



Government of Pakistan
PAKISTAN TELECOMMUNICATION AUTHORITY
www.pta.gov.pk

REQUEST FOR EXPRESSION OF INTEREST (CONSULTING SERVICES)

HIRING OF CONSULTANT FOR UPGRADATION AND IMPLEMENTATION OF INTEGRATED BILLING, FINANCIAL AND LICENSING SYSTEM OF PTA

Pakistan Telecommunication Authority, a Government organization invites Expression of Interest (EOI) from the consultant firms/ consultants, who are on Active Taxpayers List of the Federal Board of Revenue for the services of consultant for upgradation and implementation of integrated billing, financial and licensing system of PTA. Method of selection will be Quality and Cost Based for Procurement of Consultancy Services Regulations, 2010 of Public Procurement Regulatory Authority.

Expression of Interest (EOI) documents, containing detailed terms and conditions, etc. are available at the office of undersigned. Price of the EOI documents is Rs. 500/- (Pay order in favour of PTA). EOI documents can also be downloaded from PTA website i-e www.pta.gov.pk free of cost.

The Expression of Interest, prepared in accordance with the instructions in the EOI documents, must reach the office of undersigned on or before 29th November 2021 by 1100 hours. The expression of interest will be opened on the same day at 1130 hours in the presence of bidders. This advertisement is also available on PPRA website at www.ppra.org.pk

Shargeel Ahmed, Deputy Director (ICT)

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14x2



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 following information as per specified format included in this document

- a. Name, Address, Phone, Fax numbers, Web and E-mail address of the firm
- b. Valid registration certificates of Pakistan Software Export Board (PSEB) and Pakistan Software Houses Association (PASHA) is not attached.
- c. Copy of Registration with Income Tax & Sales Tax Authorities/ FBR and Active Taxpayer List Status for Income tax and Sales tax.
- d. Organization of the firm, list of permanent professional staff along with signed C.Vs mentioning their qualifications, address and experience for each project. (As per Annex-E).
- e. General experience of the firm in the last two years (only) and the list of ongoing projects in this respect including name of the client, project synopsis and value of the assignment to be provided separately (As per Annex-C)

- f Facilities available with the consultant to perform their function effectively (proper office premises, software, hardware, list of equipment owned by company, record keeping etc.)
- g Project completion/Client satisfaction certificates for the last two similar experience jobs from the respective clients.
- h An affidavit on non-judicial stamp paper properly attested by oath commissioner to the effect that the firm has neither been blacklisted by any Government / Public Sector/ Autonomous Body nor any contract rescinded in the past for non-fulfillment of contractual obligations.
- i Audited Financial statements for the last two years.
- j Bank statements of last 02 years & bank certificate.

1.4 Deadlines

The deadline for issuance of prescribed EOI documents on payment of Rs. 500/- is **November 29, 2021 at 11:00 A.M** and the deadline for all consultancy services applications submission at PTA, HQs is **November 29, 2021 at 11:00 A.M**. A meeting to address any queries in this regard would be held **November 18, 2021 at 11:00 A.M** 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 _____, 2021

- 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 70%.

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 Financial Strength

The Applicant should provide sufficient information about financial soundness and strength by providing information in the shape of audited financial statements and bank statements/certificates for the last 2 years. Proof of the tax paid to the Government should be provided in support of financial statements

(as mentioned in Annex-B)

3.1.7 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.

PTA reserves the right to reject or accept any EoI as per Public Procurement Rules, 2004 and the Procurement of Consultancy Services 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) and Pakistan Software Houses Association (PASHA) 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 certificates of Pakistan Software Export Board (PSEB) and Pakistan Software Houses Association (PASHA).	
3	Consultant has to produce Sales Tax and Income Tax Registration and active tax payer status.	
4	An affidavit on judicial paper duly attested by oath commissioner to the effect that the firm has neither been blacklisted by any Government / Public Sector/ Autonomous Body nor any contract rescinded in the past for non-fulfillment of contractual obligations	
5	<ul style="list-style-type: none"> i. Audited financial statements for the last two years to justify financial soundness and strength. ii. Bank statements of last 02 years and bank certificate 	
6	Minimum Two (2) years of relevant experience of the Consultant	
7	Minimum two Project Completion/Client satisfaction certificates for relevant experience jobs from the respective clients	
8	Sales and support Service center at Islamabad/Rawalpindi	
9	Consultant should provide an affidavit on judicial paper duly attested by oath commissioner that he/his company don't have any association/linkage with Israel or India regarding ownership, sponsoring and financing.	
10	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	Detail of Offices	10		Firm has sales and services offices at four (4) provincial headquarters with proof of authorized service provider from principal manufacturer. Two and half (2.5) points for each provincial head quarter.
2	Average Annual turnover of the Consultant's firm /Company Minimum 2 years' financial statements are required. (Attach annual financial statements)	10		Greater than or equal to 80 Million (PKR) = 10 marks Less than 80 million (PKR) and more than 50 million= 05 marks
3	Consultant Experience in the relevant field beyond mandatory experience (attach completion/appreciation letter)	10		(2) points will be given for each year of experience, beyond 2 years of mandatory requirement to be assessed on the basis of completion/appreciation letter.
4	Consultant's Team Expertise (Minimum Five years of software development experience, having degree in IT/Computer Sciences and should have hands-on experience of working on similar Assignments)	10		(2 marks/person) Please attach resume of employees (As per Annex-E)
5	Details of successfully completed Assignments of similar nature	10		Documentary proof be provided i.e. copy of work order / agreements & completion certificates client references etc. (2 marks/Assignment)
Sub Total		50		
Minimum qualifying marks are 70% in above table				

Annex-C

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.):
	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.	Audited Annual Accounts	
5.	Yearly business turnover	
6.	Other businesses of the company	
7.	Nature of registration (sole proprietor, partnership, (pvt) Ltd.)	
8.	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	

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