



**PUNJAB INDUSTRIAL ESTATE  
DEVELOPMENT AND MANAGEMENT COMPANY**

**BIDDING DOCUMENTS**

**CELLULAR PHONE SERVICE  
COMPANIES**

**January-2021**

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# INSTRUCTIONS TO BIDDERS

## A. INTRODUCTION:

Punjab Industrial Estate Development and Management Company (PIEDMC) set up under section 42 of Companies Ordinance, 1984 (Now Companies Act 2017) by Government of the Punjab to facilitate the industrial growth of Punjab. PIEDMC intends to invite sealed bids from cellular companies/firms for “Cellular Phone Service Companies”.

### 1. SCOPE OF WORK

- 1.1. PIEDMC wishes to receive sealed bids/proposals for the “Cellular Phone Service Companies” from tax registered cellular telephone service provider companies / firms. The contract will be made for an initial period of one (1) year and may be extendable upon the mutual consent of both parties. Complete scope of work is mentioned in Schedule-A.

### 2. ONE BID PER BIDDER

- 2.1. Each bidder shall submit only one bid either by himself, or as a partner in a joint venture. A bidder who submits or participates in more than one bid will be disqualified.

### 3. COST OF BIDDING

- 3.1. Processing fee in the form of Demand Draft/Pay Order of **Rs.2,000/-** (non-refundable) favoring Punjab Industrial Estate Development and Management Company must be attached with the Technical Bid. The bidder shall bear all costs associated with the preparation and delivery of his bid, and PIEDMC will in no case be responsible or liable for those costs.

### 4. BIDDING DOCUMENTS

- 4.1 Contents of Bidding Documents:

|            |                      |
|------------|----------------------|
| Schedule A | Scope of Work        |
| Schedule B | Terms and Conditions |
| Schedule C | Bid Performa         |
| Schedule D | Form of Agreement    |

- 4.2 The bidders are expected to examine the contents of all the above documents carefully. Failure to comply with the requirements of bid submission may lead to rejection of bid and disqualification of bidder.

### 5. CLARIFICATION OF BIDDING DOCUMENTS

- 5.1 The prospective bidder requiring any further information or clarification of the bidding documents may notify PIEDMC in writing or by e-mail or by visiting at the following address seven (7) days prior to submission of bid date:

**GM (Planning and Contracts)**  
**Head Office, Punjab Industrial Estate Development Management Company,**  
**Commercial Area (North) Sundar Industrial Estate, Sundar – Raiwind Road,**  
**Lahore**  
**Email: info@pie.com.pk Website: www.pie.com.pk**

## **6. AMENDMENT OF BIDDING DOCUMENTS**

- 6.1 At any time prior to the deadline for submission of bid, PIEDMC may, for any reason, whether at its own initiative or in response to a clarification requested by the prospective bidder, modify the bidding documents by amendment(s).
- 6.2 The amendment(s) shall be part of the bidding document and shall be notified in writing or e-mail or fax or posting on company's website to all the prospective bidders who have received the bidding documents, and will be binding on all.
- 6.3 In order to facilitate the prospective bidder reasonable time to take the amendment into account in preparing its bid, PIEDMC may, at its discretion, extend the deadline for the submission of bid.

## **B. PREPARATION OF BID**

### **7. LANGUAGE OF BID**

- 7.1 The bid prepared by the bidder and all correspondence and documents relating to the bid exchanged by the bidder and PIEDMC shall be written in the English language.

