



Universal Service Fund

(A company setup under Section 42 of the Companies Ordinance 1984)

Request for Submission of Proposals (RFP)

For

Technical Auditor Services for USF BSD Projects

Tender ID: USF/BSDProjects/TechAuditor/2018/01

Issued at Islamabad

12th September 2018

USF Co Fifth Floor, HBL Tower, Jinnah Avenue, Islamabad Pakistan	Tel: 051 9212308-09 Fax: 051 9214261 URL: www.usf.org.pk
---	---

TABLE OF CONTENTS

1. INTRODUCTION	3
2. BIDDING PROCESS	3
3. ELIGIBILITY CRITERIA	4
4. GENERAL CONDITIONS/INSTRUCTIONS	5
5. BID SECURITY / PERFORMANCE GUARANTEE.....	7
6. TECHNICAL PROPOSAL	8
7. FINANCIAL PROPOSAL	9
8. SUBMISSION, OPENING AND RECEIPT OF PROPOSALS.....	10
9. EVALUATION CRITERIA.....	10
10. AWARD OF CONTRACT	13
11. TIME SCHEDULE.....	13

1. INTRODUCTION

Universal Service Fund (USF) has initiated Broadband for Sustainable Development Program to provide telecom services in un-served areas of Pakistan.

USF intends to hire the services of a Technical Auditor audit USF Network and Services.

2. BIDDING PROCESS

- i. A Company/Firm will be selected after an open, competitive and transparent bidding process in accordance with Public Procurement Regulatory Authority (PPRA) Ordinance, 2002, and Rules, Regulations and Guidelines made thereunder.
- ii. A Single Stage, Two Envelopes procedure as per Rule 36 (b) read with Rule 37 (a) of the Public Procurement Rules, 2004, as amended in 2006 (the “**Rules**”) shall be adopted.
 - a. The bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the technical proposal and financial proposal.
 - b. The envelopes shall be marked as “TECHNICAL PROPOSAL” and “FINANCIAL PROPOSAL” in bold and legible letters to avoid confusion.
 - c. Initially, only the envelope marked “TECHNICAL PROPOSAL” shall be opened;
 - d. The envelope marked as “FINANCIAL PROPOSAL” shall be retained in the custody of USF without being opened.
 - e. USF shall evaluate the technical proposals in a manner prescribed under Section 3 and 9 of this document without reference to the price and shall reject any proposal which does not conform to the specified requirements.
 - f. The financial proposal of bids found technically nonresponsive shall be returned un-opened to the respective bidders;
 - g. After the evaluation and approval of the technical proposals, the financial proposals of the technically accepted bids /technically qualified bidders will be opened at a time, date and venue announced and communicated to bidders in advance.
 - h. A Quality and Cost Based Selection (QCBS) method will be used for evaluation of the Proposal.
 - i. USF shall award the contract to the highest ranked Bidder, selected through the process described in section 9.1 of the RFP.
 - j. Bid Security PKR 500,000 (Five Hundred Thousand Pak Rupees) for each Lot, in the shape of a CDR/Demand Draft/Pay Order in the name of ‘Universal Service Fund’, as per Rule 25 of the Rules shall be provided in a separate envelope along with the technical proposal.

- k. The eligible Bidder will be entitled to receive detailed bidding documents/information package from the office of USF against a non-refundable payment of PKR 1,000 (One Thousand Pak Rupees) in the shape of CDR/Demand Draft/Pay Order in favor of USF. No financial instrument other than specified in this clause shall be accepted.
- l. The Bidder may participate either in one lot or in both lots. However, keeping in view the extensive scope of work and remote locations of these lots, the bidder winning one lot shall not be eligible for the second lot and unopened financial bid of the winning bidder of first lot shall be returned.

3. Eligibility Criteria

Bidders must comply to the below mentioned clauses to be eligible to participate in the bidding process.

