Standard Bidding Document

Procurement of Managed Billing Operations for NTC (Non-Consultancy Services)

National

Single Stage-One Envelope

November 24, 2026

NTC (National Telecommunication corporation (NTC)),Director (Procurement)
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Table of Contents

PROCUREMENT NOTICE 1

Instructions to Bidders 3

Bid Data Sheet 23

Bids Data Sheet (BDS) 24

Eligibility Criteria 29

Evaluation Criteria 30

Required Services 31

Related Services : 36

Services Specifications 37

Scope of Work 70

Brief Description 41

Price Schedule 70

General Conditions of Contract 44

Special Conditions of Contract 54

Bid Securing Declaration 59

Contract Form 61

Integrity Pact 64

Performance Guarantee Form 66

Annexure 69

Performance Sizing 70

Scope of Work 70

Technical Specifications 70

Terms of Contract 70

Price Schedule 70

Procurement Forms 71

Additional Forms and Documents 74

PROCUREMENT NOTICE

PROCUREMENT OF NON-CONSULTANCY SERVICES

1. The **NTC (National Telecommunication corporation (NTC))** has reserved Funds for the procurement planned for FY **2026-27**. The **NTC (National Telecommunication corporation (NTC))** intends to apply part of the proceeds of this Fund to cover eligible payments under the contract for the "**Procurement of Managed Billing Operations for NTC**" with the reference of **"P202305"**

2. The **NTC (National Telecommunication corporation (NTC))** invites Bids through **EPADS v2.0** from eligible Bidders registered on **EPADS v2.0** for provision of Non-Consultancy Services.

3. **Single Stage-One Envelope** Procedure of Principal Method of Procurement (i.e. Open Competitive Bidding) will be used by adopting **Least Cost Based Selection (LCBS)**Technique for the subject procurement, in line with the Public Procurement Rules, 2026 and any Regulations, and Instructions issued by the Authority (from time to time).

4. All Bids must be accompanied by a Bid Security described in Bid Security Section in Bidding Document in the form of **Pay Order, Banker's Cheque, Call at Deposit, Demand Draft** or Bid Securing Declaration on the prescribed format described.

5. E-Bidding documents, containing detailed terms & conditions, specifications and requirements etc. are available on **e-Pak Acquisition and Disposal System (EPADS)** at **https://epads.gov.pk/opportunities/federal/procurements/202305**.

6. The e-bids, prepared in accordance with the instructions in the e-Bidding documents, must be submitted through **EPADS v2.0** on or before **Tuesday, December 8, 2026 11:00 AM**. E-bids will be opened on the same day at **Tuesday, December 8, 2026 11:30 AM**. Manual submission of Bids shall not be entertained. Those vendors who have not yet registered on the new version of **EPADS v2.0,** may register themselves on **https://vendors.epads.gov.pk/**.

A tutorial to explain the registration process is available at **https://www.youtube.com/watch?v=MNW6T38v7tc**

In terms of Rules 65 of Public Procurement Rules, 2026 Grievance Redressal Committee (GRC) is notified for the subject procurement and notification copy is available on the procuring agency's website and also available on **EPADS v2.0** as well as Authority's website at (**www.ppra.gov.pk**).

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Instructions to Bidders

A. Introduction

1. **Scope of Bids**

1.1. The Procuring Agency (PA), as indicated in the **Bids Data Sheet (BDS)** invites Bids through **EPADS v2.0** for the provision of Non-Consultancy Services as specified in the BDS and **in Section Evaluation Criteria, Specifications & Schedule of Requirements**. The name, identification, and number of items/deliverables are provided in the **BDS**. **Single Stage-One Envelope** procedure of the open competitive method shall be used. The successful Bidders will be expected to provide the services within the specified period and timeline(s) as stated in the **BDS**.

2. **Source of Funds**

2.1. Source of funds is referred in Clause-1 of Procurement Notice.

3. **Fraud & Corruption**

3.1. As defined under Rule 2(1)(x) of Public Procurement Rules, 2026.

4. **Eligible Bidders**

4.1. The Eligibility of the Bidders shall be determined in accordance with the Rule 21 of the Public Procurement Rules, 2026.

5. **Qualification of the Bidder**

5.1. All Bidders shall provide Bid Forms, a preliminary description of the proposed work method and schedule, including drawings and charts, as necessary.

B. Bidding Documents

6. **Contents of Standard Bidding Document**

6.1. The Services required, bidding procedure, and terms and conditions of the contract are prescribed in the bidding document. In addition to the Invitation for Bids, the bidding document which should be read in conjunction with any addendum issued in accordance with **ITB 8.1** include:

Section I -Invitation to Bid
Section II Instructions to Bidders (ITB)
Section III Bid Data Sheet (BDS)
Section IV Evaluation Criteria, Specifications, Schedule of Requirements, and Technical Specifications.
Section V Fraud & Corruption
Section VI General Conditions of Contract (GCC)
Section VII Special Conditions of Contract (SCC)
Section VIII Contract Forms

6.2. The Bidder is expected to examine all instructions, requirements, forms, terms and specifications in the bidding documents. Failure to furnish all the information required in the bidding document will be at the Service provider's risk and may result in the rejection of his bids.

7. **Clarifications**

7.1. All clarification shall be in accordance with the Rule 38 of the public Procurement Rules, 2026.

8. **Amendment of Bidding documents**

8.1. Before the deadline for submission of bids, the procuring agency for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder or pre-bid meeting may modify the bidding documents by issuing addendum.

8.2. Any addendum issued including the notice of any extension of the deadline shall be part of the bidding document pursuant to **ITB 8 .1** shall be uploaded on EPADS v2.0 as well as Authority's website. The procuring agency shall promptly publish the addendum at the procuring agency's website indicated in the **BDS**:

Provided that the bidder who had either already submitted his bid, shall have the right to withdraw his already submitted bid and submit the revised bid, prior to the original or extended bid submission deadline.

8.3. To give prospective bidders reasonable time in which to take an addendum/corrigendum into account in preparing their bids, the Procuring Agency may, at its discretion, extend the deadline for the submission of bids after record reason in writing:

Provided that the Procuring Agency shall extend the deadline for submission of bids, if such an addendum is issued within last three (03) days of the bid submission deadline.

C. Preparation of Bids

9. Documents Constituting the Bids

9.1. The bids prepared by the bidders shall constitute the following components: -

9.1.1. Forms of bid and Bid Prices completed in accordance with ITB 10 and 11;

9.1.2. Documentary evidence established in accordance with ITB 10 that services to be provided by the bidder are eligible services, and conform to the bidding documents;

9.1.3. Documentary evidence established in accordance with ITB 11 that the bidder is eligible and/or qualified for the subject bidding process;

9.1.4. Documentary evidence established in accordance with ITB 11.3 that the bidder has been authorized to provide the services;

9.1.5. Bid security or Bids Securing Declaration furnished in accordance with ITB 17; and

9.1.6. Any other document required in the BDS.

10. **Documents Establishing Eligibility of the Services and Conformity to bidding documents**

10.1. To establish the conformity of the Non-Consulting Services to the Bidding document, the bidder shall furnish as part of its bid the documentary evidence that services provided conform to the requirements.

10.2. Standards for the provision of the Non-Consulting Services are intended to be descriptive only and not restrictive.

11. **Documents Establishing Eligibility and Qualification of the Bidder**

11.1. The bidder shall furnish, as part of its bid, all those documents establishing the bidder's eligibility to participate in the bidding process and/or its qualification to perform the contract if its bid is accepted.

11.2. The documentary evidence of the bidder's eligibility to bids shall establish to the satisfaction of the procuring agency that the bidder, at the time of submission of its bid, is from an eligible country.

11.3. The documentary evidence of the bidder's qualifications to perform the contract if its bid is accepted shall establish to the satisfaction of procuring agency that:

11.3.1. the bidder has the financial, technical, provisions of services and supply/production capability necessary to perform the Contract, meets the qualification criteria specified in BDS.

11.3.2. that the bidder meets the qualification criteria listed in the Bids Data Sheet.

12. **Form of Bid**

12.1. **The bidder shall fill the Form of Bid furnished in the bidding documents. The Bid Forms must be completed without any alterations to its format and no substitute shall be accepted.**

13. **Bids Prices**

13.1. The Bids Prices quoted by the bidder in the Forms of Bid and in the price schedule shall conform to the requirements specified or exclusively mentioned hereafter in the bidding document.

13.2. All items in the Schedule of Requirements must be listed and priced separately in the Price Schedules. If a Price Schedule shows items listed but not priced and neither explicitly mentioned, their prices shall be construed to be included in the prices of other items.

13.3. The Bid price to be quoted in the Forms of Bid in accordance with ITB 12 shall be the total price of the bid, excluding any discounts offered.

13.4. The bidder shall indicate on the appropriate Price Schedule, the unit prices (where applicable) and total bid price of the services, it proposes to provide under the contract.

13.5. Prices quoted by the bidder shall be fixed during the currency of the contract and not subject to variation on any account. A bid submitted with an adjustable price will be treated as non-responsive and shall be rejected pursuant to ITB 28, unless otherwise price adjustment is permissible under Conditions of the Contract.

14. **Price Adjustment**

14.1. Price adjustment shall not be applicable on the contract with less then 12 months period.

14.2. Procuring agency may increase the remuneration of the human resources involved in non-consultancy services upto maximum 15% on annual basis.