### **8. DOCUMENTS COMPRISING THE BID (CHECKLIST)**

- 8.1 The bid prepared by the bidder shall be accompanied by the following documents:
  - i. Covering Letter
  - ii. Profile of the company.
  - iii. Copy of Certificate of Incorporation from SECP or Registration from Registrar of Firms/ undertaking of establishment/partnership deed (whatever applicable).
  - iv. Tender Documents duly signed & stamped on each page.
  - v. Bid Prices to be quoted on Company letter head duly signed & stamped.
  - vi. Bid Security equal to Rs.23,000/- (Rupees Twenty-Three Thousand only) (2% of estimated cost) in the form of Demand Draft/Pay Order in favor of Punjab Industrial Estate Development and Management company must be attached with the Technical Bid.
  - vii. Proof of valid and active NTN registration.
  - viii. Proof of valid and active Sales Tax registration (if applicable).
  - ix. Proof of valid and active Punjab Revenue Authority registration (in case of services).
  - x. Proof of Valid Registration with Pakistan Telecommunication authority.
  - xi. Affidavit (on Stamp paper worth Rs.100/-) declaring that the Bidder is not blacklisted by any Government Department/Authority/Agency/Company and the Bidder is not engaged in any sort of litigation against any Government Department/Authority/Agency/Company;
  - xii. Interested cellular companies are to conduct survey of areas where all PIEDMC Industrial Estates are located to check the sufficiency of signals for mobile phone service as well as 4G/LTE service. Locations of PIEDMC Industrial Estates are: Rahim Yar Khan Industrial Estate (Rahim Yar Khan), Bahawalpur Industrial Estate (Bahawalpur), Quaid-e-Azam Solar Park (Bahawalpur), Multan Industrial Estate (Multan), Vehari Industrial Estate (Vehari), Sundar Industrial Estate (Lahore), Quaid-e-Azam Industrial Estate (Lahore), Quaid-e-Azam Business Park (Sheikhupura), Bhalwal Industrial Estate (Sargodha). Survey report must be the part of technical bid, otherwise the bid will be considered as non-responsive.
  - xiii. Authority Letter with your company representative duly signed and stamped.

## **9. BID PRICES**

- 9.1 The bidder shall complete the Schedule-C (Bid Performa) in accordance with the instructions contained in this document. The prices quoted in Schedule-C will be inclusive of total scope of work as mentioned in Schedule-A & B.
- 9.2 Prices quoted in the bid for “Cellular Phone Service Companies” should be in words and figures form and inclusive of all applicable taxes.

## **10. SUFFICIENCY OF BID**

- 10.1 Each bidder shall satisfy himself before bidding as to the correctness and sufficiency of his bid and of the rates and prices entered in the bid Performa.
- 10.2 The bidder is advised to obtain for himself at his own cost and responsibility all information that may be necessary for preparing the bid and entering into a contract for execution of the services.

## **11. BID CURRENCIES**

- 11.1 The unit rates and the prices shall be quoted by the bidder entirely in Pak rupees.

## **12. PERIOD OF VALIDITY OF BID**

- 12.1 The bid shall remain valid for Ninety (90) days.

## **13. BID SECURITY**

- 13.1 Bid Security equal to Rs. 23,000/- (Rupees Twenty-Three Thousand only) (2% of estimated cost) in the form of Demand Draft/Pay Order in favor of Punjab Industrial Estate Development Management Company must be attached with the Technical Bid, failing which the bid will be considered as non-responsive and shall be rejected.
- 13.2 The bid security will be returned to the unsuccessful bidder upon completion of tender process.
- 13.3 The bid security of the successful bidder will be returned upon submission of the performance security.
- 13.4 Any bid not accompanied by an acceptable bid security shall be rejected by the PIEDMC as a non- responsive.
- 13.5 The bid security may be forfeited.
  - 13.5.1 If the bidder withdraws his bid during the period of validity; or
  - 13.5.2 In case of successful bidder, if he fails within the specified time limit to;
    - a. Sign the LOA with PIEDMC in accordance with bidding documents or
    - b. Furnish the required performance security; or
    - c. Sign the contract agreement

## **14. BID PROCESS**

- 14.1 Single stage two envelopes procedure will be adopted as per sub rule 2 (a) of rule 38 of Punjab PPRA rules 2014 (amended up to date).
- 14.2 Bid will consist of two parts i.e., Technical Bid and Financial bid. Technical and financial bid must be enclosed in separate sealed envelopes and these two envelopes must be placed in single sealed envelope.
- 14.3 Least cost selection method will be adopted as per sub rule 2 of Rule 45 of the Punjab PPRA rules 2014 (amended up to date).