- a. Bidder must be a Company/Firm registered with FBR for Income and Sales tax and will provide NTN and Sales Tax registration certificates, as per the applicable government regulation, in the proposal.
- b. The Bidder name must be on Active Taxpayers List (ATL) of FBR for Income tax and sales tax as on the date of bid submission and onward throughout the project tenure in compliance of the Eligible Bidders (Tax Compliance) Regulations, 2015.
- c. The Bidder must have a minimum five (05) years of proven working experience (with a team which has experience as specified in Table-I) at national level, in network audit, testing and commissioning of telecom services.
- d. The bidder must fulfill the criteria mentioned in Table-I 3(c) that refers to Qualification and competence of key staff and appropriate tools. Non-compliance will lead to rejection of the bid.
- e. For all tests and measurements, the TA will use dedicated & certified equipment/tools in the form of hardware, associated licensed software, probes etc. to ensure accuracy of the results and their acceptability by both USF and USF Service Provider. The bidder shall provide details of proposed test equipment, specifications sheets, certifications, compliances with international standards etc. Failure to do so may lead to disqualification.
- f. The Bidder shall quote only a single item against each category; otherwise the solution will be rejected for being non-compliant to this requirement.
- g. The bidder must provide documentary proof of submitted projects as part of technical proposal.
- h. The Bidder shall provide an undertaking that there is no conflict of interest. For instance, a firm engaged by the service provider or USF for design of the same network, which is to be audited, will be considered as a conflict of interest. Similarly, subcontractors engaged in installation and commissioning services of the

same service provider's network may not be eligible. The technical audit firm may not employ any person for performance of tasks under this contract, if that person is in any way professionally or otherwise associated with any of the service providers.

- i. The Bidder shall provide an undertaking that the Bidder has not been declared black listed by any Government/Semi-Government institutions.
- j. The Bidder annual turnover should be more than PKR 50,000,000 (Pak Rupees fifty million only) for the last two completed financial years as per Annual Audited Financial Statements.
- k. Bidders shall submit Copy of following registration documents of relevant authorities:

In case of Company	1. Incorporation certificate from Security and Exchange Commission of Pakistan (SECP). 2. Valid NTN and STRN Certificates
In case of Firm	1. Form-C issued by registrar of Firms 2. Valid NTN and STRN Certificates

- l. Incomplete or partial bids will be rejected.

4. General Conditions/Instructions

- a. The bidder will be selected after an open, competitive and transparent bidding process in view of Rule 20 of the Rules.
- b. Proposals shall be submitted in English/Urdu language as per Rule 6 of the Rules,
- c. All prices mentioned in the Financial Proposal shall be in Pak Rupees (PKR).
- d. Each page of the Technical and Financial Proposal shall be signed by an authorized representative of the Bidder. The representative's authorization shall be confirmed by power of attorney accompanying the proposal.
- e. The interested Bidder must get registered with USF for the project as per schedule mentioned in Section 11 of this RFP.
- f. For clarification on any item of this RFP, the bidder may send a written request, as per schedule mention in Section 11 of this RFP.
- g. All clarifications will be communicated to the registered Bidders through e-mail and shall be uploaded on the USF website at the specific tender's web page.
- h. USF may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. USF shall, upon request, communicate to any supplier or contractor who submitted a bid or proposal, the grounds for its rejection of all bids or proposals, But USF is not required to justify those grounds as per Rule 33 of the Rules,

