



DEPARTMENT OF NATIONAL REGISTRATION (DNR)

Bidding Documents

DESIGN AND BUILD OF THE DNR CUSTOMER SERVICE CENTER AND RENOVATION OF TOILET FACILITIES

Announcement Number: RFP(IUL)133-AS/133/2026/22

Announcement Date: 02nd August 2026

Pre-Bid Meeting Date & Time: 12th August 2026 1300hrs

Bid Submission Deadline & Opening Date & Time: 31st August 1400hrs

Address: Department of National Registration, 4th Floor, Velanaage, Male', Maldives

Note: All prospective bidders shall attend the mandatory Pre-Bid Meeting.

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Section: Bid Data

Clause	Details
1	The name of the project is: Design and build of the DNR customer service center and renovation of toilet facilities
2	Name and Address of the Employer: Department of National Registration (DNR), 4th Floor, Velaanage, Male', Maldives
3	Contact Details: Procurement Section, Department of National Registration 4th Floor, Velaanage Male', Maldives Tel: (+960) 7902510 E-mail: procurement@dnr.gov.mv
4	Duration of work: The Contractor shall complete the Design and Build Works within a period not exceeding 120 (One Hundred and Twenty) calendar days, excluding the period taken by DNR to review and approve the design submissions. The Construction Phase shall commence only upon DNR's written approval of the design. The combined duration of the Design Phase and the Construction Phase shall not exceed 120 (One Hundred and Twenty) calendar days.
5	Defects liability period: The Defects Liability Period is 6 (Six) months from the date of issuance of the Completion Certificate.
6	Liquidated Damages: Liquidated damages of 0.05% per day, of the value of incomplete works, subject to a maximum of 15% of the contract value, are specified for delays in the completion of works.
7	Pre-bid Meeting: A mandatory pre-bid meeting and site visit will be held to allow bidders to understand the project requirements and inspect the site conditions. Department of National Registration (DNR) 4th Floor, Velaanage Male', Maldives Tel: (+960) 7902510 E-mail: procurement@dnr.gov.mv 12th August 2026, (Tuesday), 1300hrs A mandatory pre-bid meeting and site visit will be held to allow bidders to understand the project requirements and inspect the site conditions. Bidders are encouraged to bring any necessary equipment to take measurements, photographs, and notes required for preparing their proposals.

8	Price of the Bid: The prices shall be quoted by the bidder in: Maldivian Rufiyaa (MVR). The prices quoted by the Bidder shall not be subject to adjustment during the performance of the Contract. Bid price should indicate amount of GST (Goods and Services Tax). Where GST amount is not indicated, quoted bid price shall be deemed to be inclusive of GST.
9	Validity Period The bid validity period shall be: 90 days
10	Bid Security: Bid Security is required. The amount and currency of the bid security shall be: Currency: Maldivian Rufiyaa The bid security shall be 1% of the total value, in accordance with the requirements specified in the bidding document. The validity of the bid security shall be: 90 days from the date of bid opening Bid security will be accepted in the form of guarantee issued by a financial institution registered in the Republic of Maldives. Dated cheque and cash will not be accepted as bid security
11	Performance Security The successful Bidder shall submit a Performance Security before signing the Contract, where applicable, in accordance with the Public Finance Regulation.
12	Advance Payment Advance Payment may be provided in accordance with the Public Finance Regulation, subject to DNR approval and submission of an Advance Payment Guarantee, where applicable.
13	Payment Terms Payments shall be made for completed works upon certification by DNR and submission of the Contractor's invoice, in accordance with the Contract and the Public Finance Regulation.
14	Applicable Laws and Regulations Any matter not specifically addressed in these Bidding Documents shall be governed by the Public Finance Act, the Public Finance Regulation of the Republic of Maldives, and any other applicable laws and regulations in force.
15	Requests for clarifications: Written inquiries regarding this RFP may be submitted by email to Procurement@dnr.gov.mv. General inquiries may also be made by telephone at (+960) 7902510.
16	Registration: Registration for Bid Submission is not required.
17	Submission Instruction:

	Proposals must be delivered in sealed envelopes titled “Do not Open Before 31st August 2026 at 1400hrs – Design and build of the DNR customer service center and renovation of toilet facilities: (IUL)133-AS/133/2026/22 “and the submitting party’s name and address. Late proposals will be rejected.
18	Bid Submission Deadline & Opening Date & Time: 31st August 2026, (Monday), 1400hrs
19	Tax Clearance The bidder must submit a Tax Clearance Report issued by the Maldives inland revenue authority not more than 3 (three) months prior to the bid opening date
20	Proposed Concept, Work Schedule, and Timeline. A sound, reasonable and logical timeline and implementation method must be proposed for the Project which fits the fixed completion duration stated in the bid document. The proposed concept must be aesthetically pleasing and must make the most effective utilization of the Space.
21	Experience Documents Marks for this category will be awarded based on reference letters provided in accordance with Appendix 3. Marks will be awarded based on reference letters submitted in accordance with Appendix 3. Each reference letter will be awarded 2 marks, and a maximum of 5 reference letters will be considered. Full marks will be given only for contract values above MVR 250,000 and the work should have been completed within the contract delivery period. The Department of National Registration (DNR) reserves the right to determine whether the works stated in the submitted experience documents are relevant to the works being procured under this Bid. The decision of DNR in this regard shall be final and shall not be subject to dispute or appeal.
22	Evaluation Criteria: 1. Proposed Price (45 marks) 2. Delivery Schedule (25 marks) 3. Proposed Concept (20 marks) a. Clarity of the concept – 10 marks • Understanding of the project requirements. • Clarity and completeness of the proposed concept. • Practicality and feasibility of the proposed solution. b. Aesthetics & Functionality – 10 Marks • Architectural design and appearance. • Efficient use of space and functional layout. • Innovation, accessibility, and sustainability. 4. Experience (10 marks) • Marks will be awarded based on experience in successfully completing similar works. • Marks will be awarded based on reference letters submitted in accordance with Appendix 3. Each reference letter will be awarded 2 marks, and a maximum of 5 reference letters will be considered.

	• Full marks will be given only for contract values above MVR 250,000 and the work should have been completed within the contract delivery period. • DNR reserves the right to determine whether the projects stated in the reference letters are relevant to the works being procured. The decision of DNR shall be final.
23	Documents to be submitted along with the bid: a) Bid Submission Form (Appendix 1) b) Completed Elementary Bills of Quantities (Appendix 2) c) Details of similar work experiences with supporting documents as per Appendix 3 (include reference letters) d) Project Proposal including all the details below. i. Proposed Concept and Preliminary Design. ii. Work Schedule, and Timeline. iii. Company profile – Details of past projects and company personnel. e) Bid Security f) Tax Clearance Report issued by Maldives Inland Revenue Authority obtained not more than 3 months prior to bid submission date. g) Certificate of incorporation issued by relevant government bodies. h) Document designating the signatory as an authorized representative of the bidding entity (only if the signatory is NOT the Managing Director/Partner or Sole Proprietor) i) In the case of a Bid submitted by a joint venture (JV), the JV agreement, or letter of intent to enter a JV including a draft agreement, indicating at least the parts of the Works to be executed by the respective partners.

Section: Employers Requirement

1. Introduction

The Department of National Registration (DNR) invites proposals from qualified and experienced contractors for the Design and Build of the DNR Customer Service Centre and Renovation of Toilet Facilities at its headquarters located on the 4th Floor of Velanaage, Malé, Republic of Maldives.

The project involves the complete design, construction, renovation, and fit-out of a modern, technology-based, aesthetically appealing, and innovative Customer Service Centre that enhances the experience of citizens visiting the department.