## **C. SUBMISSION OF BID**

### **15. SEALING AND MARKING OF BID**

- 15.1 The bidder shall seal the bid, duly marking the envelope as “Cellular Phone Service Companies” and mailed to the following address:

**GM (Planning and Contracts)**  
Punjab Industrial Estate Development and  
Management Company, Commercial Area (North)  
Sundar Industrial Estate, Sundar – Raiwind Road  
Lahore.

### **16. DEADLINE FOR SUBMISSION OF BID**

- 16.1 The bid must be received by the PIEDMC at the address specified, not later than 10<sup>th</sup> February 2021 till 11:00 AM. PIEDMC may, at its discretion, extend the deadline for the submission of bids by amending the bidding documents and conveying to all bidders.

## **D. OPENING AND EVALUATION OF BIDS**

### **17. OPENING OF TECHNICAL BID**

- 17.1 The bid shall be opened by PIEDMC in the presence of bidders’ representatives who choose to attend the bid opening meeting on 10<sup>th</sup> February 2021 at 11:30 AM at PIEDMC Head Office. The bidder’s representatives who are present shall sign an attendance sheet evidencing their attendance.
- 17.2 In the first instance, the “Technical Bid” will be opened and the enveloped marked as “Financial Bid” will be retained unopened in the custody of PIEDMC.

### **18. EVALUATION OF TECHNICAL BID:**

- 18.1. Tender committee will evaluate the technical documents as mentioned in **clause 8**. If documents of any bidder are found incomplete/ambiguous shall be declared as non-responsive.
- 18.2. Unopened financial bids will be returned to those bidders who will be declared as non-responsive in technical evaluation.

### **19. CLARIFICATION OF BID**

- 19.1 To assist in the examination, evaluation and comparison of bid, PIEDMC may, at its discretion, ask the bidder for a clarification of its bid and no change in the price or substance of the bid shall be sought, offered or permitted except as required to confirm the corrections of arithmetical errors discovered in the evaluation of bid. PIEDMC may waive any minor informality or non-conformity or irregularity in the bid.

### **20. OPENING OF FINANCIAL BID:**

- 20.1 The bids found technically responsive will be eligible for opening of the financial bid with margin of one day after announcement of technical evaluation report. PIEDMC shall open the sealed Financial Bids of the qualified Bidders on a pre-determined date which will be intimated in advance.

## 21. FINANCIAL EVALUATION CRITERIA

21.1 The financial bids shall be evaluated on the basis of evaluation criteria laid down in the following table. The bidder with lowest bid price and evaluated as responsive bidder will be declared as successful bidder:

