract value, in accordance with the extent of performance failure & the cost of investigating such incidents as judged by the Authority.
Currency for Evaluation of Bid	Pak Rupees (PKR)

#### 4. Bid Process

The bidding process for the subject activity is Single Stage Two Envelope – Invitation to Bid – Open. Invitation to Bid notification was published in national press (two leading national daily newspapers – One English and One Urdu) on 25<sup>th</sup> October, 2025 (**Annexure-I**) as well as uploaded on e-PADS, FBR (<https://www.fbr.gov.pk/>) and PPRA (<https://www.ppra.gov.pk>).

Summary of bid process is listed below:

<b>Invitation to Bid Reference No.</b>	<b>TS722291E</b>
<b>Invitation to Bid Title</b>	Hiring of Accredited Academic institution/Testing Agencies for Conducting Licensing Examination of Customs Agents for Financial Years 2025-26, 2026-27 & 2027-28
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<b>Procurement Method/ Process</b>	Single Stage Two Envelope – Invitation to Bid – Open
<b>Technical Bids Evaluation Report Signing Date</b>	08 <sup>th</sup> December, 2025

#### 5. Technical/ Financial Evaluation Committee

Following Technical/ Financial Evaluation Committee was designated for the evaluation of the subject Invitation to Bid:

<b>Sr. No</b>	<b>Name</b>	<b>Designation</b>	<b>Role</b>
1.	Mr. Zubair Bilal	Member (IR-Operations), FBR	<b>Chairman/ Convener</b>
2.	Mr. Ashhad Jawwad	Member (Customs Policy)	Member
3.	Dr. Najeebullah	Chief (Tax Reforms)	Member
4.	Dr. Muhammad Khurram	Chief (Mgt/HR-IR)	Member
5.	Ms. Ayesha Niaz	Chief (Mgt/HR-Customs)	Member
6.	Dr. Farid Ahmed Khan	Chief (F&C) – Customs	Member
7.	Mr. Muhammad Ali Khan	Secretary (Expenditure), FBR	Member/Secretary
8.	Mr. Waqar Ahmed	Second Secretary (IR-CPF)	Member
9.		Chief Executive Officer (PRAL)	Member

*Muhammad Ali Khan*  
Secretary (Expenditure), FBR

## 6. Bid(s) Received

On the bid submission date and time (13<sup>th</sup> November at 11:00 AM) following bid(s) were received:

Sr. No	Bidder	Bid Submitted
1.	Institute Business Administration Karachi	✓

## 7. Bid Opening

In accordance with the bid opening procedure of Single Stage Two Envelope method, Technical bids were opened publicly on the same date immediately after bid submission time at FBR House by the Technical/ Financial Evaluation Committee in the presence of bidders authorized representatives. The bids availability on e-PADS was checked and confirmed in presence of bidders authorized representatives. Availability of bid security as per Invitation to the Bids terms, bid submitted for package(s)/ region(s) and confirmation of financial bid were read out at the time of bid opening meeting. The bid opening statement is placed at (**Annexure-II**).

The sealed financial bids of all bidders were signed by the Technical/ Financial evaluation committee and kept in safe custody.

## 8. Preliminary Examination

Preliminary examination of the technical bids was carried out. The examination included verification/ review of bidder bid form, completeness of the bid, eligible countries, bid validity confirmation and availability of bid security as per requirement of the Invitation to Bid. The finding(s) from preliminary examination is summarized below:

Bidder	Bid Form	Eligible Country	Bid Validity	Bid Security	Substantial Responsiveness	Acceptance for detailed Examination
Institute Business Administration Karachi	Yes	Pakistan	Yes	Yes	Yes	Yes

## 9. Detailed Technical Evaluation

Mandatory Requirements for Eligibility/Responsiveness and Bid Evaluation Criteria (Technical) – **Annexure-III**

## 10. Bids Accepted as responsive to the Invitation to Bid

Sr.	Bidder
1	Institute Business Administration Karachi

## Technical Bid Evaluation Sheet

### Hiring of Accredited Academic Institution for Conducting Licensing Examination of Customs Agents for Financial Years 2024-25, 2025-26 & 2026-27

