



DEPARTMENT OF NATIONAL REGISTRATION (DNR)

Bidding Documents

DESIGN AND BUILD OF THE DNR CUSTOMER SERVICE CENTER

Announcement Number: RFP(IUL)133-AS/133/2026/24

Announcement Date: 01st September 2026

Bid Submission Deadline & Opening Date & Time: 9th September 2026, 1300hrs

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

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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
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) 3033265 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	Clarification of Bidding Documents and Site Visit: There will be no mandatory pre-bid meeting. Bidders requiring clarification on any aspect of the RFP may submit their written inquiries by email to Procurement@dnr.gov.mv. General inquiries may also be made by telephone at (+960) 3033265 Bidders who wish to conduct a site visit may do so by contacting the Department of National Registration (DNR) in advance and scheduling a suitable date and time for the visit.
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	Registration: Registration for Bid Submission is not required.
16	Submission Instruction: Proposals must be delivered in sealed envelopes titled "Do not Open Before 09 th September 2026 at 1400hrs – Design and build of the DNR customer service center and renovation of toilet facilities: (IUL)133-AS/133/2026/24 "and the submitting party's name and address. Late proposals will be rejected.
17	Bid Submission Deadline & Opening Date & Time: 09 th September 2026, 1300hrs
18	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

19	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.
20	Working Hours • Normal working hours for the Contractor shall be from 08:00 to 22:00. • Noisy or disruptive works shall not be carried out during official Government working hours. • Noisy works may be carried out from 14:00 to 22:00 on official Government working days. • On Fridays, Saturdays, and public holidays, works may be carried out from 08:00 to 22:00. • Any work outside the above-mentioned hours shall require prior approval from DNR.
20	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.
21	Evaluation Criteria: 1. Proposed Price (55 marks) 2. Delivery Schedule (25 marks) 3. Proposed Concept (10 marks) - Clarity of the concept – 05 marks • Understanding of the project requirements. • Clarity and completeness of the proposed concept. • Practicality and feasibility of the proposed solution. - Aesthetics & Functionality – 05 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.

22	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) • 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. 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.
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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 Center at Velanaage, Malé.

The project is limited to the design and fit-out of the Customer Service Center to improve the customer service environment and functionality.

2. Scope of Works

The Contractor shall provide the design, supply, and installation required to complete the following works:

2.1 Design and General Requirements

- Design concept and layout.
- Material selection and coordination required to complete the approved works.

2.2 Customer Service Center Fit-Out

- Supply and installation of five (5) customer service counters.
- Supply and installation of one (1) information/reception counter.
- Interior fit-out works including required partitions, wall finishes, ceiling works, flooring, painting, and associated finishes.
- Furniture and fixtures included in the approved design

2.3 Electrical and Lighting Works

- Electrical modifications, power points, wiring, lighting fixtures, controls, and associated works required for the approved Customer Service Center design.

2.4 Signage and Branding

- Supply and installation of internal signage, DNR branding elements, and customer information displays as required by the approved design.

2.5 Counter Requirements

- Each counter shall have 4 electrical sockets.
- Each counter shall have 2 network/data sockets.
- Proper cable management and concealed wiring shall be provided.

2.6 Flooring

- The preferred flooring finish for the Customer Service Center shall be carpet

3. Completion of Works

The Contractor shall complete all works included in the approved scope and leave the work area clean and ready for use.

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.

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/133/2025/24**Procurement: Design and Build of the DNR Customer Service Center**

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	
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 and General Requirements	
1.1	Design concept, layout, material selection, and coordination required to complete the Customer Service Center.	
2	Customer Service Center Fit-Out	
2.1	Supply and installation of five (5) customer service counters.	
2.2	Supply and installation of one (1) information/reception counter.	
2.3	Interior fit-out works including required partitions, wall finishes, ceiling works, flooring, painting, and associated finishes.	
2.4	Furniture and fixtures included in the approved design, including the customer waiting area.	
3	Electrical and Lighting Works	
3.1	Electrical modifications, power points, wiring, lighting fixtures, controls, and associated works required for the approved Customer Service Center design.	
4	Signage and Branding	
4.1	Supply and installation of internal signage, DNR branding elements, and customer information displays as required by the approved design.	
5	Final Cleaning and Defects Liability Support	
5.1	Final cleaning, removal of construction materials, and preparation for occupancy.	

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 labor, 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 (55 Marks)
1.1	Each bidder's price shall be used to identify their relative position on a 0–55 price scale. This shall be done by allocating the lowest evaluated bid price 55 points and calculating the remaining bidder's score in relation to this scale.
1.2	Price Score = $55 \times (\text{Lowest Evaluated Bid Price} / \text{Bidder's Evaluated Bid Price})$
2.0	Delivery Schedule (25 Marks)
2.1	Each bidder's proposed delivery period shall be used to identify their relative position on a 0–25 scale. This shall be done by allocating the shortest proposed completion period 25 points and calculating the remaining bidder's score in relation to this scale.
2.2	Delivery Score = $25 \times (\text{Shortest Completion Period} / \text{Bidder's Proposed Completion Period})$
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 (10 Marks)
3.1	Clarity of the Concept (05 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 (05 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