| Package Details   | Estimated Number of connections | Rate Quoted inclusive of all applicable taxes                       |
|---|---------------------------------|---|
| <b><u>Executive Package</u></b><br>Free all net Min 2500<br>Data (GBs) 8GB<br>Free SMS on all net 750<br>CUG free Min 2000  | 10                              | Rs. _____<br>(Per month per connection)                             |
| <b><u>Managerial Package</u></b><br>Free all net Min 1500<br>Data (GBs) 5GB<br>Free SMS on all net 500<br>CUG free Min 1000   | 45                              | Rs. _____<br>(Per month per connection)                             |
| <b><u>Officer Package</u></b><br>Free all net Min 500<br>Data (GBs) 3GB<br>Free SMS on all net 250<br>CUG free Min 850  | 45                              | Rs. _____<br>(Per month per connection)                             |
| Total Estimated monthly bill calculated on 100 connections  |                                 | Rs. _____   |
| Monthly billing discount on total bill (if any)   |                                 | _____ % (In percentage)   |
| Total Estimated monthly bill calculated on 100 connections as per above details <b>after discount</b>   |                                 | Rs. _____   |
| In case of any additional bundle of Voice / data / SMS or any service   |                                 | Per month discount on additional bundles _____ %<br>(In percentage) |
| Free of cost MNP service  |                                 |   |
| Free of cost issuance / replacement of SIM during the period of contract  |                                 |   |
| Corporate support through dedicated Account Manager   |                                 |   |
| Estimated monthly billing amount is Rs. 90,000/- to Rs. 95,000/-.   |                                 |   |
| Interested cellular companies are to conduct survey of areas where all PIEDMC Industrial Estates are located to check the sufficiency of signals for mobile phone service as well as 4G/LTE service. Locations of PIEDMC industrial estates are: Rahim Yar Khan Industrial Estate (Rahim Yar Khan), Bahawalpur Industrial Estate (Bahawalpur), Quaid-e-Azam Solar Park (Bahawalpur), Multan Industrial Estate (Multan), Vehari Industrial Estate (Vehari), Sundar Industrial Estate (Lahore), Quaid-e-Azam Industrial Estate (Lahore), Quaid-e-Azam Business Park (Sheikhupura), Bhalwal Industrial Estate (Sargodha). Survey report must be the part of technical bid, otherwise the bid will be considered as non-responsive. |                                 |   |

### Note:

A misstatement/misrepresentation for any part of the bidding documents shall disqualify the company/firm.



## **22. ANNOUNCEMENT OF EVALUATION REPORTS**

- 22.1 PIEDMC will announce the results of bid evaluation in the form of a report for acceptance or rejection of bids at least ten days prior to the award of procurement contract.

## **E. AWARD OF CONTRACT**

### **23. POST-QUALIFICATION AND AWARD CRITERIA**

- 23.1. PIEDMC will award the contract to the bidder if its bid is found determined to be substantially responsive to the bidding documents and having lowest bid price as determined by the PIEDMC.
- 23.2. PIEDMC will not consider any bid from the potential bidder if he is in litigation at any judicial forum or has defaulted with PIEDMC.

### **24. NOTIFICATION OF CONTRACT AWARD**

- 24.1 PIEDMC will notify the successful bidder in writing by a registered post/email/in person that he has been declared as a successful bidder and shall be provided with the letter termed as "Letter of Acceptance" LOA)
- 24.2 Letter of Acceptance shall be accepted by the successful bidder with in seven (7) days after receipt.
- 24.3 Bidding documents shall be read as integral part of the LOA and the contract/agreement.
- 24.4 PIEDMC reserve the rights to cancel/terminate the LOA/Policy upon non fulfilment of the terms and condition of Bidding Documents/LOA.
- 24.5 PIEDMC reserves the right to terminate the LOA or Policy with prior written notice as per direction or notification by the Government of the Punjab/Government without assigning any reason.
- 24.6 Contract/Agreement may be terminated with prior notice of one month by PIEDMC upon event of default as mentioned in agreement.

### **25. PERFORMANCE SECURITY**

- 25.1 The successful bidder, after award of LOA, will be required to submit Performance Security equal to 10% of contract price within fourteen (14) days after acceptance of LOA in the form of CDR/Bank Guarantee in favor of Punjab Industrial Estate Development and Management Company from a schedule bank in Pakistan.
- 25.2 Failures of the successful bidder to comply / oblige with the clauses of Bidding Document / LOA shall constitute sufficient grounds for the annulment of the award and forfeiture of the Performance Security.
- 25.3 If the contractor violates any of the terms and conditions of the Bidding Documents/LOA/Agreement, performance security shall be forfeited.
- 25.4 PIEDMC may return the Performance Security to the Contractor after the end of the term of the agreement period subject to satisfactory performance of the successful bidder.

### **26. SIGNING OF CONTRACT AGREEMENT**

- 26.1 After the acceptance of LOA, the successful bidder is under obligation to submit performance security, two sets of stamp papers having value Rs.1,200/- each and any other documents mentioned in the LOA duly issued by the PIEDMC and execute the contract within fourteen (14) days after acceptance of LOA.
- 26.2 PIEDMC will provide the draft of the contract to the successful bidder where in this Bidding Documents and the LOA shall be read as integral part of the contract.
- 26.3 In case of any dispute, the decision of Chief Executive Officer PIEDMC shall be binding and conclusive.