<b>Table 1. Mandatory Technical Bid Evaluation Criteria</b>	<b>Compliance</b>
1. A copy of the Certificate of Registration with the Higher Education University as a degree awarding institution	Complied
2. The firm must be registered/incorporated with FBR and having a valid NTN for at least five (05) years.	Complied
3. Valid Tax Compliance Certificate for NTN and STRN with active status on ATL both for NTN & STRN.	Complied
4. Submission of Bid Security or Bid Securing Declaration as per prescribed amount / format.	Complied
5. Compliance with the Schedule of Requirements stated in the bidding documents.	Complied
6. Compliance of Bid Validity as per requirement of bidding document.	Complied
7. Submission of Company/Educational Institution Profile.	Complied
8. Undertaking on stamp paper of Rs. 100/- that the bidder is not blacklisted currently by any Government (Federal or Provincial), a local body or Public sector organization. Also stating that no litigations have been initiated against the firm from any Public Sector entity otherwise provide complete details of such litigations, including but not limited to, the nature/description of litigation, the amount under dispute etc.	Complied
9. Compliance of the Terms of Reference (TORs) in the submitted bid.	Complied

*Muhammad Ali Khan*  
Muhammad Ali Khan  
Secretary (Expenditure)  
Federal Board of Revenue  
Islamabad

**Criteria:**

**Total Marks = 90**

**Qualifying Marks= 70% of the total marks**

<b>Table 2. Marking Technical Bid Evaluation Criteria</b>	<b>Total Marks</b>	<b>IBA, Karachi</b>
<p><b><u>1. Firm/Institutional Profile (Number of years since inception, financial soundness, registration with HEC / Global Accreditation): 10 marks</u></b></p> <p>a. Inception for the last three decades: 02 marks For last two decades = 01 mark For the last one year = 0.5 mark</p> <p>b. Financial Soundness: 02 marks Average annual turnover of last three years from related business: Up to 10 million = 0.5 mark From 10 to 20 million = 1 mark From 20 to 30 million = 1.5 marks Above 30 million = 2 marks</p> <p>c. Registration with HEC and among Top 50 of HEC ranking: 02 marks</p> <p>d. Global Accreditation: 04 marks Accreditation by any reputable globally recognized accreditation body: 02 marks Accreditation by any reputable &amp; recognized Asian body / organization= 02 marks</p>	10	10
<p><b><u>2. Experience in Conducting Written Tests:</u></b></p> <p>a. Government Organizations with a Minimum of 200 Candidates in the last 5 years = 15 marks</p> <p>b. Conducting Written Tests for Multinational Organizations with a Minimum of 200 Candidates in last 5 years = 15 marks</p> <p>Note: 3 marks will be awarded for each government / corporate sector project conducted with a minimum of 200 candidates, up to a maximum of 30 marks.</p>	30	30
<p><b><u>3. Quality of In-House Human Resources (Team lead, Other Team Members, including Invigilators, Paper-setters &amp; website managers):</u></b></p> <p>a. Invigilator per candidate (05 marks) 1 invigilator per 30 candidates = 05marks 1 invigilator per 50 candidates = 04 marks 1 invigilator per 70 candidates = 03 marks</p> <p>b. Paper-setters with subject knowledge of Pakistan Customs Act/Rules/International Trade: (05 marks) Yes = 05 marks No = 0 marks</p> <p>c. In-house website developers and managers: (05 marks) Yes = 05 marks No = 0 marks</p>	20	20

*Imali*  
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Federal Board of Revenue  
Islamabad

<p>d. Security apparatus to manage examination process: (05 marks)</p> <p>Note: Bidders to provide details. Marks shall be awarded on comparative basis. The most sound proposal shall be given highest (5) marks and other proposals shall be marked accordingly</p>		
<p><b><u>4. Capacity to conduct examinations at the Federal and Provincial Capitals</u></b></p> <p>Six marks for federal capital and one marks for each provincial capital</p>	10	10
<p><b><u>5. Quality of Technical Proposal (Fair efficient and technologically responsive Testing Methodology, and Sample Test Quality)</u></b></p> <p>a. Development of able and available website: 05 marks  b. Alternate payment methods: 02 marks  c. Grievance redressal mechanism: 02 marks  d. Security and power backup at the test centers: 02 marks  e. Customer's review/completion certificates: 02 marks  f. Quality of sample papers: 05 marks  g. Meeting of contract timelines: 02 marks</p> <p>Bidders to provide details. Marks shall be awarded on comparative basis. The most sound proposal shall be given highest (5) marks and other proposals shall be marked accordingly</p>	20	18
<p><b>Total:-</b></p>	90	88

*Amali*  
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Secretary (Expenditure)  
Federal Board of Revenue  
Islamabad

		If the joint venture has not been formed, also include evidence from all proposed joint venture partners of their intent to enter in to a joint venture in the event of contract award following.
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### Submission of Bids

