



Pakistan Telecommunication Authority

Headquarters, Sector F-5/1, Islamabad

(EOI DOCUMENT)

FOR

**Hiring of Software Consultancy
Firm/Company for Upgradation and
Implementation of Integrated Billing,
Financial and Licensing System of PTA**

INTRODUCTION

Pakistan Telecommunication Authority (PTA), a regulatory authority for the telecommunication sector in Pakistan was established as a body corporate under Section 3 of the Pakistan Telecommunication (Re-Organization) Act, 1996. It regulates the establishment, operation and maintenance of telecommunication systems and the provision of telecommunication services in Pakistan. PTA being a regulator is responsible to collect dues from the operators providing telecom service under license issued by PTA.

VISION

The strategic vision of the client is to create a fair regulatory regime to promote investment, encourage competition, Protect Consumer interest and ensure high quality of telecommunication services.

OVERVIEW

In order to fulfill its mandate, PTA intends to hire consultancy services from highly professional Software firms/companies (“Consultant”) which may help PTA in developing its integrated billing, improving accounting capabilities and workflow automation by providing professionals that would help PTA to develop professional financial application to make it an institution that promotes good governance by providing single window operations to its licensees and consumers.

Expression of Interest (EOI) along with supporting documentary evidence are invited, on the basis of the terms and conditions detailed in this EOI.

1. INVITATION FOR EXPRESSION OF INTEREST

Consultants registered with Pakistan Software Export Board (PSEB) are invited to show their expression of interest for development/implementing/deployment of integrating billing, financial system, workflow automation, related IT Systems and infrastructure (hereinafter referred to as 'Services').

1.1 Major Components

The major components of the Services include the following;

- a. To coordinate and conduct a formal business process review for a new system
- b. To develop required document and integration with existing systems.
- c. In-house development of integrating billing, financial system, workflow automation, related IT Systems and infrastructure including accounting, asset, HR, procurement, payroll, GL and automation of business process which is related to management of PTA Finances etc.
- d. Migration of legacy data into new system.
- e. Providing support and transferring technology to PTA resources.
- f. Any other item, if required by Project Management Office (PMO) / Project Supervisory Committee.

1.2 Initial Scope

Description of Initial Scope of services/TOR of the Project

- a. Accounting for General Ledger
- b. Budget recording and maintenance
- c. Licensing of parties
- d. Receivable ledgers (Party wise)
- e. Payable Functionality
- f. Payroll Calculation and disbursement
- g. Human Resource record keeping
- h. Radio Based Spectrum (RBS) resource
- i. Administration and Procurement records
- j. Fixed Assets Recording and reporting

1.3 Required Information

Interested consulting firms are invited to apply for short listing for the project by sending information as per specified format in attached Annexures A-F included in this document.

1.4 Deadlines

The deadline for issuance of prescribed EOI documents on payment of Rs. 500/- is **18th January, 2022** or same may be downloaded free of cost (FOC) from PTA website. The deadline for all consultancy services applications submission at PTA, HQs is **18th January, 2022 at 1100 hrs**. A meeting to address any queries in this regard would be held **11th January, 2022 at 1100 hrs** at PTA, HQs (If required).

1.5 Documentation Verification

PTA reserves the right to verify the documentation submitted by Consultant Firms/Companies and shall disqualify any firm/company if it finds, at any time, that the information submitted by the company/firm concerning its short-listing as consultant was false and inaccurate or deliberately left incomplete

1.6 Feedback to Consultants

Consultants will be informed, in due course, of the result of short-listing process. Only short-listed Consultant(s) would be issued RFP through courier /email and would be asked to submit their Technical and Financial proposals later.

1.7 PTA reserves the right to accept or reject any or all applications as per PPRA Consultancy Regulations 2010

2. INSTRUCTIONS TO THE CONSULTANTS

2.1 Submission of Application

- a) Expression of Interest for short listing must be received in sealed envelopes to be delivered by hand or through registered mail under due acknowledgement to:

Deputy Director (ICT)

Pakistan Telecom Authority

PTA Headquarters Sector F-5/1, Islamabad, Pakistan

Not later than **January 18, 2022 till 1100 hrs.**

- b) The name & mailing address of the applicant shall be clearly marked on the back of the envelope
- c) All information to be provided in English Language
- d) The Consultants must respond to all questions & provide complete information as advised in this document. Any lapses to provide essential information or failure to comply with specified format of the document may result in disqualification of the applicant
- e) Clarification if required may be asked in writing by post/other communication means
- f) Sealed Financial & Technical bids from the short-listed firms/consultants will be invited by issuing RFP.

