



Universal Service Fund

(A Guarantee Limited incorporated under Section 42 of the repealed Companies Ordinance 1984 presently Companies Act 2017)

Bidding Document

“New DTS Portfolio & Upgradation of Existing TEMs DT Hardware,”

Tender ID: USF/TDRS/PT&I/DTS/2026-2027/06

Issued at Islamabad

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1. INTRODUCTION

Universal Service Fund (USF), a company registered under section 42 of the Companies Ordinance 1984, has been subsidizing Rural Telephony and e-Services (RTeS) projects to provide basic telephony services and data services in un-served and under-served, rural and remote areas (the “USF Areas”) of Pakistan. After auction of Next Generation Mobile Services (NGMS) by Government of Pakistan, USF transformed its RTeS program to Broadband for Sustainable Development (BSD) Program to provide Mobile Broadband Services to rural un-served areas in upcoming projects and it’s further upgraded into Next Generation Broadband for Sustainable Development (NG-BSD).

The primary objective of USF is to plan, develop and execute Tele-Communication Network Projects and Services in un-served, under- served and remote areas of Pakistan, mainly through disbursement of subsidy received from the Government of Pakistan.

USF invites sealed bids from well reputed Firm/Companies for provision of Support Services of TEMS DT Portfolio, registered with Federal Board of Revenue (FBR) for Income Tax and Sales Tax (Relevant Authority).

2. BIDDING PROCESS

- a. An open, competitive, and transparent bidding process in accordance with Public Procurement Regulatory Authority (PPRA) Ordinance, 2002, Rules, Regulations and Guidelines made thereunder shall be adopted.
- b. A Single Stage, one Envelope procedures shall be adopted as per Rule 36 (a) of the Public Procurement Rules, 2004. (Hereinafter referred to as “Rules”)
- c. The bid/proposal to be attached on e-Pak Acquisition & Disposal System (**e-PADS**), comprising both the **technical proposal** and the **financial proposal**. **The bidder shall ensure that the attachment of bid/proposal on e-PADS is mandatory, failing which the bid shall be rejected**
- d. A bid security in the form of a CDR/Pay Order/Demand Draft, in the name of ‘Universal Service Fund’, of value PKR 200,000/- (Pak Rupees Two Hundred Thousand Only) must be attached/uploaded on e-PADS and original bid security shall be submitted to the procuring agency anytime before the closing time of bid submission, failing which the bid shall be rejected.
- e. No financial instrument for bid security or mode of payment shall be acceptable other than specified in clause (e)

3. ELIGIBILITY CRITERIA

Bidders must give compliance to the below mentioned clauses as these are mandatory for being eligible for the bidding process:

Sr. No#	Attributes	Ref. Page no. in proposal
1	Legal status, Company along with year of establishment and applicable supporting documents including license, registered partnership deed, incorporation certificate etc.	
2	Valid Registration with FBR for Income Tax purposes and with relevant Tax/Revenue Authority and shall be on Active Taxpayer List (ATL).	
3	The Bidder shall provide an undertaking on letter head that the Bidder has not been declared blacklisted by any Government/Semi-Government institutions.	
4	The Bidder must be an authorized partner/agent/distributor of the tools/Services which is to be provided according to the TORs of this document.	
5	Bidder must have fully functional office(s) in Islamabad/Rawalpindi.	
6	Applicants are required to state, in their proposals, the name, title, contact number and email address of the applicant's authorized representative through whom all communication shall be directed until the process has been completed or terminated	

4. INSTRUCTIONS /GENERAL CONDITIONS

- a. The bidder will be selected after an open, competitive and transparent bidding process.
- b. Proposals shall be submitted in English/Urdu language.
- c. All prices mentioned in the Financial Proposal shall be in Pak Rupees (PKR) **and inclusive of all applicable taxes.**
- 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 Letter of Authorization on official letter head of the bidder accompanying the proposal.
- e. For clarification on any item of this bidding document, the bidder may send written queries, up till five (05) days before the proposal submission date.
- f. All clarifications will be communicated to the registered Bidders through e-mail.
- g. USF may reject all bids or proposals at any time prior to the acceptance of a bid or proposal.
- h. 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.