14.3. **Procuring agency shall incorporate the provisions to allow wage rate in compliance with Federal Government's minimum wage notification, subject to the condition that clause 14.2 shall not be applicable in that case.**

15. **Bids Currencies**

15.1. Prices shall be quoted in Pakistani Rupees unless otherwise specified in the BDS.

16. **Bid Validity Period**

16.1. Bid(s) shall remain valid for the period specified in the BDS after the bid submission deadline prescribed by the Procuring Agency. A Bid valid for a shorter period shall be rejected by the Procuring Agency as non-responsive.

17. **Bid Security or Bid Securing Declaration**

17.1. Unless otherwise specified in the BDS, the bidder shall furnish as part of its bid, in the amount and currency specified in the BDS or Bid Securing Declaration on the format provided in Form 9 The scanned copy of the Bids Security shall be uploaded in the EPADS v2.0 while submitting bid, whereas the original forms of Bid Security shall be submitted to the procuring agency before the bid submission deadline. The bidder who failed to submit the original bid security before the submission deadline shall be disqualified straightaway.

17.2. The Bid Security or Bid Securing Declaration is required to protect the Procuring Agency against the risk of Bidder’s conduct which would warrant the security’s forfeiture, pursuant to ITB 17.5

17.3. The Bid Security shall be payable promptly upon written demand by the Procuring Agency in case any of the conditions listed in 17.5 are invoked.

17.4. Unsuccessful Bidders’ Bid Security will be discharged or returned as promptly as possible after the award of contract, however in no case later than thirty (30) days after the expiration of the period of Bid Validity prescribed by the Procuring Agency pursuant to ITB 16. The Procuring Agency shall make no claim to the amount of the Bid Security, and shall promptly return the Bid Security document, whichever of the following that occurs earliest:

17.4.1. the expiry of the Bid Security;

17.4.2. the entry into force of a procurement contract and the provision of a Performance Guarantee, for the performance of the contract if such a guarantee, is required by the bidding document;

17.4.3. the rejection by the Procuring Agency of all Bids;

17.4.4. the withdrawal of the Bid prior to the deadline for the submission of bids, unless the bidding document stipulate that no such withdrawal is permitted.

17.5. The Bid Security may be forfeited or the Bid Securing Declaration executed:

17.5.1. if a bidder:

17.5.1.1. withdraws its bid during the period of bid validity as specified by the Procuring Agency, and referred by the bidder in the Forms of Bid, except as provided for in the ITBs; or

17.5.1.2. does not accept the correction of errors pursuant to ITB 30; or

17.5.2. in the case of a successful bidder fails:

17.5.2.1. **to sign the contract in accordance with ITB 48; or**

17.5.2.2. **to furnish Performance Guarantee in accordance with ITB 49.**

17.6. **The bid security shall be valid for a period specified in BDS. Bids with shorter bid security validity period shall be rejected straight away.**

18. **Alternative Bids by Bidders**

18.1. Alternatives will not be considered, unless specifically allowed for in the BDS.

18.2. When alternative times for completion are explicitly invited, a statement to that effect will be included in the BDS and the method of evaluating different time schedules will be described in Section V, Evaluation and Qualification Criteria.

19. **Withdrawal, Substitution, and Modification of Bids**

19.1. Before Bids submission deadline, any bidder may withdraw, substitute, or modify his bid after it has been submitted.

20. **Format and Signing of Bids**

20.1. The bidder shall prepare and submit his bid with due diligence after carefully reading all the terms and conditions before submission through EPADS v2.0.

D. Submission of Bids

21. **Submission of Bids through EPADS v2.0 before deadline**

21.1. The Technical and Financial Bids as the case may be, shall be submitted in the due portion of the EPADS v2.0, before bid submission deadline. The bid submission option shall be automatically disabled once the deadline is over.

21.2. The Procuring Agency may, under exceptional circumstances and at its discretion, extend the deadline for the submission of bids by amending the Bidding Documents in accordance with ITB 8. In such a case, all rights and obligations of the Procuring Agency and the Bidders that were previously subject to the original deadline shall thereafter be subject to the revised deadline.

E. Opening and Evaluation of Bids

22. **Establishment of Procurement Cell**

22.1. PA to establish a Procurement Cell which shall carryout procurements as per Rule 10 of Public Procurement Rules, 2026.

23. **Opening & Evaluation of Bids by the Bid Evaluation Committee**

23.1. As per Rule 11 of Public Procurement Rules, 2026
(PA to constitute odd number Bid Evaluation Committee for the purpose of bid opening and evaluation of all procurements with an estimated value up to two billion rupees)

24. **Third Party Validation**

24.1. **In compliance with Rule 12** of Public Procurement Rules, 2026, the third-party validation committee or firm shall validate all procurements above five hundred million and up to two 2 billion rupees. The third-party validation shall be conducted at specifications, bidding documents preparation, technical (if any) & final evaluation stages.

25. **External Bid Evaluation Committee**

25.1. **As per Rule 13 of Public Procurement Rules, 2026,** procurements with an estimated value above two billion rupees shall be opened and evaluated by the Procuring Agency's notified External Bid Evaluation Committee.

26. **Opening of Bids**

26.1. The Procuring Agency will open all bids through EPADS at the place, on the date and at the time, specified in the **BDS**.

26.2. The bids shall be opened one at a time, and the following and recorded: (a) the name of the bidder; (b) the presence of a bid security, if required; and (c) any other details as the procuring agency may consider appropriate.

26.3. No bid will be rejected at the time of bid opening except for bids whose bid security has not been provided to the procuring agency before submission deadline**.**

27. **Confidentiality**

27.1. Information relating to the examination, clarification, evaluation and comparison of bids and recommendation of contract award shall not be disclosed to bidders or any other person(s) not officially concerned with such process, until the time of the announcement of the respective evaluation report.

27.2. Any effort by a bidder to influence the procuring agency processing of bids or award decision may result in the rejection of his bid.

28. **Preliminary Examination of Bids**

28.1. Prior to the detailed evaluation of bids, the procuring agency will determine whether each bid:

28.1.1. meets the eligibility criteria defined in **ITB 4**;

28.1.2. has been prepared as per the format and contents defined by the procuring agency in the bidding document;

28.1.3. is accompanied by the required securities; and

28.1.4. is substantially responsive to the requirements of the bidding document.

28.2. The procuring agency will confirm that the documents and information specified under **ITB 9,10 and 11** have been provided in the bids. If any of these documents or information is missing, or is not provided in accordance with the Instructions to Bidders, the bid shall be rejected.

28.3. If a bid is not substantially responsive, it will be rejected by the procuring agency and may not subsequently be evaluated for complete technical responsiveness.

29. **Examination of Terms and Conditions, Technical Evaluation**

29.1. The procuring agency shall evaluate the technical aspects of the bids submitted in accordance with **ITB 21,** to confirm that all requirements specified in **Evaluation Criteria, Technical Specifications and**

Schedule of Requirements,prescribed inthe bidding document have been met without material deviation or reservation.

29.2. If after the examination of the terms and conditions and the technical evaluation, the procuring agency determines that the bid is not substantially responsive in accordance with **ITB 28,** it shall reject the bids.

30. **Correction of Errors**

30.1. Bids determined to be substantially responsive will be checked for any arithmetic errors. Errors will be corrected as follows: -

30.1.1. if there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected, unless in the opinion of the procuring agency there is an obvious misplacement of the decimal point in the unit price, in which the total price as quoted shall govern and the unit price shall be corrected;

30.1.2. if there is an error in a total corresponding to the addition or subtraction of sub-totals, the sub-totals shall prevail and the total shall be corrected; and

30.1.3. where there is a discrepancy between the amounts in figures and in words, the amount in words will govern.

30.1.4. Where there is discrepancy between grand total of price schedule and amount mentioned on the Forms of bid, the amount referred in Price Schedule shall be treated as correct subject to elimination of other errors.

30.2. The amount stated in the bid will be adjusted by the procuring agency in accordance with the above procedure for the correction of errors and, with the concurrence of the bidder that shall be considered as binding upon the bidder. If the Bidder does not accept the corrected amount, his bid will then be rejected, and the Bid Security may be forfeited or the Bid Securing Declaration may be executed in accordance with **ITB 17.**

31. **Conversion to Single Currency**

31.1. As per Rule 42(2) of Public Procurement Rules, 2026.

32. **Evaluation of Bids**

32.1. The procuring agency shall evaluate bids in accordance with Rule 42 of Public Procurement Rules, 2026 and compare only those bids determined to be substantially responsive, pursuant to **ITB 28.**

32.2. In evaluating the Technical Bids of each Bidder, the Procuring Agency shall apply the evaluation criteria and methodologies specified in the **Bid Data Sheet (BDS)** and in accordance with the Statement of Requirements and Technical Specifications. No other evaluation criteria or methodologies shall be permitted.

32.3. **In case of tie of bids, the bidders shall be provided an opportunity to offer their best and final monetary offer through EPADS. However, in no case the rates shall be higher than the original financial bids.**

32.4. The Procuring agency/Employer's evaluation of a bid will take into account:

32.4.1. the bid price, excluding provisional sums and the provision, if any, for contingencies in the summary bill of quantities, but including day work items, where priced competitively;

32.4.2. price adjustment for correction of arithmetic errors in accordance with **ITB 30;**

32.5. converting the amount resulting from applying (a) and (b) above, if relevant, to a single currency in accordance with **ITB 31**;

32.6. The estimated effect of the price adjustment provisions of the Conditions of Contract, applied over the period of execution of the Contract, shall not be taken into account in bid evaluation.