26.	22.2	<p>Bid shall be submitted to:  <b>Room No. 506, FBR Headquarters, Opposite Supreme Court, Constitution Avenue, G-5/2, G-5, Islamabad</b></p> <p>Title of the subject Procurement: <i>Hiring of Accredited Institution for Conducting Licensing Examination of Customs Agents for Financial Years 2025-26, 2026-27 &amp; 2027-28</i></p> <p>ITB No: [3(64)TDU/FCA/2025]</p> <p>The Time and date for Bid Opening:  a) Day: [Thursday]  b) Date: [13<sup>th</sup> November, 2025]  c) Time: [11:30AM]</p>
27.	23.1	<p>The deadline for Bid submission is:  a) Day: [Thursday]  b) Date: [13<sup>th</sup> November, 2025]  c) Time: [11:00AM]</p>

### Opening and Evaluation of Bids

28.	26.1 & 26.6	<p>The Bid opening shall take place at:  Street address: [Conference Hall, FBR HQs, Constitution Avenue, G-5/2]  a) Day: [Thursday]  b) Date: [13<sup>th</sup> November, 2025]  c) Time: [11:30AM]</p>
29.	32.2	<p>The currency that shall be used for Bid evaluation and comparison purposes to convert all Bid prices expressed in various currencies is:  <b>PKR</b>  The source of exchange rate shall be: <b>State Bank of Pakistan</b>  The date of exchange rate shall be: <b>Date of Opening of Bids.</b></p>
30.	33.2 & 13.3	<p>Criteria to Bid evaluation.  Evaluation Techniques: Quality and Cost Based Selection  <b>Mandatory Requirements for Eligibility/Responsiveness</b>  Under Rule 36(b) (Single Stage Two Envelope Bidding Procedure) of the Public Procurement Rules, 2004, bids will first undergo technical evaluation and bids complying to mandatory bids evaluation criteria shall be considered for further evaluation of marking technical bid evaluation criteria, with a minimum qualifying threshold of 70% of total 90 marks. The financial bids of technically qualified bidders will be opened. The marks distribution and evaluation criteria are as follows:  <b>Technical Proposal: 90 Marks (70% of 90 marks are qualifying marks)</b></p>

Technical proposals/bids securing 70% of 90 marks allocated for technical evaluation or more will qualify for the next stage, which is opening of financial bids.

Only bids scoring at least 70% of the total 90 marks in the technical evaluation shall qualify for financial evaluation. For the financial evaluation, the bid with the lowest quoted cost shall receive the maximum 10 marks, while all other bids shall be awarded marks in proportion to the lowest bid using a pre-defined formula.

**The bid achieving the highest aggregate score out of the total 100 marks (90 technical + 10 financial) shall be considered the Most Advantageous Bid (MAB).**

For the technical evaluation of bids submitted by the accredited institutions, the mandatory criteria in **Table 1** and marking criteria provided in **Table 2** will apply. Accredited Institutions are requested to provide accurate information and supporting evidence to ensure fair marking in the technical evaluation.

<b>Table 1. Mandatory Technical Bid Evaluation Criteria</b>	<b>Compliance</b>
1. A copy of the Certificate of Registration with the Higher Education University as a degree awarding institution.	Complied/ Not Complied
2. The firm must be registered/incorporated with FBR and having a valid NTN for at least five (05) years.	Complied/ Not Complied
3. Valid Tax Compliance Certificate for NTN and STRN with active status on ATL both for NTN & STRN.	Complied/ Not Complied
4. Submission of Bid Security or Bid Securing Declaration as per prescribed amount / format.	Complied/ Not Complied
5. Compliance with the Schedule of Requirements stated in the bidding documents.	Complied/ Not Complied
6. Compliance of Bid Validity as per requirement of bidding document.	Complied/ Not Complied
7. Submission of Company/Educational Institution Profile.	Complied/ Not Complied
8. Undertaking on stamp paper of Rs. 100/- that the bidder is not blacklisted currently by any Government (Federal or Provincial), a local body or Public sector organization. Also stating that no litigations have been initiated against the firm from any Public Sector entity otherwise provide complete details of such litigations, including but not limited to, the nature/description of litigation, the amount under dispute etc.	Complied/ Not Complied
9. Compliance of the Terms of Reference (TORs) in the submitted bid.	Complied/ Not Complied