## **27. PIEDMC'S RIGHT TO ACCEPT THE BID OR REJECT THE BID**

27.1 PIEDMC may reject all bids or proposal at any time prior to the acceptance of a bid or proposal **as per PPRA Punjab Rule 35**. PIEDMC shall upon request communicate to any company/firm who submitted a bid or proposal, the grounds for its rejection of all bids or proposals, but not required to justify those grounds.

# **SCHEDULES**

## SCHEDULE-A

### SCOPE OF WORK

Punjab Industrial Estate Development and Management Company intends to have cellular services for its employees. The tenders based on following information through prescribed forms are invited for "**Post Paid Tariff**" from all interested Mobile service providers who have complete network in all over Pakistan especially in area where PIEDMC industrial Estates are located.

#### SCOPE OF SERVICES

- a. This bid is for approximately 100 connections. This count may vary from time to time during the contract period. Payment will be made on monthly billing for the active connections during the billing month.
- b. Bidder must be offering 4G/LTE services in Lahore and other major cities including areas where PIEDMC Industrial Estates are located.
- c. Bidder must meet financial evaluation criteria mentioned at clause 21 of Bidding Document.
- d. After full consumption of mobile internet data as prescribed at clause 21 of Bidding Document internet facility should be disabled, if ADD ON is not requested.
- e. The service provider will ensure good downloading/uploading speed in Lahore and other major cities including areas where PIEDMC Industrial Estates are located.
- f. Waiver of issuance of new SIMs, their activation Fee, MNP services
- g. Free value-added services i.e., call conference, call forwarding. Call waiting.
- h. PIEDMC may obtain any new value-added services in future, billing shall be as per actual.
- i. The service provider will ensure the uninterrupted cellular services.
- j. The service provider will provide dedicated support round the clock.
- k. Service provider will provide free of charge MNP service. Moreover, service provider will provide free of cost portable facility to convert existing/new numbers on its own network subject to the clearance of outstanding bill and all portability process shall be the responsibility of the successful bidder.
- l. PIEDMC will not provide any security deposit to existing/new operator if network is changed.
- m. Mobile services should not be disrupted even when the voice minutes/SMS bundle are finished for any month if credit limit is available.
- n. The service provider will provide independent web portal for tracking cell number's status/usage/location/activation and other detail, accessible through PC's and cellular devices. Also, complaint management system should be part of the web portal to track the status of the numbers which are reported as non-functional and should have capacity to measure resolution time.
- o. All the subscription services will be activated free of cost.
- p. Static IP gateway will be provided of bulk SMS services.
- q. SMS send via allocated masking "PIEDMC".
- r. The service provider will provide independent web portal for bulk SMS service status/usage reports/activation and other detail, accessible through PC's and cellular devices.
- s. If a number/SMS portal/Internet facility is reported non-functional/out of service or down due to network issue, then resolution time should be maximum 12 hours from time of reporting.
- t. Monthly line rate should be part of package.
- v. Additional charges shall be mentioned separately in bid if CUG free minutes, free any network SMS and other network minutes are consumed.

- w. No hidden charges will be paid if not disclosed earlier.
- x. Billing should be charged after usage of the services (SMS/calls/internet).
- y. The service provider will provide new sims with activation free of charge as and when required.
- z. The service provider will provide international roaming to the service user, whenever required on selected sims only.
  - aa. Provision of International roaming and Direct Dialing facility.
  - bb. Corporate Ring Tones (Jingle) Original