32.7. If these bidding documents allow bidders to quote separate prices for different lots, and the award to a successful bidder of multiple lots, the methodology of evaluation to determine the lowest evaluated lot

combinations in the Form of Bid, is specified in the **BDS.**

33. **Determination of Most Advantageous Bids**

33.1. Selection technique will be adopted for determining the Successful Bid in accordance with the criteria referred in the **BDS** or prescribed in the separate section titled as Evaluation Criteria.

34. **Abnormally Low Financial Bids**

34.1. Subject to sub-clause (2), a procuring agency may, in the procurement of goods, works and services, reject a bid if it has determined that the price, in combination with other constituent elements of the bid, is abnormally low in relation to the subject matter of the procurement such that it raises material concerns on the part of the procuring agency as to the ability of the bidder to perform the procurement contract satisfactorily for the offered price.

34.2. A procuring agency shall not reject a bid as abnormally low under sub-rule (1) unless the procuring agency—

34.2.1. requested through EPADS from the bidder a written clarification of bid, including a detailed price analysis of its bid price in relation to the subject matter of the procurement contract, scope, methodology, schedule, allocation of risks and responsibilities and any other requirements of the bidding documents; and

34.2.2. having taken into account the information provided by the bidder in response to a request under clause (a) and the information included in the bid, the procuring agency determines that the bidder has failed to demonstrate its ability to perform the procurement contract satisfactorily against the offered price.

34.3. The procuring agency shall promptly communicate to the bidder concerned its decision to reject the bid, including the reasons for the decision. The procuring agency may reinitiate the bidding process after communication of such decision.

34.4. Every abnormally low bid shall be investigated in order to determine the reason for submitting the bid including whether the bid was submitted in order to remove other bidders from competition.

34.5. In case it is established after investigation that the bidder submitted an abnormally low bid to remove other bidders from competition or to frustrate the bidding process, the procuring agency may blacklist the bidder in accordance with Rule 25(1)(d).

35. **Rejection of Bids**

35.1. As per Rule 45 of Public Procurement Rules, 2026

36. **Cancellation of procurement**

36.1. As per Rule 46 of Public Procurement Rules, 2026

37. **Single Responsive Bid**

37.1. The procuring agency may consider single responsive subject to underlying conditions of Rule 50 of Public Procurement Rules, 2026.

38. **Alternate Dispute Resolution (ADR)**

38.1. As per Rule 66 of Public Procurement Rules, 2026

39. **Arbitration Clause**

39.1. Appointing Authority for the Arbitrator shall be Managing Director (PPRA) OR Secretary (Ministry of Law & Justice),

40. **Fee of the Arbitrator**

40.1. The fee shall be specified in PKR as detrmined by the Appointing Authority and shall be shared equally by each party.

41. **Socio-economic development**

41.1. As per Rule 63 of Public Procurement Rules, 2026, PA to encourage the inclusiveness of small and medium enterprises, and marginalized groups by

according preferences in line with the notified policies of the Federal Government

42. **Environmental objectives**

42.1. As per Rule 64 of Public Procurement Rules, 2026, The procuring agency may seek to procure services with a reduced environmental impact throughout their life cycle when compared to services with the same primary function that may otherwise be procured.

F. Award of Contract

43. **Appointment of Contract Manager**

43.1. The procuring agency shall designate a Contract Manager for each procurement or class of procurement who shall manage the contract as per Rule 58 & 59 of Public Procurement Rules, 2026.

44. **Criteria of Award**

44.1. The procuring agency will award the Contract to the bidder whose bid has been determined to be substantially responsive to the bidding document and that has been declared as Successful Bid .

45. **Procuring Agency’s Right to reject All Bids**

45.1. The procuring agency reserves the right to reject all the Bids and to annul the procurement process at any time prior to acceptance of the bid(s), without thereby incurring any liability to the affected bidder(s).

45.2. Notice of the rejection of all bids shall be given promptly to all bidders that have submitted the bids. The procuring agency shall upon request communicate to any bidder the grounds for the rejection of his bid, but is not required to justify those grounds.

46. **Procuring Agency’s Right to Vary Quantities at the Time of Award**

46.1. The procuring agency reserves the right, at the time of contract award, to increase or decrease not more than 15% of the original scope of related services originally specified in the Schedule of Requirements, provided that such variation does not exceed the percentage indicated in the **Bid Data Sheet (BDS)**. This adjustment shall be made without any change in the unit price or other terms and conditions of the Bids and Bidding Documents.

47. **Notification of Award**

47.1. Prior to the award of contract, the procuring agency shall issue a Final Evaluation Report giving justification for acceptance or rejection of the bids.

47.2. Bidder whose bid has been accepted, will be notified for the award by the Procuring Agency prior to expiration of the Bid Validity period through EPADS. The Letter of Award will state the sum that the procuring agency will pay the successful bidder in consideration for the execution of the scope of works as prescribed by the Contract (hereinafter and in the Contract called the "Contract Price).

47.3. The notification of award will constitute the formation of the Contract, subject to the condition that bidder furnish the Performance Guarantee in accordance with **ITB 49** and signing of the contract in accordance with **ITB 48.**

48. **Signing of Contract**

48.1. Promptly after notification of award, Procuring Agency shall send the successful bidder the draft agreement, incorporating all terms and conditions as agreed by the parties to the contract. The successful bidder and the procuring agency shall sign the contract.

49. **Performance Guarantee**

49.1. After the receipt of the Letter of Award, the successful bidder, within the specified time, shall deliver to the Procuring Agency a Performance Guarantee in the amount and in the form stipulated in the **BDS and SCC**,

denominated in the type and proportions of currencies in the Letter of Acceptance and in accordance with the Conditions of Contract.

49.2. Failure of the successful bidder to comply with the requirement of **ITB 49.1** shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the procuring agency may make the award to the next ranked bidder or call for new bids.

50. **Advance Payment**

50.1. The Procuring Agency will provide an Advance Payment as stipulated in the Conditions of Contract, subject to a maximum amount, as stated in the **BDS**. The Advance Payment request shall be accompanied by an Advance Payment Guarantee in the form provided in Contract Forms.

51. **Arbitration**

51.1. The Arbitrator shall be appointed by mutual consent of the both parties as per the provisions specified in the **SCC**.

52. **Corrupt & Fraudulent Practices**

52.1. Procuring Agencies (including beneficiaries of Government funded projects and procurement) as well as Bidders/Contractors under Government financed contracts, observe the highest standard of ethics during the procurement and execution of such contracts, and will avoid to engage in any corrupt and fraudulent practices.

G. Grievance Redressal & Complaint Review Mechanism

53. **Constitution of Grievance Redressal**

53.1. The Principal Accounting Officer or head of procuring agency or any authorized officer shall constitute a committee comprising of odd number of members completely outside the procuring agency from any other procuring agency or from the pool of experts maintained by the Authority and

accessible through EPADS with necessary powers and authorizations, to address the complaints of bidders or parties that may occur prior to the entry into force of the procurement contract.

53.2. Any party may file a written complaint, two days prior to the proposal submission deadline, against the eligibility parameters, evaluation criteria or any other terms and conditions described in the bidding documents, if found contrary to the provisions of the procurement regulatory framework, and the same shall be addressed by the GRC.

53.3. Any bidder or party feeling aggrieved by any act of the procuring agency after the submission of bid, may lodge a written complaint concerning his grievances within seven days of announcement of the technical evaluation report and five days after issuance of final evaluation report.

53.4. In case, the complaint is filed against the technical or final evaluation report, the GRC may suspend the procurement proceedings till the decision.

53.5. In case, the complaint is filed after the issuance of the final evaluation report, the complainant may not raise any objection on technical evaluation of the report:Provided that the complainant may raise the objection on any part of the final evaluation report in case where single stage-single envelope bidding procedure is adopted.

53.6. The GRC shall investigate and decide upon the complaint within ten days of its receipt.

53.7. Any bidder or party not satisfied with the decision of the GRC or if GRC fails to decide within ten days under sub-rule 6, may file an appeal before the Appellate Committee of the Authority, comprising odd number of members including an external member within ten days of communication of decision subject to depositing the prescribed fee and in accordance with the procedure determined by the Authority. The Appellate Committee of the Authority shall decide the appeal within 45 days from the receipt of the appeal. The Appellate Committee may suspend the process of award of contract to such period as deemed appropriate during the pendency of appeal. The decision of the Appellate Committee of the Authority shall be considered as final.

H. Blacklisting/ Debarment

55. **Procedure for Blacklisting/Debarment**

55.1. The procuring agency may initiate blacklisting proceedings against contractor/supplier in accordance with Rule-25 of the Public Procurement Rules, 2026 , Mechanism for Blacklisting, Debarment Regulations, 2024 and “procedure for filling and disposal of review petition under rule-25(6) of Public Procurement Rules, 2026.