The scope includes the preparation of architectural and interior designs, renovation and expansion of existing office areas, construction and installation of 5 customer service counters, 1 information counter, relocation and improvement of photo booth facilities and print room areas, server room modifications, staff facility improvements, electrical works, provision of furniture and fixtures, signage, and all associated civil, mechanical, electrical, and finishing works.

The project also includes the complete renovation of the existing toilet facilities to address ongoing water leakage issues, improve functionality, and provide modern sanitary facilities.

The Contractor shall provide a complete Design and Build solution, including all design services, approvals, construction works, testing, commissioning, and handover of a fully operational facility in accordance with DNR requirements.

2. Project Objectives

The primary objective of this project is to transform the DNR customer service experience by establishing a modern, innovative, and technology-enabled Customer Service Centre that enhances service efficiency, accessibility, and citizen satisfaction. The project shall support DNR's vision and align with the Maldives 2.0 initiative by creating a future-ready, customer-focused public service environment.

- Improve customer service delivery by creating a modern Customer Service Centre with an efficient workflow, improved accessibility, and an enhanced visitor experience.
- Develop an innovative and aesthetically appealing service environment incorporating modern 5 customer service counters, 1 information counter, waiting areas, and supporting infrastructure.

- Optimize the use of available DNR office space through functional space planning and improvements to customer service areas, photo booth facilities, print room facilities, server room facilities, and other supporting facilities.
- Provide a technology-ready infrastructure by upgrading electrical, lighting, and other essential services required to support efficient and future-oriented service delivery.
- Deliver a complete Design and Build solution including architectural, interior, engineering, and infrastructure works in accordance with DNR's operational requirements, design standards, and branding requirements.
- Upgrade existing toilet facilities by addressing water leakage issues, improving waterproofing, replacing outdated fittings, and providing modern and functional facilities.
- Ensure smooth project implementation through proper planning, safety management, and coordination to minimize disruption to ongoing DNR operations.

3. Project Deliverables

The Contractor shall provide the following deliverables:

3.1 Design Deliverables

- Design concept presentation reflecting DNR operational requirements and customer service objectives.
- Customer Service Centre workflow, space planning, and furniture layout drawings.
- Detailed interior design drawings including finishes, partitions, ceilings, flooring, and material schedules.
- Electrical, lighting, ICT, communication, security, and MEP coordination drawings.
- Structural drawings and calculations where required.
- Furniture, fixtures, and equipment (FF&E) schedules and specifications.
- Material specifications and technical data sheets for approval.
- Design development submissions incorporating DNR review comments.
- Final approved design package for construction.
- As-built drawings, operation manuals, and handover documentation upon project completion.

3.2 Construction and Fit-Out Deliverables

- Completed renovation and fit-out works in accordance with the approved design drawings, specifications, DNR requirements, and applicable standards.
- Completed the Customer Service Centre including 5 customer service counters, 1 information counter, reception facilities, furniture, partitions, flooring, ceiling works, finishes, waiting areas, and all associated supporting facilities. The waiting area shall include a minimum of ten (10) sofa-style seats for customers. Each of the five (5) customer service counters shall be provided with one (1) staff chair behind the counter and one (1) customer chair in front of the counter. The reception/information counter shall also be provided with one (1) staff chair. All furniture, seating arrangements, finishes, and installations shall be completed in accordance with the approved drawings, layouts, specifications, and design requirements.
- Completed demolition and dismantling works, including removal of existing counters, reception area, photo booth, print room, server room walls/partitions, cement walls, ceilings, flooring, sanitary fixtures, electrical fittings, lighting fixtures, furniture, and other existing fixtures as required. Works shall include removal of identified walls to enlarge the Customer Service Centre and server room areas, safe disposal of debris, and cleaning of the site.
- Completed civil and masonry works including construction of new cement block walls, plastering, floor levelling, concrete works, making good of affected surfaces after demolition, and all associated civil works required for completion of the approved design.
- Completed enlargement and modification works for the server room, including all required civil works, surface preparation, and reinstatement of affected areas. Supplied and installed 12 mm tempered glass partitioning, including all required fittings, hardware, sealants, accessories, finishing, painting, and related works in accordance with the approved drawings and specifications.
- Completed toilet renovation works including rectification of existing water leakage issues, waterproofing, plumbing modifications, sanitary fixtures, finishes, and all associated works required for a fully functional facility.
- Completed electrical, lighting, power distribution, air-conditioning modifications, and other MEP work required for the complete operation of the facility.
- Completed installation of signage, branding elements, and customer information displays in accordance with DNR requirements.
- Completed installation, testing, and commissioning of all equipment, fixtures, furniture, and building services included within the approved scope of works.
- Completed inspection, testing, and commissioning of electrical, air-conditioning, plumbing, and other relevant building services to ensure proper operation.