3. Evaluation/ Qualification CRITERIA

3.1.1 General

Short listing will be based on the criteria given in succeeding paras regarding the Consultant's specific experience & skilled capabilities as demonstrated by the Applicant's responses in the forms attached to this document.

- 3.1.2 Minimum/Mandatory Requirements (to be provided as per specified format) as per **Annex-A** of this document. The consultants meeting the mandatory requirements shall be evaluated further as per the criteria given at Annex-B. Minimum qualifying marks for shortlisting are 60%.

3.1.3 Personnel Capabilities

The Consultants must have in their employment suitably qualified professional(s). The applicant will supply the information of its skilled staff, which will be a key factor for short listing as per Annex-E

3.1.4 Equipment/Software Capabilities.

The applicant should have /own the technical equipment/hardware/software for the proper design/analysis/development and implementation of the Software. The applicant will provide the information of its technical software and equipment.

3.1.5 Projects Completed

The applicant shall provide the full details i.e. name of the project, name of employer with contact details, value of the work, date of award, date of completion, duration, successfully

completed projects (at least 2) supported by the completion certificates by Clients. (as per Annex-C)

3.1.6 Litigation History

The applicant should provide an affidavit by the firm that it is not blacklisted by any Government/ Public Sector Autonomous body

3.2 Other Factors

Only Consultants that have been short-listed under this procedure shall be invited to submit Technical and Financial proposals. A consultant may participate only in one bid for the consultancy. If a Consultant submits/participates in more than one bid, then all its bids will be rejected. Furthermore,

PTA reserves the right to reject or accept any EOI as per Public Procurement Rules, 2004 and the PPRA Consultancy Regulations, 2010 and to cancel the short-listing process at any stage.

4. DISQUALIFICATIONS

Eoi will be liable to be rejected if any deviation is found from the instructions as laid down in the Eoi document i.e.

- a) EOI are received after specified date and time.
- b) Specification and other requirements are not properly adhered to.
- c) GST and NTN certificates are not attached.
- d) Bidder is not in Active Tax Payer List (ATL)
- e) Valid registration certificates of Pakistan Software Export Board (PSEB) is not attached.
- f) Valid registration certificate of Securities and Exchange Commission of Pakistan (SECP)/ Registrar of Firms is not attached.
- g) Bidder Office is not located at Islamabad/Rawalpindi.
- h) Non-submission of affidavit on non-judicial Stamp Paper to the effect that the Company has never been black listed by any Government/Semi Government/Autonomous body.
- i) Non-submission of successfully completed projects (at least 2) supported by the completion certificates.

MANDATORY REQUIREMENTS

S.#.	Requirement/ Document to be attached	Compliance? Yes/ No
1	Application (as mentioned in Annex-F)	
2	Consultant should have valid registration certificate of Pakistan Software Export Board (PSEB).	
3	Consultant shall provide NTN certificate and Active Tax Payer status	
4	An affidavit on judicial paper duly attested by oath commissioner to the effect of following: <ul style="list-style-type: none"> a. The firm has neither been blacklisted by any Government / Public Sector/ Autonomous Body b. Nor any contract rescinded in the past for non-fulfillment of contractual obligations c. Don't have any association/linkage with Israel or India regarding ownership, sponsoring and financing 	
5	Minimum One (01) year of relevant experience of the Consultant	
6	Minimum Two (02) relevant Project Completion Certificate (verifiable documentary proof to be attached from the respective client)	
7	Presence at Islamabad/Rawalpindi (Details to be provided on company letter)	
8	Consultant should provide valid certificate of Securities and Exchange Commission of Pakistan (SECP)/ Registrar of Firms	

Annex-A is Mandatory.

Note: All supporting documents to be attached with EOI.

Non-fulfilling any of the above requirement will result into disqualification of Short-Listing.