- i. USF may increase or decrease quantities of items as per provisions of Rule 42 of the Rules
- j. The bidders shall bear all costs associated with the preparation and submission of their respective bids and USF will, in no case, be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- k. The Bidder shall quote only single item against each category otherwise the whole bid will be rejected for being non-compliant to this requirement.
- l. The term for Technical Auditor services is 24 months and can be extended after mutual agreement.
- m. The successful bidder shall be responsible to complete all the tasks as per scope of work mentioned in ToR.
- n. Work done, and all reports shall be inspected thoroughly by USF and USF will issue a Job Completion Certificate upon successful acceptance.
- o. All software should be licensed
- p. Bidders are under obligation to read and understand complete information package/bid documents, USF shall not be responsible towards the Bidders for any of their claim or complaint which may arise in result of non-reading or misreading the bid documents/information package by Bidders.
- q. USF is the originator of information package/bidding documents, any clarification or interpretation communicated by USF, whether in response of a query or otherwise, shall be deemed final, conclusive and will remain unquestioned.
- r. If there is more than one qualified bidder, i.e., they have obtained equal marks after Quality and Cost Based criteria, the tied qualified bidders shall be notified by USF, and they will submit revised financial proposals in compliance with the RFP. The revised bid amount must be either equal to the originally submitted bid or less than previous bid amount. The revised financial proposal shall be submitted in a sealed envelope that is securely closed, and which could not be possibly opened without visual evidence thereof.
- s. USF will reject award of contract if it determines that the Bidder recommended for award of contract has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the contract in question.
- t. USF requires that Bidders, under its contracts, observe the highest standard of ethics during the procurement and execution of such contracts. In pursuit of this policy, the USF defines, for this provision, the terms set forth below as follows:
 - i. “Coercive practice”: is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence the actions of a party improperly;

- ii. “Collusive practice”: is an arrangement between two or more parties designed to achieve an improper purpose, including to influence the actions of another party improperly;
- iii. “Corrupt practice”: is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the actions of another party improperly.
- iv. “Fraudulent practice”: is any act or omission, including a misrepresentation, which knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation.
- v. “obstructive practice”: is deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede USF investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation.
- vi. “RFP” means this Request For Proposal.
- vii. “Services” means the Scope of Work defined in the ToRs.

5. **Bid Security / Performance Guarantee**

- a. A bid security in the form of a CDR/Pay Order/Demand Draft, in the name of ‘Universal Service Fund’, of value PKR 500,000 (Pak Rupees Five Hundred Thousand Only) for each lot must be attached **in a separate envelope**, with the technical proposal otherwise the unopened proposals shall be returned, and bid will be rejected.
- b. **Payment of bid security in form other than that is specified at clause 5(a) shall not be entertained and accepted. USF shall return such bids unopened to respective bidders.**
- c. Bid Security of Bidders who do not technically qualify shall be returned with the unopened financial bid within fifteen (15) days from issuance of technical evaluation report.
- d. Bid Security of technically qualified Bidders will be released within fifteen (15) days of the signing of the contract with the successful Bidder.
- e. Performance Guarantee equivalent to 10% of the signed contract value in shape of Irrevocable Performance Bank Guarantee will be submitted by the successful Bidder, which is mandatory. In case of non-submission by the Bidder within the stipulated time as mentioned in Letter of Intent (LoI), USF may cancel the LoI and shall proceed accordingly.
- f. Failure to meet the assigned tasks in accordance with the terms and conditions of the contract, e.g non-completion of field visits, Poor Quality of Reports, Unjustified

Force Majeure Assessment Reports or failure to submit timely Force Majeure Assessment Reports, Failure to do Re-Visits, or non-availability of dedicated field resources at the time of audit, delay in submission of other Reports of whole or part of the project shall impose Liquidated Damages @ 0.15%(PKR) per day on the Technical Auditor till the Cure of such delay/default and up to maximum deduction of 10% [ten percent] of total contract value. Once the maximum is reached, USF shall have the right to encash the Performance Guarantee and terminate the Contract.

- g. Any liquidated damages if not paid in cash by Contractor shall be deducted from the invoice (s) submitted by Contractor or performance bond. The imposition of liquidated damages upon the Contractor (if not terminated) and its payment does not absolve the Contractor from its obligations to delivery or from any other liabilities or obligations under the Contract.
- h. The Performance Guarantee shall be valid for a period of twenty-six (26) months from the date of issuance of Letter of Intent (LoI) or any other extended period, as the case may be.

6. Technical Proposal

Technical Proposals to be submitted by the bidder shall be in compliance with the requirements laid down in the RFP and ToR.