- Completed rectification of all defects identified during inspections, testing, and the handover process.
- Completed final cleaning, removal of construction waste, and preparation of the facility for immediate occupancy and operation.

3.3 Testing, Documentation and Handover Deliverables

- All required permits, approvals, inspection reports, and compliance certificates.
- Testing and commissioning reports for electrical, MEP, and other installed systems.
- Electrical testing certificates and network/data testing reports.
- Equipment, material, and installation warranties where applicable.
- Operation and Maintenance (O&M) manuals for installed systems and equipment where applicable.
- Complete as-built drawings reflecting the final completed works.
- Final inspection, snagging, and rectification reports.
- Handover documentation in both electronic and hard copy formats.
- Defects notification and rectification support during the Defects Liability Period.

3.4 Project Timeline Deliverable

- Complete design development, coordination, and submission of all required drawings, specifications, samples, calculations, and supporting documents for DNR's review and approval within the timeframe committed in the bid submission.
- Incorporate DNR's comments and obtain all necessary approvals prior to commencement of construction works.
- Complete all demolition, construction, installation, fit-out, testing, commissioning, and rectification works within the approved project completion period.
- Complete site clearing, final cleaning, submission of as-built drawings, operation and maintenance manuals, warranties, certificates, and all required handover documents before project completion.
- Conduct final inspection and formal handover of the completed Customer Service Centre and renovated facilities to DNR within the agreed contract period.
- The Contractor shall ensure that any delays, risks, or issues affecting the project schedule are promptly communicated to DNR, together with proposed mitigation measures to maintain the approved completion date.

Section: Instruction to Bidders

1. One Bid per Bidder

Each Bidder shall submit only one Bid. A Bidder that submits or participates in more than one Bid shall cause all Bids with the Bidder's participation to be disqualified.

2. Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of his Bid, and the DNR will in no case be responsible or liable for those costs.

3. Site Visit

Bidders are encouraged to visit and inspect the Site at their own cost and risk obtaining all information necessary for preparing their Bid and executing the Works.

A pre-bid meeting will be held at the DNR on the date specified in the bid data.

4. Language of Bid

All documents relating to the Bid shall be in Dhivehi or English

5. Currency of Bid

The unit rates and prices shall be quoted in Maldivian Rufiyaa Only.

6. Bid Validity

The Bids shall remain valid for a period specified in the Bid Data after the deadline for date of bid submission.

In exceptional circumstances, DNR may request that the bidders extend the period of validity for a specified additional period. The request and the bidders' responses shall be made in writing.

7. Deadline for Submission of Bids

Bids shall be submitted to the DNR by the deadline specified in the Bid Data. DNR may extend the submission deadline by issuing an amendment.

8. Late Bids

Any Bid received by the DNR after the deadline prescribed in the Bid Data will be returned unopened to the Bidder.

9. Bid Opening

The bids will be opened immediately after the Bid Submission Meeting, in the presence of bidders' representatives who choose to attend.

The DNR will prepare minutes of the Bid opening, including the information disclosed to those present.