Please attach all Supporting Documents Serial wise

EVALUATION OF THE CONSULTANCY FIRM

Sr. #	Attributes	Max. Score	Points Earned	Criteria
1	Consultant Experience in the relevant field beyond mandatory experience (attach ongoing or completed projects word orders)	15		Five (5) points will be given for each year of experience, beyond one (1) year of mandatory requirement. (For maximum three years) Please also submit company details as per Annex-D of the published EOI document
2	Consultant's Team Expertise (Minimum Three (3) years of software development experience and having degree in IT/Computer Sciences etc.)	15		(3 marks/person) (Maximum five (5) persons) Please submit employees details as per Annex-E of the published EOI document
3	Details of successfully completed Assignments	20		Following documentary proof be provided for the completed assignments: a) Copy of work order / agreement b) Completion Certificate c) Verifiable Client reference (5 marks/Assignment) (Maximum four (4) assignments) Please submit completed assignment details as per Annex-C of the published EOI document
Sub Total		50		
Minimum qualifying marks are 60% in above table				

DETAILS OF SUCCESSFULLY COMPLETED PROJECTS OF SIMILAR NATURE

Name of the Company

Note: Consultant shall use a separate sheet for each project.

1	Name of the Project (Documentary Proof i.e. completion certificates to be attached)
2	Name of Client Organization & Address
3	Name & Designation of Authorized Representative of Client
4	Specify the period of maintenance and support services
5	Date of Project Award
6	Date of Project Completion
7	Brief Detail of Project and Technology Platform:
8	Project Value (Rs.): <hr style="border: 1px solid black;"/> In Words,

Note: All Supporting documents to be provided with EOI

FIRM/COMPANY INFORMATION

- a. Name of FIRM/ Company: _____
- b. Date of Establishment of Business: _____
- c. Address: _____
- d. Telephone No: _____ Fax No. _____
- e. Name & Designation of Authorized Representative: _____
- f. Email _____

S#	Description	Detail
1.	Owner Name & Organizational Structure	
2.	No. of offices in Pakistan/abroad	Pakistan:
		Abroad:
3.	No. of total employees	Pakistan:
		Abroad:
4.	Other businesses of the company	
5.	Nature of registration (sole proprietor, partnership, (pvt) Ltd.)	
6.	No. of litigation cases	

PERSONNEL DETAILS

Name & Designation of Employee

Note: Consultant shall use a separate sheet for each team member.

General Information	1. CNIC No	2. Date of Birth
	3. Professional Qualification / Certifications	
	4. Contact No	
	5. Total Experience (years)	
	6. Experience (years) with Present Employer	

Summarize professional experience in reverse chronological order. Indicate particular technical and managerial experience of successfully completed project of similar nature.

DD/MM/YY		Company/Project/Role/Specify Expertise
From	To	

LETTER OF APPLICATION

[Letter head paper of the applicant, including full details Of postal address, telephone no., fax no., email, website etc.]

To:

Deputy Director,
PTA HQs, F-5/1, Islamabad.

Sir,

1. Being duly authorized to represent and act on behalf of _____ (hereinafter “the Applicant”), and having reviewed and fully understood all the short-listing criteria as a consultant for provision of Consultancy services for the design and detailed supervision of Upgradation and Implementation of Integrated Billing, Licensing and Financial System of PTA

Attached to this letter are copies of original documents defining:

- a. The applicant’s legal status.
 - b. The principal place of business.
 - c. Minimum/Mandatory requirements as per PTA EOI Document
2. Your department and its authorized representatives are hereby authorized to conduct any inquiries or investigations to verify the statements, documents and information submitted in connection with this application, and to seek clarification from clients
3. Your department and its authorized representatives may contact the following persons for further information, if required

Name (Primary POC)		Name (Alternate POC)	
Telephone Number		Telephone Number	

This application is made with full understanding that

- a) Application will be subjected to verification of all information submitted for the short listing.
- b) PTA reserves the right to accept or reject any application, cancel the short-listing process as per PPRA rules and the PPRA Consultancy Regulations, 2010.
- c) We confirm that we are enclosing all required documents as per format provided in EOI document of PTA along with valid photocopies of all other required documents.
- d) The undersigned declare that the statement made and the information provided in the duly completed application are complete, true and correct in every detail.

Name (For or Behalf of Consultancy Firm/Company)	
Signature	