**Eligibility for Evaluation of Marking Technical Bid Evaluation Criteria**

**Eligible / Not Eligible**

<b>Table 2. Marking Technical Bid Evaluation Criteria</b>	<b>Marks</b>
<p><b>1. Firm/Institutional Profile</b> (Number of years since inception, financial soundness, registration with HEC / Global Accreditation): <b>10 marks</b></p> <p>a. Inception for the last three decades: <b>02 marks</b>                      For last two decades = 01 mark                      For the last one year = 0.5 mark</p> <p>b. Financial Soundness: <b>02 marks</b>                      Average annual turnover of last three years from related business:                      Up to 10 million = 0.5 mark                      From 10 to 20 million = 1 mark                      From 20 to 30 million = 1.5 marks                      Above 30 million = 2 marks</p> <p>c. Registration with HEC and among Top 50 of HEC ranking: <b>02 marks</b></p> <p>d. Global Accreditation: <b>04 marks</b>                      Accreditation by any reputable globally recognized accreditation body: 02 marks                      Accreditation by any reputable &amp; recognized Asian body / organization= 02 marks</p>	<b>10</b>
<p><b>2. Experience in Conducting Written Tests:</b></p> <p>a. Government Organizations with a Minimum of 200 Candidates in the last 5 years = 15 marks</p> <p>b. Conducting Written Tests for Multinational Organizations with a Minimum of 200 Candidates in last 5 years = 15 marks</p> <p><b>Note:</b> 3 marks will be awarded for each government / corporate sector project conducted with a minimum of 200 candidates, up to a maximum of 30 marks.</p>	<b>30</b>

		<p><b>3. Quality of In-House Human Resources (Team lead, Other Team Members, including Invigilators, Paper-setters &amp; website managers):</b></p> <p>a. Invigilator per candidate (05 marks)  1 invigilator per 30 candidates = 05marks  1 invigilator per 50 candidates = 04 marks  1 invigilator per 70 candidates = 03 marks</p> <p>b. Paper-setters with subject knowledge of Pakistan Customs Act/Rules/International Trade: (05 marks)  Yes = 05 marks  No = 0 marks</p> <p>c. In-house website developers and managers: (05 marks)  Yes = 05 marks  No = 0 marks</p> <p>d. Security apparatus to manage examination process: (05 marks)</p> <p><b>Note:</b>  <i>Bidders to provide details. Marks shall be awarded on comparative basis. The most sound proposal shall be given highest (5) marks and other proposals shall be marked accordingly.</i></p>	20
		<p><b>4. Capacity to conduct examinations at the Federal and Provincial Capitals</b>  Six marks for federal capital and one marks for each provincial capital</p>	10
		<p><b>5. Quality of Technical Proposal (Fair efficient and technologically responsive Testing Methodology, and Sample Test Quality)</b></p> <p>a. Development of able and available website: 05 marks</p> <p>b. Alternate payment methods: 02 marks</p> <p>c. Grievance redressal mechanism: 02 marks</p> <p>d. Security and power backup at the test centers: 02 marks</p> <p>e. Customer's review/completion certificates: 02 marks</p> <p>f. Quality of sample papers: 05 marks</p> <p>g. Meeting of contract timelines: 02 marks</p> <p>Bidders to provide details. Marks shall be awarded on comparative basis. The most sound proposal shall be given highest (5) marks and other proposals shall be marked accordingly.</p>	20
		<b>Total</b>	<b>90</b>

After meeting the requirements of eligibility, qualification and substantial responsiveness, the bid in compliance with all the mandatory (technical specifications/requirements and/or requisite quality threshold shall be

		considered. The technical proposals shall be evaluated and the procuring agency will discuss the technical details. The highest ranked or technically responsive proposals will qualify for opening of the financial proposals in the presence of the applicants or their representatives who may wish to attend the opening session. The highest ranked proposal will be accepted, if it suits FBR.
31.	34.1	Domestic preference Not Applicable.
32.	36.1	Post Qualification of Bidder: Not Applicable.

#### Award of Contract

33.	40.1	Percentage for quantity increase or decrease is 15% of the original advertised quantity / period of services.
34.	43.1	The Performance Security (or guarantee) shall be: <b>10%</b>
35.	43.2	The Performance Security (or guarantee) shall be in the form of: <i>unconditional and irrevocable Bank Guarantee issued by any scheduled bank in Pakistan as per applicable template or CDR valid for a period of sixty (60) days beyond the expiry/ completion of contract period.</i>
36.	44.2	The Advance Payment if essential shall be limited to: <b>Not Applicable.</b> Maximum amount of Advance payment shall be: <b>Not Applicable.</b>
37.	45.1	Arbitrator shall be appointed by mutual consent of the both parties.

#### Review of Procurement Decisions

38.	48 & 49	The address of the Procuring Agency for submission of Grievances: <b>Grievance Redressal Committee, FBR Headquarters, Opposite Supreme Court, Constitution Avenue, G-5/2, G-5, Islamabad.</b>
39.		The Address of PPRA to submit a copy of grievance:  Grievance Redressal Appellate Committee, Public Procurement Regulatory Authority 1 <sup>st</sup> Floor, G-5/2, Islamabad, Pakistan Tel: +92-51-9202254