The Technical proposal shall be clearly marked with the following:-

“USF/BSDProjects/TechAuditor/2018/01”

“TECHNICAL PROPOSAL”
[LOT NAME]

The technical proposal shall include;

- a. A covering letter from the head of the company or an authorized representative of the applicant covering the key features of the technical solution.
- b. Copy of registration certificates with relevant authorities i.e. incorporation certificate from SECP, if bidder is a company, Form-C issued by registrar of Firms, if bidder is a Firm and NTN and STRN registration certificates from FBR.
- c. Bid security as per section 5 of this RFP.
- d. The following documentation will be provided as part of the technical proposal:
 - i. Brief description of the company
 - ii. Major areas of expertise
 - iii. *Outline of work experience with references to work on similar projects preferably with public sector clients, name of the client along with their references, and project value in the following format for each of the five projects which are representative of firm’s project similar to the current project:*

<i>S. No.</i>	<i>[Insert Serial Number of the project reference provided]</i>
<i>Project Title</i>	<i>[Insert title of the project]</i>
<i>Client</i>	<i>[Insert name of the Client]</i>

<i>Client Contact Information</i>	<i>[Insert the Name and Contact details (mobile & email) of Point of Contact who can be contacted for verification]</i>
<i>Geographical Coverage</i>	<i>[Insert the names of districts covered in the project]</i>
<i>Value of the Project</i>	<i>[Insert the value of the project]</i>
<i>Duration of the project</i>	<i>[Insert the duration i.e. total time taken for the completion of the project]</i>
<i>Brief Description of the Project</i>	<i>[Brief Description of the project, Description of Consortium members (if any), tasks performed by the bidder]</i>
<i>Documentary Evidence</i>	<i>[Attach documentary evidence(acceptance certificate, Reference letter and Contracts), of the project in technical proposal].</i>

- iv. *USF will verify submitted experience documents from the relevant customers of the bidder using email.*
- e. Details of local technical support of equipment / services and details of license of software proposed.
- f. Complete address along with contact details and point of contact for all offices and CVs of proposed team should be provided. CVs of proposed team should include contact details (mobile number, email), trainings attended, certifications, experience and educational details.
- g. Assigned roles and responsibilities of each team member.
- h. Proposed methodology and work plan
- i. **Audited financial statements of the Bidder for the last two years**, prepared in accordance with internationally accepted accounting principles, including an income statement, balance sheet & cash flow statement and in case of credit line **a letter from respective financial institution on its letter head and subsequent Affidavit from Bidder for endorsement of letter on stamp paper duly attested by oath commissioner.**
- j. Compliance against each clause and sub-clause of RFP, ToR and Draft Contract, cross linked with the submitted Technical Proposal, must be attached. Following conventions shall be used in the compliance checklist;
 - i. Fully Complied (FC)
 - ii. Not Complied (NC)
- k. Additional Information which can facilitate USF in evaluation of technical proposal (If Any)

7. Financial Proposal

The Bidder shall submit Financial Proposals specified in Annex-I of ToR in **separate sealed envelope**. Envelop shall be clearly marked with the following:-

“Tender ID: USF/BSDProjects/TechAuditor/2018/01”

“FINANCIAL PROPOSAL”

[LOT NAME]

“Do Not Open With the Technical Proposal”

The Financial Proposal shall include the following;

- a. A lump sum cost along with the **complete item wise cost breakup inclusive of all applicable taxes** shall be provided.
- b. All prices shall be in Pak Rupees. Any exchange rates fluctuations shall be the responsibility of the Bidder and USF shall not give any price escalation on that

account. Bidder will be responsible to pay any fee, taxes, duties or charges required for successful completion of the project.

- c. The proposal must remain valid for a period of **180 days** after the submission date.
- d. Taxes will be deducted by USF at the time of the payment as per government rules and regulations.

8. Submission, Opening and Receipt of Proposals

- a. The original proposal (Technical and Financial Proposal) shall be prepared without any interlineations or overwriting.
- b. Two printed copies (one original and one Copy) and one soft copy, for each Technical and Financial proposal, on a CD or DVD shall be submitted in separate envelopes. Each Technical and Financial Proposal shall be marked “ORIGINAL” and/or “COPY” as appropriate.
- c. The envelopes shall be marked separately as “**Technical Proposal**” and the “**Financial Proposal**” in bold and legible letters to avoid confusion.
- d. The proposal (Technical and Financial) must be delivered at the address given below on or before **28th September 2018 at 1500 Hrs (PST)**.