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

Bid Data Sheet

Bids Data Sheet (BDS)

The following specific data for the procurement of Goods to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

BDS Clause Number
ITB Number
Amendments of, and Supplements to, Clauses in the Instruction to Bidders

A. Introduction

BDS Clause Number 1
ITB Number 1.1

Name of Procuring Agency: **NTC (National Telecommunication corporation (NTC))**

The subject of procurement is: **Procurement of Managed Billing Operations for NTC**

Expected commencement date: **Friday, January 1, 2027**

BDS Clause Number 2
ITB Number 2.1

Financial year for the operations of the Procuring Agency: **2026-27**

Name and identification number of the Contract: **P202305**

BDS Clause Number 3
ITB Number 4

JV/Consortium or Association Allowed: **No**
Number of JV/Consortium Members: **Nil**

B. Bidding Documents

BDS Clause Number 4
ITB Number 7.1

The Bidders may seek clarifications through **EPADS v2.0**: Clarification Date: Saturday, December 5, 2026

BDS Clause Number 5
ITB Number 8.1

Any addendum, in case issued, shall be published on **NTC (National Telecommunication corporation (NTC))** website and on **EPADS v2.0**.

BDS Clause Number 6
ITB Number9.1

List of documents required along with the bid:

1. Valid Bid Security
2. Documentary Evidence as per Eligibilty Criteria
3. Duly filled Technical Specification Form (refer Annex)
4. Duly filled Price Schedule (Refer Annex)
5. Technical data on quoted solution
6. CVs of the HR to be deployed

BDS Clause Number 7
ITB Number 11.1

The qualification criteria to establish the supply / production capability of the bidder.

see Eligibility Criteria

BDS Clause Number 8
ITB Number 7.1

Services and Their related documents:
See section Required Services and Scope of Work

BDS Clause Number 9
ITB Number 13.1 & 13.2

Price schedule will be provided according to the format defined and acquired.
see section price schedule.

BDS Clause Number 10
ITB Number 7.1

Specifications:

see section of specifications.

C. Preparation of Bids

BDS Clause Number 11
ITB Number 13.5

The price shall be **Fixed**.

BDS Clause Number 12
ITB Number 15.1

Currency of the Bids shall be : **PKR**

BDS Clause Number 13
ITB Number 16.1

The Bids/Bid Validity period shall be: **120 Days**

BDS Clause Number 14
ITB Number 17.1

The amount of Bid Security shall be as defined in Bid Security Section for items and lots given
Instrument of Bid Security Shall be in the Name of : **NTC**
The Bid Security shall be in the form of: **Pay Order, Banker's Cheque, Call at Deposit, Demand Draft**

BDS Clause Number 15
ITB Number 17.3

The Bids security shall be valid for twenty-eight (28) days beyond the expiry of the Bids validity period specified in the bidding documents, for example the bid validity is 180 days so the bid security shall be valid for 180+28 = 208 days.

BDS Clause Number 16
ITB Number 18.1

Alternative Bids to the requirements of the bidding documents will not be permitted.

D. Submission of Bids

BDS Clause Number 17
ITB Number 21.1

Bid shall be submitted online on **EPADS v2.0** whereas hard copy of the bid security should be submitted to the following;

Room No. 05, NTC HQs, Ground Floor, G-5/2, Islamabad

Bids that are not submitted on EPADS v2.0 shall be disqualified.

The deadline for Bids submission is: **Tuesday, December 8, 2026 11:00 AM**

E. Opening and Evaluation of Bids

BDS Clause Number 18
ITB Number 26.1

The Bids opening shall take place on **EPADS v2.0**.

Day *:* ***Tuesday***

Date: ***Tuesday, December 8, 2026***

Time *:* ***11:30 AM***

BDS Clause Number 19
ITB Number 32.1

Selection technique adopted will be: **Least Cost Based Selection (LCBS)**
see Evaluation Criteria

F. Award of Contract

BDS Clause Number 20
ITB Number 49.1

The Performance guarantee shall: **0%**.

The Performance Guarantee shall be acceptable in the form of: **Nil**

BDS Clause Number 21
ITB Number 51.1

Arbitrator shall be appointed by mutual consent of the both parties.

G. Review of Procurement Decisions

BDS Clause Number 22
ITB Number 53.1

Grievence against this procurement shall be submitted online on **EPADS v2.0**.

Eligibility Criteria

All Active Taxpayers shall be eligible to participate in the procurement process, unless expressly excluded or otherwise restricted under the Eligibility Criteria specified by the Procuring Agency.

Required Registration
FBR (NTN)
FBR (GSTN)
SECP

Eligibility Criteria	Document
The Bidder must have a minimum of five years of relevant experience, specifically in deploying and operating proven billing systems in the telecom/ICT industry and should have worked with at least one major licensed Telecom market player. In case of reseller, the above relevant experience must be possessed by the reseller i.e. bidder	Yes
To avoid conflict of interest, the bidder must not be a telecom operator in Pakistan.	Yes
The bidder must provide undertaking on at-least PKR 200/- Judicial Paper that: a) The bidder is not black listed from any government organization. b) The bidder does not have any linkage with India and/or Israel regarding ownership, sponsoring, IT support and operations	Yes
The bidder must provide undertaking that the quoted software/solution or any of its component must not be manufactured in India/Israel	Yes

Evaluation Criteria

Least Cost Based Selection (LCBS)

Required Services

Lot Title : Billing Solution

Bid Security : 1000000 PKR

Position	Delivery Schedule	Quantity
Monthly Billing Processing Charges (for Telephone, Broadband, PPP connections etc.) per Connection per Month	**Address:** NTC HQs, Ground Floor, G-5/2, Islamabad **Schedule:** Monthly Recurring Service (Pay as you go) **Quantity:** 150000/Qty	150000/Qty
Interconnect billing Catagory-I per Operator per Month	**Address:** NTC HQs, Ground Floor, G-5/2, Islamabad **Schedule:** Monthly Recurring Service (Pay as you go) **Quantity:** 6/Qty	6/Qty

Position	Delivery Schedule	Quantity
Interconnect billing Catagory-II per Operator per Month	**Address:** NTC HQs, Ground Floor, G-5/2, Islamabad **Schedule:** Monthly Recurring Service (Pay as you go) **Quantity:** 3/Qty	3/Qty
On Demand Interconnect CDRs Reconciliation Charges Catagory-I	**Address:** NTC HQs, Ground Floor, G-5/2, Islamabad **Schedule:** Monthly Recurring Service (Pay as you go) **Quantity:** 1/Qty	1/Qty
On Demand Interconnect CDRs Reconciliation Charges Catagory-II	**Address:** NTC HQs, Ground Floor, G-5/2, Islamabad **Schedule:** Monthly Recurring Service (Pay as you go) **Quantity:** 1/Qty	1/Qty

Position	Delivery Schedule	Quantity
Data Centre VDS/Cloud Services per Customer per Period	**Address:** NTC HQs, Ground Floor, G-5/2, Islamabad **Schedule:** Periodically Recurring Service (Pay as you go) **Quantity:** 200/Qty	200/Qty
Data Centre E-mail Services per Customer per Period	**Address:** NTC HQs, Ground Floor, G-5/2, Islamabad **Schedule:** Periodically Recurring Service (Pay as you go) **Quantity:** 300/Qty	300/Qty
Data Centre Web-Hosting Services per Customer per Period	**Address:** Room No. 05, NTC HQs, Ground Floor, G-5/2, Islamabad **Schedule:** Periodically Recurring Service (Pay as you go) **Quantity:** 300/Qty	300/Qty

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

Position	Delivery Schedule	Quantity
Intranet Services per Customer per Period	**Address:** NTC HQs, Ground Floor, G-5/2, Islamabad **Schedule:** Periodically Recurring Service (Pay as you go) **Quantity:** 600/Qty	600/Qty
Telecom Co-Location Services per Customer per Period	**Address:** NTC HQs, Ground Floor, G-5/2, Islamabad **Schedule:** Periodically Recurring Service (Pay as you go) **Quantity:** 50/Qty	50/Qty
Video Conferencing Services per Customer per Period	**Address:** NTC HQs, Ground Floor, G-5/2, Islamabad **Schedule:** Periodically Recurring Service (Pay as you go) **Quantity:** 20/Qty	20/Qty

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

Position	Delivery Schedule	Quantity
SMS Services per Customer per Period	**Address:** NTC HQs, Ground Floor, G-5/2, Islamabad **Schedule:** Periodically Recurring Service (Pay as you go) **Quantity:** 30/Qty	30/Qty
HR Deployment for O&M and Support per Month	**Address:** NTC HQs, Ground Floor, G-5/2, Islamabad **Schedule:** Monthly HR Service **Quantity:** 3/Qty	3/Qty
Support Service for IGE (International Gateway Exchange) Wholesale Billing per Month	**Address:** NTC HQs, Ground Floor, G-5/2, Islamabad **Schedule:** Monthly Recurring Service **Quantity:** 1/Qty	1/Qty
Customized Billing Module for future Organization/Department per Customer per Period	**Address:** NTC HQs, Ground Floor, G-5/2, Islamabad **Schedule:** Periodically Recurring Service (Pay as you go) **Quantity:** 1/Qty	1/Qty

Related Services :

No

Services Specifications

Lot Title : Billing Solution

Position: Monthly Billing Processing Charges (for Telephone, Broadband, PPP connections etc.) per Connection per Month

Specifications / Requirements:

Monthly Billing for Telephony & Broadband Services: Quantity is approximate and varies from month to month. Payment shall be made as per actual requirement each month on Pay-as-you-go Model

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Position: Interconnect billing Catagory-I per Operator per Month

Specifications / Requirements:

Interconnect billing Catagory-I: Interoperator claim amount is above PKR. 50,000/-: Quantity is approximate and varies from month to month. Payment shall be made as per actual requirement each month on Pay-as-you-go Model

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Position: Interconnect billing Catagory-II per Operator per Month

Specifications / Requirements:

Interconnect billing Catagory-II: Interoperator claim amount is upto PKR. 50,000/-: Quantity is approximate and varies from month to month. Payment shall be made as per actual requirement each month on Pay-as-you-go Model

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Position: On Demand Interconnect CDRs Reconciliation Charges Catagory-I

Specifications / Requirements:

On Demand Interconnect CDRs Reconciliation Charges Catagory-I: Interconnect bill is upto PKR. 04 Million: Quantity is approximate and varies from month to month. Payment shall be made as per actual requirement each month on Pay-as-you-go Model

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Position: On Demand Interconnect CDRs Reconciliation Charges Catagory-II

Specifications / Requirements:

On Demand Interconnect CDRs Reconciliation Charges Catagory-II: Interconnect bill is above PKR. 04 Million: Quantity is approximate and varies from month to month. Payment shall be made as per actual requirement each month on Pay-as-you-go Model

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Position: Data Centre VDS/Cloud Services per Customer per Period

Specifications / Requirements:

Data Center/Cloud Services: Quantity is approximate and varies from month to month. Payment shall be made as per actual requirement each month on Payas-you-go Model Note: Period shall be defined as per customer requirement.

Position: Data Centre E-mail Services per Customer per Period

Specifications / Requirements:

Data Center/Cloud Services: Quantity is approximate and varies from month to month. Payment shall be made as per actual requirement each month on Pay-as-you-go Model Note: Period shall be defined as per customer requirement.

Position: Data Centre Web-Hosting Services per Customer per Period

Specifications / Requirements:

Data Center/Cloud Services: Quantity is approximate and varies from month to month. Payment shall be made as per actual requirement each month on Pay-as-you-go Model Note: Period shall be defined as per customer requirement.

Position: Intranet Services per Customer per Period

Specifications / Requirements:

Network & Telecom Services: Quantity is approximate and varies from month to month. Payment shall be made as per actual requirement each month on Pay-as-you-go Model Note: Period shall be defined as per customer requirement.

Position: Telecom Co-Location Services per Customer per Period

Specifications / Requirements:

Network & Telecom Services: Quantity is approximate and varies from month to month. Payment shall be made as per actual requirement each month on Pay-as-you-go Model Note: Period shall be defined as per customer requirement.

Position: Video Conferencing Services per Customer per Period

Specifications / Requirements:

Network & Telecom Services: Quantity is approximate and varies from month to month. Payment shall be made as per actual requirement each month on Payas-you-go Model Note: Period shall be defined as per customer requirement.

Position: SMS Services per Customer per Period

Specifications / Requirements:

Network & Telecom Services: Quantity is approximate and varies from month to month. Payment shall be made as per actual requirement each month on Pay-as-you-go Model Note:

Period shall be defined as per customer requirement.

Position: HR Deployment for O&M and Support per Month

Specifications / Requirements:

The contractor shall deploy Human Resouces including 1x Lead Resource for Operation, Maintenance and Support for whole duration of the contract. Quantity of resources may increase or decrease per NTC requirement. Payment shall be made on actual deployment basis.

Position: Support Service for IGE (International Gateway Exchange) Wholesale Billing per Month

Specifications / Requirements:

Support service for NTC existing Billing Platform for International Gateway Exchange

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Position: Customized Billing Module for future Organization/Department per Customer per Period

Specifications / Requirements:

Customized Billing Module: Quantity is approximate and varies from month to month. Payment shall be made as per actual requirement each month on Pay-as-you-go Model Note: Period shall be defined as per customer requirement.

Scope of Work

Refer Annexure

Brief Description

Refer Annexure

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

Price Schedule

For Individual Positions

#	Position Title	Quantity	Unit Price (PKR)	Total Price (PKR)	Delivery Location	Delivery Period / Year	Country of Origin
1							
2							

For Lots

#	Lot Title	Total Lot Price (PKR)	Country of Origin
1	[Lot 1 Title]		

PUBLIC PROCUREMENT REGULATORY AUTHORITY
(PPRA)
EPADS

General Conditions of Contract

A. General

1. **Definitions**

1.1. Unless the context otherwise requires, the following terms whenever used in this Contract shall have the same meaning and shall be interpreted as indicated

1.1.1. “Applicable Law” means the laws and any other instruments having the force of law in the Government’s Country, or in such other country as may be specified in the Special Conditions of the Contract (SC), as they may be issued and in force from time to time;

1.1.2. “The Contract” means an agreement enforceable by law;

1.1.3. “The Contract Price” means the price payable to the Contractor under the Contract for the full and proper performance of its contractual obligations;

1.1.4. “The Services” means the work to be performed by the Contractor pursuant to this Contract and as prescribed in the Specifications and Schedule of Activities included in the Contractor’s Bid;

1.1.5. “Ancillary Services” means those services ancillary to the provision of Services, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training, and other such obligations of the Contractor covered under the Contract;

1.1.6. “GCC” means the General Conditions of Contract contained in this section;

1.1.7. “SCC” means the Special Conditions of Contract by which the GCC may be amended or supplemented;

1.1.8. **“**Day” means calendar day unless indicated otherwise;

1.1.9. “Effective Date” means the date on which this Contract comes into force and effect;

1.1.10. “The Contractor” means the individual or corporate body whose Bids to provide the Services has been accepted by the Procuring Agency;

1.1.11. “The Project Site,” where applicable, means the place or places named in Bid Data Sheet and technical Specifications;

1.1.12. “Government” means the Government of Pakistan;

1.1.13. “Local Currency” means the currency of Pakistan;

1.1.14. “In Writing” means communicated in written form with proof of receipt;

1.1.15. “Completion Date” means the date of completion of the Services by the Contractor as certified by the Procuring Agency;

1.1.16. “Foreign Currency” means any currency other than the currency of the country of the Procuring Agency;

1.1.17. “Party” means the Procuring Agency or the Contractor, as the case may be, and “Parties” means both of them;

1.1.18. "Service" means any object of procurement other than goods or works;

1.1.19. “Subcontractor” means any entity to which the Bidder subcontracts any part of the Services.

2. **Applicable Law**

2.1. The contract shall be governed and interpreted in accordance with the laws of Pakistan, unless otherwise specified in SCC.

3. **Language**

3.1. The Contract as well as all correspondence and documents relating to the Contract exchanged between the Contractorand the Procuring Agency, shall be written in the **English language** unless otherwise stated in the **SCC** . Supporting documents and printed literature that are part of the Contract may be in another language provided these are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Contract, this translation shall govern.

4. **Notices**

4.1. Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, telex, telegram, or facsimile to such Party at the address specified in the **SCC**.

5. **Location**

5.1. The Services shall be performed at such locations as the Procuring Agency may approve and as specified in **SCC.**

6. **Authorized Representatives / Authority of Member in charge**

6.1. Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Procuring Agency or the Contractor may be taken or executed by the officials specified in the **SCC**.

B. Commencement, Completion, Modification, and Termination of Contract

7. **Effectiveness of Contract**

7.1. This Contract shall come into effect on the date the Contract is signed by both parties and such other later date as may be stated in the **SCC.**

8. **Commencement of Services**

8.1. The Contractor shall confirm availability of required resources and begin carrying out the Services not later than the number of days after the Effective Date specified in the **SCC.**

9. **Program schedule**

9.1. Before commencement of the Services, the Contractor shall submit to the Procuring Agency for approval a Program showing the general methods, arrangements, order and timing for all activities. The Services shall be carried out in accordance with the approved Program as updated.

10. **Starting Date/Expiration Date**

10.1. The Contractor shall start carrying out the Services Five (05) days after the date the Contract becomes effective, or at such other date as may be specified in the **SCC.**

10.2. Unless terminated earlier pursuant to Clause **GCC 14** hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the **SCC.**

11. **Entire Agreement**

11.1. This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any statement, representation, promise or agreement not set forth herein.

12. **Modification**

12.1. Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any modification(s) or variation(s) made by the other Party.

12.2. In cases of any modification(s) or variation(s), the prior written consent of the Procuring Agency is required.

13. **Force Majeure**

13.1. **Definition**
For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Contractor and which makes a Contractor’s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.

13.2. **No Breach of Contract**
The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract in so far as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

13.3. **Extension of Time**

Any period within which a Contractor shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

13.4. **Payments**

During the period of their inability to perform the Services as a result of an event of Force Majeure, the Contractor shall be entitled to continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.

14. **Termination**

14.1. **By the Procuring Agency**

The Procuring Agency may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (e) of this Clause. In such an occurrence the Procuring Agency shall give at least thirty (30) calendar days' written notice of termination to the Contractor in case of the events referred to in (a) through (d); at least sixty (60) calendar days' written notice in case of the event referred to in (e);

14.1.1. If the Contractor fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of suspension;

14.1.2. If the Contractor becomes (or, if the Contractor consists of more than one entity, if any of its members becomes) insolvent or bankrupt or enter into any agreements with their creditors for relief of debt or take advantage of any law for the benefit of debtors or go into liquidation or receivership whether compulsory or voluntary;

14.1.3. If the Contractor fails to comply with any final decision reached as a result of arbitration proceedings;

14.1.4. If, as the result of Force Majeure, the Contractor is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days;

14.1.5. If the Procuring Agency, in its sole discretion and for any reason whatsoever, decides to terminate this Contract;

14.2. **By the Contractor**

The Contractor may terminate this Contract, by not less than thirty (30) calendar days' written notice to the Procuring Agency, in case of the occurrence of any of the events specified in paragraphs (a) through (d) of this Clause.