- i. 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 as a result of non-reading or misreading the bid documents/information package by Bidders.
- j. 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.
- k. Most Advantageous Bidder will be issued Letter of Intent (LoI) and it shall submit Letter of Acceptance (LoA). Upon submission of LoA by Most Advantageous Bidder, Contract will be signed for a period of one (01) year, which may be extended with mutual consent for a period decided mutually by the parties.
- l. USF requires that Bidders, observe the highest standard of ethics during the procurement and execution of such contract. In pursuit of this policy, the USF:
 - I. Defines, for the purposes of this provision, the terms set forth below as follows:
 - II. "corrupt practice" is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
 - III. "fraudulent practice" is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
 - IV. "collusive practice" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
 - V. "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 improperly the actions of a party;
 - VI. "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.
- m. USF will reject a proposal for award if it determines that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the contract in question.
- n. Applicants are required to state, in their proposals, the name, title, contact number and email address of the applicant's authorized representative through whom all communication shall be directed until the process has been completed or terminated.
- o. Only registered suppliers/service providers who are on Active Taxpayers List (ATL) of FBR are eligible to supply goods/services to the USF. Bids/Proposals/applications of all those bidders/service providers who are not found on ATL on the date of bid opening shall be rejected.

- p. Any proposal received by the USF after the deadline for submission of proposal prescribed in these documents will be returned unopened to such applicants. Delays in the mail or courier, delays of person in transit, or delivery of a proposal to the wrong office shall not be accepted as an excuse for failure to deliver a proposal at the proper place and time. It shall be the applicant's responsibility to determine the manner in which timely delivery of his proposal will be accomplished either in person, by messenger or by mail.
- q. In the event that there is more than one qualified bidder i.e. they have quoted equal prices in financial bid, the tied qualified bidders shall be notified by USF and they will submit revised financial proposals in compliance with the bidding document. The revised bid amount must be either equal to the original submitted bid or less than previous bid amount. The revised financial proposal shall be submitted in a sealed envelope that is securely closed and it is not possible to be opened without visual evidence thereof.
- r. In case, the first most advantageous bidder fails to provide the required services or the USF Procurement Committee is not satisfied with the services provided, USF reserves the right to obtain the services from second most advantageous bidder. In case second most advantageous price bidder fails to provide the required services or the USF Procurement Committee is not satisfied with the provided services, the USF reserves the right to obtain the services from third most advantageous bidder.

5. BID SECURITY

- a. A bid security in the form of a CDR/Pay Order/Demand Draft, in the name of 'Universal Service Fund', of value PKR 200,000/- (Pak Rupees) must be attached **in a separate envelope**.
- 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 unopened after result announcement of technical evaluation report.
- d. Bid Security of technically responsive (qualified) Bidders will be released after ten (10) days of the signing of the contract with the successful Bidder.

6. TECHNICAL PROPOSAL

Technical Proposals to be submitted by the applicants shall be in compliance with the requirements laid down in the bidding document and ToR.

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

“TECHNICAL PROPOSAL”

The technical proposal shall include:

- a. A covering letter from the head of the Firms / Companies or an authorized representative of the applicant entailing the objectives and the executive summary.
- b. The following documentation will be provided as part of the technical proposal:
 - i. Brief description of the Firm / Company
 - ii. All documents mentioned in this bidding document shall be attached with technical proposal.
- c. Compliance against each clause and sub-clause of Bidding Document and ToR must be attached.
- d. Additional Information (If Any)

7. FINANCIAL PROPOSAL

The bidder shall submit Financial Proposals in separate sealed envelope. Envelop shall be clearly marked with the following: -

“FINANCIAL PROPOSAL

- a. The Financial Proposal shall include as per following specimen:

Description	Price without GST	GST	Total Price including GST

- b. The proposal must remain valid for a period of 120 days after the bid submission date
- c. Taxes will be deducted at the time of the payment as per government rules and regulations.
- d. All payments will be subject to the active taxpayer status of the service provider at the time of release of payment. If service providers status is not active on ATL (Sales Tax); no payment shall be made till their status becomes active on ATL (Sales Tax) of FBR.
- e. The service provider shall pay all such taxes, Stamp duty or other duties, fees and other impositions levied under the applicable law, the amount of which is deemed to have been included in the financial bid.

- f. The bidder shall mention the amount in the financial proposal, which shall be inclusive of all applicable taxes, levies, duties and fees as per prevailing laws. Any increase or decrease in the rate of sales tax (only) applicable at the time of payment shall be further added or adjusted, as the case may be, in total contract price.
- g. All prices shall be in Pak Rupees and DDP as defined in Incoterms 2020. Any exchange rates fluctuations shall be the responsibility of the bidder and USF shall not give any price escalation.