Chief Technology Officer
Universal Service Fund,
5th Floor, HBL Tower, Jinnah Avenue
Blue Area, Islamabad, Pakistan
Tel: (92-51) 9212308-09
Fax: (92-51) 9214261
Email: projects.tenders@usf.org.pk

- e. Technical Proposals shall be opened on bid submission day **at 1530Hrs (PST)**, in presence of all the applicants who choose to be present.
- f. The evaluation of Technical Proposals will be carried out first as per the evaluation criteria given in section 9. The results of the technical evaluation will be communicated to all the registered Bidders, who submitted their technical proposals. The financial proposals of the Bidders who do not technically qualify will be returned unopened.
- g. Financial proposals of the technically qualified applicants will be opened publicly, for which the time and date will be communicated to the qualified applicants later on.

9. Evaluation Criteria

- a) USF will evaluate the proposals on the basis of their compliance with the RFP, ToR, evaluation criteria, and the point system as specified below.
- b) Evaluation criteria for DI Khan Lot and Khyber Lot are given below separately and should be complied in respective bids
- c) A proposal shall be rejected during technical evaluation if it does not comply with the RFP and ToR or if it fails to achieve the minimum score as indicated in respective Table of each Lot:

Table I: Evaluation Criteria for DI Khan Lot

Evaluation Criteria		
S/No	Description	Weight
1	Specific experience of company/firm with any other service provider current and previous assignments (Number of Projects, durations, responsibility level and manpower deployed):	32
	a) Acceptance Testing, Quality Inspection and/or Audit of GSM Projects (BSS, RF& Civil) in and outside Pakistan (other than USF projects)	8
	b) Acceptance Testing, Quality Inspection and/or Audit of WCDMA/HSPA(3G) Projects (BSS, RF& Civil) in and outside Pakistan (other than USF projects)	8
	c) Acceptance Testing, Quality Inspection and/or Audit of LTE/4G Projects (BSS, RF& Civil) in and outside Pakistan (other than USF projects)	8
	d) Technical Audit of USF projects completed in a timely and qualitative manner.	8
2	Presentation of Proposal, Audit Methodology	10
	a) Methodology, Work Plan for USF Project	5
	b) Responsiveness of Technical Proposal	5
3	Qualification and competence of key staff	38
	a) 01 Project Manager: Should possess at least 10 years Work Experience in all Cellular Projects (WCDMA, GSM, LTE, BSS & RF, Civil, Power, NMS etc).	8
	b) 01 Lead Auditor: Should possess at least 7 years Work Experience in all Cellular Projects (WCDMA, GSM, LTE, BSS & RF, Civil, Power, NMS etc)	5
	c) At least 01 Telecomm Engineer (BSS & RF, WCDMA, GSM, NMS etc), 01 Civil Engineer, 03 Drive Test Engineers and 01 Power Engineer/Technician All proposed team members shall have at least 3 Years work Experience in their relevant fields	20
	d) Legal Expertise Firm/Individual	5
4	Relevant Hardware/Software Test Tools and Quantities as per Number of Field Teams	20
Total Marks		100
Minimum Score Required to Qualify		75

Table II: Evaluation Criteria for Khyber Lot

Evaluation Criteria		
S/No	Description	Weight
1	Specific experience of company/firm with any other service provider current and previous assignments (Number of Projects, durations, responsibility level and manpower deployed):	32