## **SCHEDULE-B**

### **TERMS & CONDITIONS**

- a. All charges are to be provided inclusive of government taxes.
- b. List of VAS covers Missed Call alerts. Activation conference calling. Activation of CUG Call Waiting, International/WAP/MMS subscription, itemized billing, activation of a call forwarding and any other competitive service. Please also briefly describe the competitive technology edge.
- c. The offered tariff shall not increase during the contract period except any changes made by government on taxes however the benefits of subsequent decrease in tariff, shall be given to PIEDMC immediately.
- d. Revised Rates by any Telecom during contract Period may be informed to PIEDMC and these will be implemented with given discount and facilities as per agreement till validity of agreement.
- e. Conditional Bids / Rates will not be entertained / accepted.
- f. Bids submission /Tender opening date & timings shall be observed strictly.
- g. Company will raise invoice to PIEDMC on actual activated sims. PIEDMC will make payment (through cheque) within thirty (30) days after receipt of invoice. Also, electronic invoices via email or SMS text will be sent to all individuals i.e., officers/officials.
- h. PIEDMC also reserve the right to hire any other services from the successful bidder in relation to any kind of services provided by the successful bidder to its customer other than the services mentioned in the Bidding Document.

### **FAILURE AND TERMINATION**

- a. If the Successful Bidder fails to start the cellular services within the specified period, PIEDMC shall be entitled at his sole discretion either;
  - i. To cancel the contract and issues a fresh tender; or
  - ii. To award the contract to the second lowest bidder.
- b. In the event of action being taken under a(i) or a(ii) above, the Bidder shall be liable for any loss which PIEDMC may suffer on the account; but the Bidder shall not be entitled to any gain on repurchase / re- contract made against the contract.
- c. If during the course of execution of contract, the Successful Bidder is black-listed by PTA, or any other Government Institution, the purchaser may proceed with all or any of the actions detailed below:
- d. To allow the contract to run its course till completed in accordance with the terms and conditions of Contract.
- e. To stop further services with or without financial repercussions;
- f. To cancel the contract with or without reservation or rights.in

## SCHEDULE-C

### BID PERFORMA

The total Bid Price shall include all other services, as per Schedule-A and B, to be provided under the Contract. The Bid Price must include all applicable taxes. If not specifically mentioned in the quotation, then it will be presumed that the prices include all the taxes.

| Package Details   | Estimated Number of connections | Rate Quoted inclusive of all applicable taxes                       |
|---|---------------------------------|---|
| <b><u>Executive Package</u></b><br>Free all net Min      2500<br>Data (GBs)              8GB<br>Free SMS on all net    750<br>CUG free Min          2000  | 10                              | Rs. _____<br>(Per month per connection)                             |
| <b><u>Managerial Package</u></b><br>Free all net Min      1500<br>Data (GBs)              5GB<br>Free SMS on all net    500<br>CUG free Min          1000 | 45                              | Rs. _____<br>(Per month per connection)                             |
| <b><u>Officer Package</u></b><br>Free all net Min      500<br>Data (GBs)              3GB<br>Free SMS on all net    250<br>CUG free Min          850      | 45                              | Rs. _____<br>(Per month per connection)                             |
| Total Estimated monthly bill calculated on 100 connections  |                                 | Rs. _____   |
| Monthly billing discount on total bill (if any)   |                                 | _____ % (In percentage)   |
| Total Estimated monthly bill calculated on 100 connections as per above details <b>after discount</b>   |                                 | Rs. _____   |
| In case of any additional bundle of Voice / data / SMS or any service   |                                 | Per month discount on additional bundles _____ %<br>(In percentage) |
| Free of cost MNP service  |                                 |   |
| Free of cost issuance / replacement of SIM during the period of contract  |                                 |   |
| Corporate support through dedicated Account Manager   |                                 |   |
| Estimated monthly billing amount is Rs. 90,000/- to Rs. 95,000/-.   |                                 |   |

**Note:**

A misstatement/misrepresentation for any part of the bidding documents shall disqualify the company/firm.

**Signature & Stamp of Bidder:** \_\_\_\_\_

**DRAFT OF CONTRACT FORM**

- Draft Contract form will be provided to successful bidder.