14.2.1. If the Procuring Agency fails to pay any money due to the Contractor pursuant to this Contract and not subject to dispute within thirty (30) calendar days after receiving written notice from the Contractor that such payment is overdue;

14.2.2. If, as the result of Force Majeure, the Contractor is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days;

14.2.3. If the Procuring Agency fails to comply with any final decision reached as a result of arbitration;

14.2.4. If the Procuring Agency is in material breach of its obligations pursuant to this Contract and has not remedied the same within thirty (30) days (or such longer period as the Bidder may have subsequently approved in writing) following the receipt by the Procuring Agency of the Contractor's notice specifying such breach.

C. Obligations of the Contractor

15. **General**

15.1. **Standard of Performance**

15.1.1. The Contractor shall perform the Services and carry out the Services with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Contractor shall always act, in respect of any matter relating to this Contract or to the Services, as a faithful adviser to the Procuring Agency, and shall at all times support and safeguard the Procuring Agency's legitimate interests in any dealings with the third parties;

15.1.2. The Contractor shall employ and provide such qualified and experienced Experts and Sub-Contractors as are required to carry out the Services.

15.2. **Law Applicable to Services**

The Contractor shall perform the Services in accordance with the Contract and in accordance with the Law of Pakistan and shall take all practicable steps to ensure that any of its Experts and Sub-Bidders, comply with the Applicable Law.

16. **Conflict of Interests**

16.1. **Contractor Not to Benefit from Commissions and Discounts**

The remuneration of the Contractor shall constitute the Contractor's sole remuneration in connection with this Contract or the Services, and the Contractor shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Contractor shall use their best efforts to ensure that the Personnel, any Subcontractors, and agents of either of them similarly shall not receive any such additional remuneration.

16.2. **Contractor and Affiliates Not to be Otherwise Interested in Project**

The Contractor agree that, during the term of this Contract and after its termination, the Contractor and its affiliates, as well as any Subcontractor and any of its affiliates, shall be disqualified from providing Services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.

16.3. **Prohibition of Conflicting Activities**

Neither the Bidder nor its Subcontractors nor the Personnel shall engage, either directly or indirectly, in any of the following activities:

16.3.1. during the term of this Contract, any business or professional activities in the Government's country which would conflict with the activities assigned to them under this Contract;

16.3.2. during the term of this Contract, neither the Contractor nor their Subcontractors shall hire public employees in active duty or on any type of leave, to perform any activity under this Contract;

16.3.3. after the termination of this Contract, such other activities as may be specified in the **SCC.**

17. **Insurance to be Taken Out by the Contractor**

17.1. The Contractor(a) shall take out and maintain, and shall cause any Subcontractors to take out and maintain, at its (or the Sub-contractors', as the case may be) own cost but on terms and conditions approved by the Procuring Agency, insurance against the risks, and for the coverage, as shall be specified in the **SCC**; and (b) at the Procuring Agency's request, shall provide evidence to the Procuring Agency showing that such insurance has been taken out and maintained and that the current premiums have been paid.

18. **Contractor's Actions Requiring Procuring Agency's Prior Approval**

18.1. The Contractor shall obtain the Procuring Agency's prior approval in writing before taking any of the following actions:

18.1.1. appointing such members of the Personnel not provided by the Contractor;

18.1.2. changing the Program of activities; and

18.1.3. any other action that may be specified in the **SCC.**

19. **Reporting Obligations**

19.1. The Contractor shall submit to the Procuring Agency the reports and documents in the numbers, and within the periods as prescribed by the Procuring Agency.

20. **Liquidated Damages**

20.1. **Payments of Liquidated Damages**
The Contractor shall pay liquidated damages to the Procuring Agency at the rate per day stated in the **SCC** for each day that the Completion Date is later than the Intended Completion Date. The total amount of liquidated damages shall not exceed the amount defined in the **SCC**. The Procuring Agency may deduct liquidated damages from payments due to the Contractor. Payment of liquidated damages shall not affect the Contractor's liabilities.

20.2. **Correction for Over-payment**
If the Intended Completion Date is extended after liquidated damages have been paid, the Procuring Agency shall correct any overpayment of liquidated damages by the Contractor by adjusting the next payment certificate. The Contractor shall be paid interest on the overpayment, calculated from the date of payment to the date of repayment, at the rates specified in **SCC.**

20.3. **Lack of performance penalty**

If the Contractor has not corrected a Defect within the time specified in the Procuring Agency's notice, a penalty for Lack of performance will be paid by the Contractor. The amount to be paid will be calculated as a percentage of the cost of having the Defect corrected, assessed as specified in the Contractor

21. **Performance Guarantee**

21.1. Within the time stipulated in the acceptance letter from the Procuring Agency, the successful Bidder shall furnish the Performance Guarantee in shape and amount **specified in SCC.**

21.2. The proceeds of the Performance Guarantee shall be payable to the Procuring agency as compensation for any loss resulting from the Service Provider failure to complete its obligations under the Contract.

21.3. The Performance Guarantee shall be denominated in the currency of the Contract, or in a freely convertible currency acceptable to the Procuring agency and shall be in the acceptable form as specified in **SCC**.

21.4. The Performance Guarantee will be discharged by the Procuring agency and returned to the Service Provider not later than thirty (30) days following the date of completion of the Supplier's performance obligations under the Contract, including any warranty obligations, unless otherwise **specified in SCC.**

22. **Sustainable Procurement**

22.1. The Contractor shall conform to the sustainable procurement contractual provisions, if and as specified in the **SCC.**

D. Contractor's Personnel

23. **Description of Personnel**

23.1. The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Contractor's Key Personnel. The Key Personnel listed by title as well as by name are hereby approved by the Procuring Agency.

24. **Removal and / or Replacement of Personnel**

24.1. Except as the Procuring Agency may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Contractor, it becomes necessary to replace any of the Key Personnel, the Contractor shall provide as a replacement a person of equivalent or better qualifications.

24.2. If the Procuring Agency finds that any of the Personnel have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Contractor shall, at the Procuring Agency's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Procuring Agency.

24.3. The Contractor shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

E. Obligations of the Procuring Agency

25. **Change in the Applicable Law**

25.1. If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Contractor, then the remuneration and reimbursable expenses otherwise payable to the Contractor under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred in the **SCC.**

26. **Services and Facilities**

26.1. The Procuring Agency shall make available to the Contractor and the Experts, for the purposes of the Services and free of any charge, the services, facilities and property described in the Terms of Reference, at the times and in the manner specified in the Terms of Reference.

26.2. In case that such services, facilities and property shall not be made available to the Contractor, the Parties shall agree on (i) any time extension that it may be appropriate to grant to the Contractor for the performance of the Services, (ii) the manner in which the Contractor shall procure any such services, facilities and property from other sources, and (iii) the additional payments, if any, to be made to the Contractor as a result thereof.

F. Payments to the Contractor

27. **Contract Price**

27.1. The price payable shall be in Pakistani Rupees unless otherwise specified in the **SCC**.

28. **Terms and Conditions of Payment**

28.1. Payments will be made to the Contractor according to the payment schedule stated in the **SCC** and as per actual invoice submitted by the Contractor.

28.2. Unless otherwise stated in the **SCC**, the advance payment shall be made against the provision by the Contractor of a bank guarantee for the same amount, and shall be valid for the period stated in the **SCC.** Any other payment shall be made after the conditions listed in the **SCC** for such payment have been met, and the Contractor have submitted an invoice to the Procuring Agency specifying the amount due.

29. **Quality Control Identifying Defects**

29.1. The principle and modalities of Inspection of the Services by the Procuring Agency shall be as indicated in the **SCC.** The Procuring Agency shall check the Contractor's performance and notify him of any Defects that are found. Such checking shall not affect the Contractor's responsibilities. The Procuring Agency may instruct the Contractor to search for a Defect and to uncover and test any service that the Procuring Agency considers may have a Defect. Defect Liability Period is as defined in the **SCC**.

30. **Correction of Defects, and Lack of Performance Penalty**

30.1. The Procuring Agency shall give notice to the contractor of any Defects before the end of the Contract. The Defects liability period shall be extended for as long as Defects remain to be corrected.

30.2. Every time notice a Defect is given; the contractor shall correct the notified Defect within the length of time specified by the Procuring Agency's notice.

30.3. If the contractor has not corrected a Defect within the time specified in the Procuring Agency's notice, the Procuring Agency will assess the cost of having the Defect corrected, the contractor will pay this amount, and a Penalty for Lack of Performance.

31. **Disputes Amicable Settlement**

31.1. The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

32. **Dispute Settlement**

32.1. **Arbitration**

32.1.1. **Alternate Dispute Resolution (ADR),** After coming into force of the procurement contracts, disputes, between the parties to the contract may be settled by one or more alternate dispute resolution methods including
Arbitration. Where an Alternate Dispute Resolution process other than Arbitration may not lead to an amicable settlement of dispute, Arbitration shall be resorted to.