8. SUBMISSION, OPENING AND RECEIPT OF PROPOSALS

- a. The original proposal (Technical and Financial Proposal) shall be prepared without any interlineations or overwriting.
- b. One original proposal along with “two copies” & “one soft copy” (to be provided in USB) for each Technical and Financial proposal shall be submitted in separate envelopes. Each Technical and Financial Proposal shall be marked “ORIGINAL” and “**COPY 1**” “**COPY 2**” 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. Technical and Financial proposals must be delivered at the address given below on or before 11:00 am. (PST), 09th July 2026

Head of Procurement Department

Universal Service Fund,
Office # 310-312, 3rd Floor, Evacuee Trust Complex,
Sector F-5/1, Islamabad, Pakistan
Tel: (92-51) 9212308-09
Fax: (92-51) 9214261
Email: procurement@usf.org.pk

- e. Proposals shall be opened the same day i.e., 11:30 AM. (PST), 09th July 2026 (PST), in the presence of all the applicants who chose to be present.

9. AWARD OF CONTRACT

- a. The Bidder with the lowest bid (most advantageous bid), 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.
- b. A letter of Intent (LoI) will be issued to the Most Advantageous Bidder who shall submit Letter of Acceptance (LoA) within period stipulated under LoI.

10. PAYMENT TERMS: -

a. The payment shall be made as per the following details.

Sr no.	Description	Payment %
1	After delivery of the products and Services mentioned in the TORs	90% of the contract price
2	After completion of service support period/Warranty period i.e. one (01) year after signing of contract	10% of remaining payment of the contract price

b. Payment shall be processed on receipt of original commercial / GST invoice.

c. The Service Provider shall be responsible for all taxes time being enforced under prevailing laws of Pakistan including GST, duties, license fees, Insurance, freight charges, local transportation, handling and other incidental charges etc. incurred or accrued during the term of this Agreement.

d. USF shall make prompt payment, within thirty (30) days of submission of an invoice / claim by the Service Provider.

11. Terms of Reference/Scope of Work

a. The Bidder shall offer the following TEMs hardware & support services as per the details:

S. No.	Product	Quantity
1	Handset upgrade to latest Samsung S25 (Or S26). Firmware	6
2	Handset Samsung S25 (Or S26) HW.	6
3	Professional Service (Temsification, Migration and Installation)	1
4	1 Years Support fee (For the Samsung FW quoted above only)	1

b. The Bidder shall offer the following support services for existing TEMs portfolio as per the details:

InfoVista Reference	License Description	TEMS Solution	Quantity	Serial Number/PID
TI-24-SWPkg-MEA	TEMS Inv. Professional 24.x, SW Package, MEA	TEMS Investigation	1	
TI-Tech-4G	TI, Technology Option 4G+			
TI-Qual-P	TI, Qualcomm License Option, P			
TI-ODM-Con-L	TI, Device external connect, Locked			
TDP-Google-T	TDP, Google Maps Option, Term License	TEMS Discovery	2	
TDD-ScriptRepo-Builder	Script & Report builder option Professional			
TDD-Automatic- DataProc	Automatic data processing option Professional			
TDD-GSM-WCDMA- HSPA+	Technology option - GSM/WCDMA/HSPA+			
TDD-Feature-Pro- Pakistan	Feature set option - Professional Pakistan			
TDD-Indoor-Func	Indoor Functionality Option Professional			
TDD-20-SWPkg	TEMS Discovery Device 20.x, SW Package			
TDP-Tech-4G	TDP, Technology Option 4G+			
TDP-SR-Bundle	TDP, Script & Report Option Bundle	TEMS Discovery	1	
TDP-Indoor	TDP, Indoor Functionality Option			
TDP-Tech-4G	TDP, Technology Option 4G+			
TDP-EP-VoLTE/IP	TDP, Engineering pack Option - VoLTE/IP			
TDP-24-SWPkg	TEMS Discovery Professional 24, SW Package			
TP-Pro-25-SW-R	TEMS Pocket Professional 25, SW Package, Regional	TEMS Pocket	13	
TP-Rmt-24-SWPkg-R	TEMS Pocket Remote 24, SW Package, Regional	TEMS Pocket Remote	4	

Table: A

S. No.	Product	Quantity
1	Annual Support Service as mentioned as per clause b.	1

12. Annexure

Affidavit

I ----- son of ----- CNIC ----- resident of ----- do here by Solemnly affirm and declare that I have participated in the Tender of Provision OF New DTS Portfolio & Upgradation of Existing DT Hardware. I further declare that my Company/Firm have never been blacklisted from Government/Semi-government organizations.

Deponent

The above name deponent do here by affirms and declares at on day..... of 2026 that the contents of above-mentioned affidavit are true and correct to the best of my knowledge and belief and nothing has been concealed there from.

Deponent