Section: Appendices

Appendix 1: Bid Submission Form

BID SUBMISSION FORM

Announcement No: (IUL)133-AS/133/2025/22**Procurement:** Design and build of the DNR customer service center and renovation of toilet facilities

1. Business Type

Company:	Partnership:	Sole Proprietor:
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2. General Information

Name:	Email:
Reg No. / NID:	Phone:

3. Proposed Price

#	Item / Description	Total (MVR)
1	DESIGN AND BUILD OF THE DNR CUSTOMER SERVICE CENTER AND RENOVATION OF TOILET FACILITIES	
Subtotal		
GST 8%		
Total		

4. Proposed Duration (in days): _____

The proposed completion period shall **not exceed 120 (One Hundred and Twenty) calendar days** from the Commencement Date.

5. Declaration

I certify that the information I have provided above is true and complete to the best of my knowledge. I am aware that this self-declaration is subject to review and verification and if such information has been falsified, I may be disqualified from the bid.

Name:

Designation:

Date:

Signature:

Appendix 2: Elementary Bills of Quantities

No	Item	Amount
1	Design, Mobilization and General Requirements	
2	Demolition and Dismantling Works	
2.1	Remove existing customer service counters, reception facilities, furniture, fixtures, and associated items.	
2.2	Remove existing photo booth, print room partitions, server room partitions/walls, and associated installations.	
2.3	Demolition and removal of existing cement block walls/partitions required for expansion of Customer Service Centre and server room areas.	
2.4	Removal of existing ceilings, flooring, sanitary fixtures, electrical fittings, lighting fixtures, and other affected installations.	
2.5	Collection, transportation, disposal of demolition waste, and final cleaning of demolition areas.	
3	Civil and Structural Works	
3.1	Construction of new cement block walls, partitions, plastering, rendering, and finishing works.	
3.2	Floor levelling, concrete works, making good of demolished areas, and surface preparation.	
3.3	Modification and enlargement works for Customer Service Centre areas as per approved drawings.	
3.4	Modification and enlargement works for server room including wall modifications, finishes, and reinstatement works.	
3.5	Supply and installation of 12mm tempered glass partitions including frames, fittings, accessories, sealants, and finishing works.	
4	Architectural Interior Fit-Out Works	
4.1	Complete interior fit-out works including partitions, wall finishes, ceilings, flooring, painting, and decorative elements.	
4.2	Supply and installation of customer 5 service counters based on approved design.	
4.3	Supply and installation of 1 information counter based on approved design.	
4.4	Reception area including reception counter, glass partitions, finishes, lighting, electrical, flooring, ceiling, and painting works.	
4.5	Customer waiting area including sofa-style seating, customer chairs, tables, and related furniture.	
4.6	Supply and installation of staff chairs behind service counters.	
4.7	Supply and installation of customer chairs in front of each service counter.	
4.8	Supply and installation of office furniture, fixtures, and equipment (FF&E) as per approved layout and specifications.	
5	Photo Booth and Print Room Works	
5.1	Relocation and improvement of photo booth facilities including partitions, finishes, electrical, lighting, and associated works.	
5.2	Renovation and modification of print room including partitions, electrical, data, finishes, and related services.	
5.3	Wooden Furniture Works Design, supply, fabrication, delivery, and installation of custom-made wooden furniture including cabinets, storage units, work counters, shelving, drawers, and other built-in wooden furniture required for the photo booth, print room, customer service areas, and supporting facilities as per approved design drawings and specifications.	