32.1.2. The procuring agency shall specify mechanism for the appointment of an arbitrator expressly in the contract and the competent authority who shall appoint the arbitrator.

32.1.3. The laws of Pakistan shall apply to an arbitration unless specifically agreed to otherwise in the contract.

Special Conditions of Contract

SECTION VIII. SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, the provisions herein shall prevail over those in the Conditions of Contract. The corresponding clause number of the GCC is indicated in parentheses.

Number of GC Clause

Amendments of, and Supplements to, Clauses in the General Conditions of Contract

Definitions

The Procuring Agency is: NTC (National Telecommunication corporation (NTC)), Director (Procurement) Room No. 05, NTC HQs, Ground Floor, G-5/2, Islamabad

Contractor is:

The title of the subject procurement is:Procurement of Managed Billing Operations for NTC

Number of GC Clause 2

Applicable/Governing Law:

The Contract shall be interpreted in accordance with the laws of Islamic Republic of Pakistan

Number of GC Clause 3

Language:

The language of the Contract, all correspondence and communications to be given, and all other documentation to be prepared and supplied under the Contract shall be in **English.**

Number of GC Clause 4

Notices:

The addresses for the notices are:

Procuring Agency:

NTC (National Telecommunication corporation (NTC)), Director (Procurement)
Room No. 05, NTC HQs, Ground Floor, G-5/2, Islamabad
+92-300-500-5219
kashif.nawaz@ntc.org.pk

Contractor/ Bidder:

[Name, address and telephone number].

The Contractor/ Bidder’s Representative(s)

[Name, address, telephone number and e-mail address]

Number of GC Clause 6.1

The Authorized Representatives are:

For the Procuring Agency:

NTC (National Telecommunication corporation (NTC)), Director (Procurement)
Room No. 05, NTC HQs, Ground Floor, G-5/2, Islamabad
+92-300-500-5219
kashif.nawaz@ntc.org.pk

For the Bidder:

Name: ……

Designation: ……..

Address: ……..

Number of GC Clause 7

Effectiveness of the contract

The Contractor/Bidder shall be effective within ….. days from the date of signature of the Contract by both parties

Number of GC Clause 8

Commencement of Contract:

The Contractor/ Bidder shall provide Non-Consultancy Services from the effective date of contract.

Number of GC Clause 10.2

Expiration of Contract:

The time period shall be …….

Number of GC Clause 14

Termination

In the event of termination of the contract due to any reason as already defined in the General Conditions of Contract, the Bidder shall be responsible for providing to the Authority the Goods till the time of alternate arrangements.

Number of GC Clause 16

Conflict of Interest:

The Procuring Agency reserves the right to determine on a case-by-case basis whether the Bidder should be disqualified from providing goods or services due to a conflict of a nature described in Clause GCC 16**.**

Number of GC Clause 20

Liquidated Damages

If the Bidder fails to provide services as required under the contract or in case of any data loss/data breach or any incident compromising the data security or other such failures related to any services, the Bidder shall pay to the Procuring Agency as Liquidated Damages at a rate of **2.00%** to **10.00%** of the Contract value, in accordance with the extent of performance failure & the cost of investigating such incidents as judged by the Authority.

Number of GC Clause 21

Performance Guarantee:
Instrument of Performance Guarantee shall be in the Name of : **Nil**

The amount of performance guarantee shall be 0% of the contract price in acceptable form of Nil

Number of GC Clause 27

Currency of Payment:

All the payment to be released to the contractor/Bidder shall be in Pakistani Rupees.

Number of GC Clause 28

Payment terms:

Payment will be made to the Bidder against the procured Goods and services according to the actual invoice or running bills submitted by the Bidder against the services provided within the time given in the conditions of the contract.

Number of GC Clause 29

Identifying Defects:

The Authority reserves the right at any time to inspect the premises of the provider to inspect the goods and monitor the goods being provided.

Inspections & Tests Requirements

Detailed Contract Terms attached as annexure

Delivery & Documents

Detailed Contract Terms attached as annexure

Number of GC Clause 31

Following is the guidance for Dispute Resolution

i. If any dispute of any kind whatsoever shall arise between the Authority and the Bidder in connection with or arising out of the Contract, including without prejudice to the generality of foregoing, any question regarding its existence, validity, termination and the execution of the Contract – whether during developing phase or after their completion and whether before or after the termination, abandonment or breach of the Contract – the parties shall

seek to resolve any such dispute or difference by mutual diligent negotiations in good faith within 14 (fourteen) days following a notice sent by one Party to the other Party in this regard**.**

ii. At future of negotiation the dispute shall be resolved through mediation and mediator shall be appointed with the mutual consent of the both parties**.**

iii. At the event of failure of mediation to resolve the dispute relating to this contract such dispute shall finally be resolved through binding Arbitration by sole arbitrator in accordance with Arbitration Act 1940. The arbitrator shall be appointed by mutual consent of the both parties**.** The Arbitration shall take place in Islamabad, Pakistan and proceedings will be conducted in English language.

iv. The cost of the mediation and arbitration shall be shared by the parties in equal proportion however the both parties shall bear their own costs and lawyer's fees regarding their own participation in the mediation and arbitration. However, the Arbitrator may make an award of costs upon the conclusion of the arbitration making any party to the dispute liable to pay the costs of another party to the dispute**.**

v. Arbitration proceedings as mentioned in the above clause regarding resolution of disputes may be commenced prior to, during or after completion of the contract.

Notwithstanding any reference to the arbitration herein, the parties shall continue to perform their respective obligations under the Contract unless they otherwise agree that the Authority shall pay the Bidder any monies due to the Bidder.

Arbitrator's fee:

The fee shall be specified in Pak Rupees, as determined by the Arbitrator, which shall be shared equally by both parties**.**

Appointing Authority for Arbitrator:

By the Mutual Consent or in accordance with the provisions of Arbitration Act, 1940, in case the parties fail to reach a consensus on the name of sole arbitrator, any party may submit an application to the Chief Justice Islamabad High Court for appointment of sole arbitrator. The Chief Justice IHC may appoint a former judge of any High Court or Supreme Court as the sole arbitrator to resolve the dispute between the parties.

Rules of procedure for arbitration proceedings:

Any dispute between the Authority and a Bidder who is a national of the Islamic Republic of Pakistan arising in connection with the present Contract shall be referred to adjudication or arbitration in accordance with the laws of the Islamic Republic of Pakistan including Arbitration Act 1940, however above provision shall prevail in referring the case to the Arbitrator.

Place of Arbitration and Award:

The arbitration shall be conducted in English language and place of arbitration shall be at Islamabad. The award of the arbitrator shall be final and shall be binding on the parties.

Bid Securing Declaration

Form 9: Bid Securing Declaration

Date: *[insert date (as day, month and year)]*

Bid No.:***P202305***

To: **NTC (National Telecommunication corporation (NTC)), Director (Procurement) Room No. 05, NTC HQs, Ground Floor, G-5/2, Islamabad**

We, the undersigned, declare that:

We understand that, according to your conditions, Bids must be supported by a Bid Securing Declaration.

We accept that we will be blacklisted and henceforth cross debarred for participating in respective category of public procurement proceedings for a period of (not more than) six months, if fail to abide with a bid securing declaration, however without indulging in corrupt and fraudulent practices, if we are in breach of our obligation(s) under the Bid conditions, because we:

1. have withdrawn or modified our Bid during the period of Bid Validity specified in the Form of Bid;

2. Disagreement to arithmetical correction made to the Bid price; or

3. having been notified of the acceptance of our Bid by the Procuring Agency during the period of Bid Validity, (i) failure to sign the contract if required by Procuring Agency to do so or (ii) fail or refuse to furnish the Performance Security or to comply with any other condition precedent to signing the contract specified in the Bidding Documents.

We understand this Bid Securing Declaration shall expire if we are not the successful

Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder; or (ii) twenty-eight (28) days after the expiration of our Bid.

Contract Form

SECTION IX: CONTRACT FORMS

THIS AGREEMENT made the _____ day of _____ 20_____ between **NTC (National Telecommunication corporation (NTC)), Director (Procurement) Room No. 05, NTC HQs, Ground Floor, G-5/2, Islamabad**

(hereinafter called "the Procuring Agency") of the one part and *[name of Bidder]* of *[city and country of Bidder]* (hereinafter called "the Bidder") of the other part:

WHEREAS the Procuring Agency invited Bids for provision of goods, viz., **Procurement of Managed Billing Operations for NTC (*P202305*)** and has accepted a Bids by the Bidder for the provision of Services in the sum of *[contract price in words and figures]* (hereinafter called "the Contract Price").

NOW THIS CONTRACT WITNESSETH AS FOLLOWS:

1. In this Contract words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.

2. The following documents shall be deemed to form and be read and construed as part of this Contract, In the event of any ambiguity or conflict between the Contract Documents listed below, the order of precedence shall be the order in which the Contract Documents are listed below:-

1. This form of Contract;
2. the Form of Bids and the Price Schedule submitted by the Bidder;
3. the Schedule of Requirements;
4. the Technical Specifications;
5. the Special Conditions of Contract;
6. the General Conditions of the Contract;
7. the Procuring Agency's Letter of Acceptance; and
8. [*add here: any other documents*]

3. In consideration of the payments to be made by the Procuring Agency to the Bidder as hereinafter mentioned, the Bidder hereby covenants with the Procuring Agency to provide the Goods related services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

4. The Procuring Agency hereby covenants to pay the Bidder in consideration of the provision of Goods and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

IN WITNESS whereof the parties hereto have caused this Contract to be executed in accordance with their respective laws the day and year first above written.