	a)	Acceptance Testing, Quality Inspection and/or Audit of GSM Projects (BSS, RF& Civil) in and outside Pakistan (other than USF projects)	8
	b)	Acceptance Testing, Quality Inspection and/or Audit of WCDMA/HSPA(3G) Projects (BSS, RF& Civil) in and outside Pakistan (other than USF projects)	8
	c)	Acceptance Testing, Quality Inspection and/or Audit of LTE/4G Projects (BSS, RF& Civil) in and outside Pakistan (other than USF projects)	8
	d)	Technical Audit of USF projects completed in a timely and qualitative manner.	8
2	Presentation of Proposal, Audit Methodology		10
	a)	Methodology, Work Plan for USF Project	5
	b)	Responsiveness of Technical Proposal	5
3	Qualification and competence of key staff		38
	a)	01 Project Manager: Should possess at least 10 years Work Experience in all Cellular Projects (WCDMA, GSM, LTE, BSS & RF, Civil, Power, NMS etc).	8
	b)	01 Lead Auditor: Should possess at least 7 years Work Experience in all Cellular Projects (WCDMA, GSM, LTE, BSS & RF, Civil, Power, NMS etc)	5
	c)	At least 02 Telecomm Engineer (BSS & RF, WCDMA, GSM, NMS etc), 02 Civil Engineer, 04 Drive Test Engineers and 02 Power Engineer/Technician All proposed team members shall have at least 3 Years work Experience in their relevant fields	20
	d)	Legal Expertise Firm/Individual	5
4	Relevant Hardware/Software Test Tools and Quantities as per Number of Field Teams		20
Total Marks			100
Minimum Score Required to Qualify			75

- d) Availability of technical resources and tools (as per S/No 3(a-d) and S/No 4 of respective table for each lot is a minimum requirement and will qualify the firm to receive full marks. If Less than the required technical resources and tools are proposed zero marks will be awarded. USF reserves the right to ask the perspective bidder to demonstrate standard audit tools that are to be used for audit.
- e) The firm shall ensure use of state-of-the-art, field proven, high grade and licensed test equipment and licensed software from vendors of repute.
- f) A proposal shall be rejected during technical evaluation if it does not comply with the RFP and ToR or if it fails to achieve the minimum score.

9.1 Combined Score

For technically qualified proposals final scoring will be done as per following:

- a. Technical Score (S_t) shall be calculated as follows:

$$S_t = \frac{\text{Technical Score Obtained by bidder}}{\text{Total Technical Score}} * 70$$

- b. Financial Score (S_f) shall be calculated as follows:

$$S_f = \frac{\text{Lowest Bidder's Cost}}{\text{Bidder's Cost}} * 30$$

- c. Total Score shall be the sum of both Technical score (S_t) and Financial Score (S_f):

$$\text{Total Score, } S_T = S_t + S_f$$

- d. All technically qualified Bidders will be ranked based upon the combined technical and financial score.

10. Award of Contract

- USF shall award the contract to the highest ranked Bidder, if not in conflict with any other law, rules, regulations or policy of the Federal Government shall be awarded the contract, within the original or extended period of bid validity (PPRA Rule 38).
- A letter of Intent (LoI) will be issued to the lowest evaluated Bidder who shall submit Letter of Acceptance (LoA) within four (04) days of issuance of the LoI.
- The Bidder, to whom LoI has been issued, will have to submit the performance guarantee within ten (10) days of issuance of LoI.
- After submission of the Letter of Acceptance and Performance Guarantee, the contract will be signed within time stipulated in LoI, failing which USF may proceed accordingly.

11. Time Schedule

Event	Date
Publication of Specific Procurement Notice	Wednesday, September 12, 2018
Distribution of RFP Document	Wednesday, September 12, 2018
Deadline for submission of questions by bidders	Monday, September 24, 2018
Answers to questions	Wednesday, September 26, 2018
Deadline for Submission of Proposals	Friday, September 28, 2018
Opening of the Technical Proposals	Friday, September 28, 2018
Complete evaluation of Technical Proposals and announcement of Qualified Applicants	Monday, October 8, 2018
Opening of Financial Proposal of Qualified Applicants	Tuesday, October 9, 2018
Financial Evaluation and Issue of LOI to the highest ranked Bidder	Monday, October 15, 2018
Receipt of Performance bond	Monday, October 22, 2018
Execution of Technical Auditor Contract and related transaction documents	Wednesday, October 24, 2018