6	Server Room Works	
6.1	Server room expansion and modification works including civil works, partitions, finishes	
7	Toilet Renovation Works	
7.1	Investigation and rectification of existing water leakage issues.	
7.2	Waterproofing works including preparation, treatment, testing, and certification.	
7.3	Removal and replacement of existing sanitary fixtures and fittings.	
7.4	Plumbing modifications, pipework adjustments, drainage works, and testing.	
7.5	Supply and installation of new sanitary fixtures, accessories, partitions, and fittings.	
7.6	Toilet floor, wall finishes, ceiling works, painting, and complete refurbishment.	
8	Electrical, Lighting and MEP Works	
8.1	Supply and installation of LED lighting fixtures and controls as per approved design.	
8.2	Air-conditioning modifications, relocation, additional units, ducting, and associated works where required.	
8.3	Plumbing, drainage, ventilation, and other MEP modifications required for completion.	
9	Signage, Branding and Customer Information Systems	
9.1	Supply and installation of internal and external signage, branding elements, and customer information displays.	
10	Testing, Commissioning and Handover	
10.1	Testing and commissioning of electrical, MEP and installed systems.	
10.2	Electrical testing certificates and compliance documentation.	
10.3	Preparation and submission of operation and maintenance manuals.	
10.4	Preparation and submission of as-built drawings.	
10.5	Final inspection, snagging, rectification, and handover documentation.	
11	Final Cleaning and Defects Liability Support	
11.1	Final cleaning, removal of construction materials, and preparation for occupancy.	
11.2	Defects rectification support during Defects Liability Period.	

Notes:

1. The Contractor shall verify all quantities through site inspection before submission of the bid.
2. The BOQ is indicative only and shall not be considered an exhaustive list of the Works. The Contractor shall include all labour, materials, equipment, testing, approvals, and all other works necessary to complete the Design and Build Works in accordance with the Employer's Requirements, whether specifically included in the BOQ.

Appendix 3: Experience in Contracts of Similar Nature

A letter by clients should be submitted for each entry on this table. Each letter will be given 2 marks. Full marks will be given only for contract values above MVR 250,000 and the work should have been completed within the contract delivery period.

Name of Project	Name of Client and Contact Person	Type of Work Performed and Year of Completion	Value of Contract

Appendix 4: Evaluation Formula

1.0	Proposed Price (45 Marks)
1.1	Each bidder's price shall be used to identify their relative position on a 0 – 50 price scale. This shall be done by allocating the lowest evaluated bid price 50 points and calculating the remaining bidder's score in relation to this scale.
1.2	Price Score = $45 \times (\text{Lowest Evaluated Bid Price} / \text{Bidder's Evaluated Bid Price})$
2.0	Delivery Schedule (25 Marks)
2.1	Each bidder's proposed delivery period shall be used to identify their relative position on a 0 – 30 scale. This shall be done by allocating the shortest proposed completion period 30 points and calculating the remaining bidder's score in relation to this scale.
2.2	Delivery Score = $30 \times (\text{Shortest Completion Period} / \text{Bidder's Proposed Completion Period})$
2.3	The bidder shall submit a detailed work schedule and implementation plan indicating the proposed timeline for completion of the works.
2.4	The proposed timeline shall include, but not be limited to: • Design development and approval period. • Procurement and material delivery period. • Construction and installation works. • Testing, inspection, and handover period.
2.5	The proposed completion period shall be realistic, achievable, and aligned with the requirements of the project.
3.0	Proposed Concept (20 Marks)
3.1	Clarity of the Concept (10 Marks) Marks shall be awarded based on: • Understanding of the project requirements. • Clarity and completeness of the proposed concept. • Practicality and feasibility of the proposed solution.
3.2	Aesthetics & Functionality (10 Marks) Marks shall be awarded based on: • Architectural design and appearance. • Efficient use of space and functional layout. • Innovation, accessibility, and sustainability considerations.
4.0	Experience (10 Marks)
4.1	Marks shall be awarded based on the bidder's experience in successfully completing similar works.
4.2	Marks shall be awarded based on reference letters submitted in accordance with Appendix 3.
4.3	Each reference letter shall be awarded 2 marks, and a maximum of 5 reference letters shall be considered.
4.4	Full marks shall be awarded only where: • The contract value is above MVR 250,000; and • The works have been completed within the approved contract delivery period.

Appendix 5: Floor Layout

