

Tender Notice for Customs clearing agent for the year 2026-2027

Shaukat Khanum Memorial Trust (SKMT) intends to enter into an agreement for the provision of customs clearance, cargo handling and transportation services for its import shipments.

In this regard, SKMT seeks to engage the services of a reputable company, possessing a strong operational presence and an extensive network, to effectively manage customs clearance and transportation requirements for SKMT.

Closing Date: 20th June, 2026

Submission Deadline and Location: All tenders must be submitted in the designated **DROP BOX** located in the Materials Management Department on or before the closing date, during office hours **(8:30 AM to 5:00 PM)** in hard copy form.

Any tender received after the specified closing date will be disqualified.

Submission Method: Bidders are required to submit in sealed bid along with all necessary supporting documents.

Completeness of Bid: Bidders must strictly adhere to the prescribed attached format when quoting their rates. Incomplete or non-conforming bids may be rejected.

No Alterations After Submission: Once the bid is submitted, no withdrawal, amendment or alteration to the bid will be permitted.

Clarifications: Bidders may seek clarification regarding the terms and conditions of this tender. All requests for clarification must be submitted in writing before the specified clarification deadline.

TENDER NOTICE

CUSTOMS CLEARANCE, CARGO HANDLING & TRANSPORTATION SERVICES – YEAR 2026-2027

Shaukat Khanum Memorial Trust (SKMT)

Shaukat Khanum Memorial Trust (SKMT) invites sealed bids from reputable and experienced Customs Clearing and Forwarding Agencies for the provision of Customs Clearance, Cargo Handling and Transportation Services for its import consignments.

The selected service provider shall provide customs clearance, cargo handling, transportation and related logistics support services for import consignments arriving through various airports, seaports, dry ports and terminals in Pakistan.

Preference will be given to Customs Clearing Agents having prior experience in handling customs clearance and transportation services for hospitals, healthcare institutions, medical equipment, pharmaceuticals, radioactive materials and temperature-sensitive consignments.

IMPORTANT INFORMATION

Description	Details
Tender Title	Customs Clearance, Cargo Handling & Transportation Services – 2026-2027
Client	Shaukat Khanum Memorial Trust (SKMT)
Contract Duration	One (01) Year (Extendable subject to satisfactory performance and mutual agreement)
Tender Opening Date	05 June 2026
Tender Closing Date	20 June 2026
Submission Timing	During office hours (08:30 AM to 05:00 PM)
Submission Location	Materials Management Department (MMD)

INSTRUCTIONS TO BIDDERS

1. Bidders are required to submit sealed bids along with all required supporting documents.
 2. Bidders must strictly follow the prescribed format attached with this tender while quoting rates.
 3. Incomplete, conditional or non-conforming bids may be rejected.
 4. Any tender received after the specified closing date and time shall not be entertained.
 5. No withdrawal, amendment or alteration to the submitted bid shall be permitted after the submission deadline.
 6. All rates must be quoted in Pakistani Rupees (PKR).
 7. Bid prices shall remain valid for a period of ninety (90) days from the tender closing date.
 8. SKMT reserves the right to accept or reject any or all bids, wholly or partially, without assigning any reason thereof.
 9. SKMT reserves the right to enter into contracts with one or more service providers for different types of services at different locations.
 10. Clarifications regarding the tender may be sought through the Materials Management Department prior to the closing date.
 11. The successful bidder shall enter into a formal agreement with SKMT.
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MANDATORY DOCUMENTS TO BE SUBMITTED

The following documents must be attached with the bid submission:

- Valid Customs Clearing Agent License issued by Pakistan Customs (Lahore and Karachi offices are mandatory)
 - NTN Certificate
 - Sales Tax Registration Certificate
 - Company Profile
 - List of major clients
 - Evidence of relevant experience in customs clearance and related services
 - Details of operational network, branch offices and staff strength at each location
 - Financial capability evidence (e.g., bank statement, audited financial statements or bank certificate)
 - Copies of valid registrations and professional memberships certificates
 - Environmental compliance certifications (if any)
 - Affidavit confirming that the firm is not blacklisted by any government or semi-government organization
 - Any other supporting document deemed relevant by the bidder
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TERMS OF REFERENCE (TOR)

Customs Clearance, Cargo Handling & Transportation Services

1. CLIENT INFORMATION

Item	Details
Client	Shaukat Khanum Memorial Trust
Country	Pakistan
Locations Covered	Karachi, Lahore, Islamabad & Peshawar Airports, Karachi Seaports, Dry Ports and relevant terminals
Contract Duration	One (01) Year (Extendable based on satisfactory performance and mutual agreement)
Effective Date	16 July 2026

2. SCOPE OF SERVICES

The Customs Clearing Agent shall provide the following services:

- Customs clearance of import consignments.
- Cargo handling and transportation services.
- Coordination with Customs Authorities, shipping lines, terminals, airlines, transporters and Regulatory Authorities.
- Handling of healthcare, medical equipment, radioactive, hazardous, cold-chain and temperature-sensitive consignments.
- Transportation and delivery of consignments to SKMT designated locations.
- Support for regulatory compliance under Pakistan Single Window (PSW) and applicable Customs regulations.

The Customs Clearing Agent shall not transfer, assign or sublet any part of the services without prior written approval of SKMT.

3. QUALIFICATIONS & EXPERIENCE REQUIRED

The bidder must fulfill the following minimum requirements:

- Must be a legally registered company/entity in Pakistan.
 - Must possess a valid Customs Clearing Agent License issued by Pakistan Customs.
 - Minimum five (05) years of experience in customs clearance and freight forwarding services within Pakistan.
 - Must have operational capability at Karachi, Lahore, Islamabad, Peshawar and relevant Seaports/Airports/Dry ports.
 - Must have adequate manpower, transportation arrangements and operational resources.
 - Must not have been blacklisted by any Government, Semi-Government, Autonomous or reputable private organization during the last five years.
 - Preference will be given to bidders having prior experience with hospitals, healthcare institutions, medical equipment, pharmaceuticals, radioactive materials or cold-chain consignments.
 - Additional marks shall be awarded to the bidder, who demonstrate active contribution toward environmental protection and sustainability initiatives, including but not limited to green logistics practices, reduced carbon footprint operations or environmental compliance certifications.
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4. SERVICE REQUIREMENTS

The Customs Clearing Agent shall ensure:

- Timely customs clearance and delivery of consignments.
- Accurate filing of Goods Declarations (GDs).
- Compliance with applicable Customs laws, regulations, SROs and Regulatory Authority requirements.
- Proper coordination with SKMT Imports Section.
- Safe handling and transportation of all consignments.
- Appropriate temperature control and safety arrangements for cold-chain and radioactive consignments.
- Timely communication and daily shipment status updates.
- Necessary measures to minimize demurrage and detention.

5. COMPLIANCE & CONFIDENTIALITY

The Customs Clearing Agent shall:

- Fully comply with Pakistan Single Window (PSW) procedures.
 - Comply with Pakistan Customs laws, rules, regulations and applicable SROs.
 - Ensure compliance with all applicable Regulatory Authorities.
 - Maintain confidentiality of shipment information, pricing data, import documentation and operational information of SKMT.
 - Ensure that client information is not disclosed to any unauthorized party.
 - The bidder shall ensure that no child labor is employed directly or indirectly in connection with the services under this contract. Any violation may result in termination of the agreement by SKMT.
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6. PERFORMANCE MONITORING

Performance of the Customs Clearing Agent may be monitored on the basis of:

- Timely clearance of consignments
- Responsiveness and coordination
- Accuracy of documentation
- Demurrage/detention management
- Compliance with applicable laws and regulations
- Quality of transportation and handling services

Periodic performance reviews may be conducted by SKMT.

7. COMMERCIAL TERMS

- Duties, taxes, port charges, shipping line charges, scanning charges, Regulatory Authority charges and other approved statutory charges shall be reimbursed at actual against supporting documents.
 - Bills shall be submitted along with complete supporting documents and applicable receipts as required by SKMT.
 - Payments shall be made after deduction of applicable Government taxes.
 - Any charges not specifically quoted in the financial proposal shall be deemed included in the quoted rates unless otherwise approved in writing by SKMT.
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8. LIABILITY

- Any demurrage, detention, penalties, or losses resulting from negligence or error of the Customs Clearing Agent may be recoverable from the service provider.
 - The Customs Clearing Agent shall remain responsible for safe handling, transportation and delivery of consignments until handed over to SKMT.
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9. EVALUATION CRITERIA

Bids shall be evaluated on the basis of:

- Relevant experience
 - Experience with healthcare and hospital-related imports
 - Operational capability and network coverage
 - Technical expertise
 - Financial stability
 - Compliance record
 - References and past performance
 - Competitive pricing
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10. GENERAL CONDITIONS

- SKMT reserves the right to amend the TOR prior to award of contract.
 - Submission of bid shall constitute acceptance of all terms and conditions of the tender.
 - Any exceptional circumstances not covered in this TOR shall be handled on case-to-case basis.
 - The successful bidder shall enter into a formal agreement with SKMT containing detailed operational and contractual terms.
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Delivery Locations:

SKMT Karachi	Plot No.1, Health Care Sector, DHA City, Karachi
KDC Karachi	Plot DDCH1, 1st Street, Phase VII Extension DHA, Karachi

SKMT Peshawar	5-B, Sector A-2, Phase-5, Hayatabad Peshawar
SKMT Lahore	7-A Block R-3, Johar Town, Lahore
Expo Warehouse Lahore	Warehouse in Expo Avenue Society on Sher Ali Road opposite to Expo Centre Johar Town Lahore

11. CONTACT INFORMATION

Imports Section

Mr. Kifayat Ullah/Mr. Farhan Javed

Materials Management Department (MMD)

Shaukat Khanum Memorial Trust (SKMT)

Phone: +92-42-35905000 Ext. 3125, 3131

UAN: 111-155-555

Email: Kifayatullah@skm.org.pk; mfarhanjaved@skm.org.pk;

Mobile No. 0346-9201620/0304-0100480

12. FINANCIAL PROPOSAL

Annexure A attached.

Annexure - A

1. Agency Commission / Service Charges

Description

- Up to PKR 3 Million
- Above PKR 3 Million up to PKR 10 Million
- Above PKR 10 Million up to PKR 30 Million
- Above PKR 30 Million up to PKR 100 Million
- Above PKR 100 Million

<u>By Air</u> Fixed Charges (PKR) Per Shipment	<u>By Sea</u> Fixed Charges (PKR) Per Shipment	<u>Dry Port</u> Fixed Charges (PKR) Per Shipment

Note: Quoted service charges shall include complete customs clearance services at Lahore/Karachi/Islamabad/Peshawar Airports, Seaports and Dry Ports.

2. Agency Commission / Service Charges (Special Shipments)

Description

- Prior Release / ICG Shipments
- Courier Shipment at GPO

<u>By Air</u> Fixed Charges (PKR) Per Shipment

Note: Rates shall include clearance during weekends, public holidays and after-office hours where required (For Prior Release/ICG Shipments).

3. Transportation Charges

By Air Shipments

- Lahore Airport to SKMT Lahore/Expo Warehouse Lahore
- Lahore Airport to SKMT Peshawar
- Islamabad Airport to SKMT Peshawar
- Peshawar Airport to SKMT Peshawar
- Karachi Airport to SKMT Karachi/KDC Karachi
- Karachi Airport to SKMT Lahore/Expo Warehouse Lahore
- Karachi Airport to SKMT Peshawar

Small Vehicle (Suzuki/Pickup/Car)	Medium Vehicle (Shehzore)	Large Vehicle (Mazda/Equivalent)	Refrigerated Vehicle (Cold Storage)

By Sea Shipments

- Karachi Ports to SKMT Karachi/KDC Karachi
- Karachi Ports to SKMT Lahore/Expo Warehouse Lahore
- Karachi Ports to SKMT Peshawar
- TP movement from Karachi to Lahore Dry Port(s) inclusive of all incidental and non-reimbursable operational expenses.
- Lahore Dry Ports to SKMT Lahore/Expo Warehouse Lahore
- Lahore Dry Ports to SKMT Peshawar

Non-Refrigerated Containers			Refrigerated Containers (Reefer)		
1x40 FCL (Standard & High Cube)	1x20 FCL	LCL (Per CBM)	1x40 FCL (Standard & High Cube)	1x20 FCL	Containerized Mazda

Transportation to Warehouse via Mazda (including de-stuffing and shifting charges from container to vehicle)

*Check comments for clarification

4. Labor Charges

Weight Range (KG)

01 – 50

51 – 100

101 – 200

201 – 500

501 – 1000

1001-2000

2001-5000

Above 5000 (Less than FCL)

1 x 20' Container

1 x 40' Container (Standard & High Cube)

Fixed Charges (PKR) Per Shipment

Note: Labor charges shall include loading, unloading, shifting, stacking and placement at designated location.

5. Fork Lifter/Crane Charges

Description

Fork Lifter Charges

Crane Charges

Description	<u>By Sea</u>	<u>By Air</u>
	Fixed Charges (PKR) Per Container	Fixed Charges (PKR) Per Shipment
Fork Lifter Charges		
Crane Charges		

6. Container Security Deposit Financing Charges

1 x 40' Container (Standard & High Cube)

1 x 20' Container

Description	Non-Refrigerated Containers	Refrigerated Containers (Reefer)
	1 x 40' Container (Standard & High Cube)	
1 x 20' Container		

Note: If Clearing agent provides/submit the refundable container security deposit to shipping line on behalf of SKMT. Financing/service charges will be payable for this arrangement.