Signed, sealed, delivered by _____the _____ (for the Procuring Agency)

Witness to the signatures of the Procuring Agency:

……

Signed, sealed, delivered by _____the _____ (for the Procuring Agency)

Witness to the signatures of the Bidder: ……

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

Integrity Pact

Integrity Pact

DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC. PAYABLE BYTHE SUPPLIERS OF GOODS, SERVICES & WORKS IN CONTRACTS WORTH RS.10.00 MILLION OR MORE

Contract Number: Contract Value: Contract Title:

Dated:

[Name of Supplier] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Pakistan or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoP) through any corrupt business practice.

Without limiting the generality of the foregoing [Name of Supplier] represents and warrants that it has fully declared the brokerage, commission, fee etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultations fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP, except that which has been expressly declared pursuant hereto.

[Name of Supplier] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with GoP and has not taken any action or will not take any action to circumvent the above declaration, representative or warranty.

[Name of Supplier] accepts full responsibility and strict liability for making and false declaration, not making full disclosure, misrepresenting fact or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to GoP under any law, contract or other instrument, be voidable at the option of GoP.

Notwithstanding any rights and remedies exercised by GoP in this regard, [Name of Supplier] agrees to indemnify GoP for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoP in an amount equivalent to ten time the sum of any commission, gratification, bribe, finder's fee or kickback given by [Name of Supplier] as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP.

Performance Guarantee Form

Performance Guarantee Form

To: **NTC (National Telecommunication corporation (NTC)), Director (Procurement) Room No. 05, NTC HQs, Ground Floor, G-5/2, Islamabad**

WHEREAS *[name of Bidder]* (hereinafter called "the Bidder") has undertaken, in pursuance of Contract No. *[reference number of the contract]* dated *[insert date]* for provision of Non-Consultancy Services*(*hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Bidder shall furnish you with a Bank Guarantee by a reputable bank for the sum specified therein as security for compliance with the Bidder's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Bidders guarantee:

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Bidder, up to a total of *[amount of the guarantee in words and figures]*, and we undertake to pay you, upon your first written demand declaring the Bidder to be in default under the Contract and without cavil or argument, any sum or sums within the limits of *[amount of guarantee]* as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the: *[insert date]*

Signature and seal of the Guarantors

_____

[name of bank or financial institution]

_____

[address]

_____

[date}

Annexure

Performance Sizing

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Performance Sizing** (page number: 75)

Scope of Work

Information (Read-Only)

See Form Under Additional Forms and Documents: **Scope of Work** (page number: 76)

Technical Specifications

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Technical Specifications** (page number: 86)

Terms of Contract

Information (Read-Only)

See Form Under Additional Forms and Documents: **Terms of Contract** (page number: 105)

Price Schedule

Financial Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Price Schedule** (page number: 112)

Procurement Forms

PUBLIC PROCUREMENT REGULATORY AUTHORITY
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Additional Forms and Documents

Sizing : Solution sizing must be done for a period of five years. Provide expected performance benchmarks.		
Clause No.	**Performance Measure**	**Bidder Response**
1	System average performance utilization	
2	System peak performance utilization	
3	Mass Operations “amount of customers, transactions / hours”:	
4	CDR Processing / Hour	
5	Customers Bill Computing / Hour	
6	Maximum number of concurrent user support “Customer Management Users”	

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SCOPE OF WORK

Procurement of Managed Billing Operations for NTC

Table of Contents

1.0 GENERAL OVERVIEW 2

1.1 introduction 2

1.2 Purpose of RFP/RFT 2

1.3 Scope of Work 3

2.0 EXISTING SYSTEM 5

2.1 NTC SERvices 6

2.2 Existing Billing Processes 6

3.0 REQUIRED SYSTEM 8

3.1 Overall Solution 8

4.0 INTEGRATION 9

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1.0 General Overview

1.1 INTRODUCTION

NTC is offering a variety of different products and services to its valued customers. Below products/services are currently offered.

a. PSTN
b. White Label
c. Green Lines
d. Broadband/DSL
e. Wireless Broadband
f. Intranet
g. VDS / Data Center
h. Web hosting /Email
i. Co-Location
j. Video Conferencing
k. SMS
l. Customized Billing Module for future organization/Services to be onboarded

NTC, as part of its Digital Transformation initiatives, desires to outsource its billing operations i.e. CDRs mediation, rating, invoicing, billing, receivables management, settlement and dashboard/reporting on Billing Solution, proprietary of the vendor. Additional functionality of revenue assurance and AI-based analytics will also be required. Any future upgrades in existing modules (mentioned in BOQ); either requirement(s) of NTC or Industry standards & innovations, shall be made by vendor without any additional financial cost.

1.2 PURPOSE OF RFP/RFT

This Request for Proposal (the "RFP/RFT") to outlines the specific needs and requirements of NTC for "Outsourcing of NTC Billing Operations (Telephone, Interconnect, Broadband, Intranet, Data Center and Allied Services) for Telephone, Broadband Internet Interconnect, White Label Services, FWT, Data Center, Intranet, SMS and Allied Services." from potential vendors who can meet those needs. The purpose of this RFP/RFT is to gather feedback from potential vendors, evaluate the proposals received, and select the best vendor to meet NTC's needs. NTC invites firms to prepare and submit a proposal (or "bid") in accordance with the requirements defined throughout this RFP/RFT.

Firms are invited to submit proposals, based on the information provided in this RFP/RFT, with the intent to establish a business alliance to most effectively meet the specified needs of NTC.

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1.3 SCOPE OF WORK

1.3.1 Solution

a) NTC desires to outsource its billing operations i.e. CDRs mediation, rating, invoicing, billing, settlement and dashboard/reporting on Billing Solution, provided by the vendor as proprietary/reseller. Additional functionality of revenue assurance and AI-based analytics will also be required. The above solution is required for service mentioned at 1.1. Further, NTC has already deployed a solution for IGE services. However, support on the same is required.

b) Due to confidentiality of NTC data, the above solution(s) will be deployed as a cloud-native solution on NTC's private cloud at Islamabad & Lahore (Active/Passive or Active/Active), as per requirement of NTC. Hence, the vendor needs to propose a solution as per NTC Data Center/Cloud environment i.e. without any financial quotation for this part. Further, NTC will not bear upfront charges, vendor's software licensing fee or software upgradation charges. Financial quotations are required on the BOQs provided by NTC. NTC will be responsible for licensing of OS (either Windows or Linux) and Database (like Oracle, SQL Server, MySQL or equivalent).

c) Development and deployment of APIs and other necessary software interfaces for interworking and integration with any third-party solution, when & wherever required by NTC. There will be no additional cost for this functionality.

d) Migration of all previous data into the new system as per Data migration standards and best practices that ensure the safe and efficient transfer of data from one system or format to another and without loss of any data. This process will be part of the overall solution and will be without any financial burden on NTC.

e) The solution shall follow internationally recognized standards for integration.

f) NTC data shall remain within NTC's environment and shall not be used to train AI models outside NTC as AI-Assisted functionality will be required by NTC locally i.e. as & when required. Further, AI assistance will be for reporting only but no transactional action based on AI assistance.

1.3.2 **Services:** Implementation of the software modules at the NTC premises (Cloud) and roll them out to all regions, divisions, exchanges level and other locations (as per requirements) of NTC. This will include but not limited to gap analysis, requirements gathering, requirement finalization, design and customization, data conversion, testing, solution implementation, migration and training of the implemented solution.

a) NTC Locations and Activities
   i. NTC performs number of activities at different locations. The Functional scope of the solution is required to be implemented as per the activities performed by the relevant location.

b) Detailed study of existing NTC networks and applicable protocols & existing billing and other system flows etc. Understanding of networks, systems and services to be implemented in NTC. Finalize detail

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implementation schedule in accordance with NTC milestones requirements.

c) Analysis of business processes, standard reports from offered system, and determination of business flows, additional reports and formats required. Analyzing data and data migration requirements & provide detailed document on data migration procedure, verification methods sample data collection and collection of other necessary documents
d) Documentation
e) Customizations (if any)
f) Solution/Application Configuration
g) Migration
h) Integrate the offered solution with third-party solutions, when & wherever required by NTC.
i) Training
j) Validation, Verification, User Acceptance testing (UAT) and Provisional Acceptance Testing (PAT)
k) Commissioning, Parallel Run & Rollout Services:
l) Deliverables: NTC would like the bidder to provide at a minimum the following documents as part of the implementation. However, NTC can demand any document during project execution.
    i. Fit/Gap Analysis
    ii. Detailed Functional requirements
    iii. Data Migration Plan
    iv. System build report
    v. Completed and tested programs- interface, conversions, reports and security
    vi. Training & Training Manual
    vii. User & administration manual
    viii. System and user documentation
    ix. Production sign-off
    x. Fortnightly project status reports and weekly status updates

1.3.3 Change Management: The bidder will assist NTC in the Change Management and Digital Transformation initiatives which are the prerogative of NTC Change Management Team.

1.3.4 Project Management

a) The bidder shall be entirely responsible for the project management. Vendors are required to provide information on their project planning and implementation. The vendor shall designate a Project manager for the execution of the project. The project manager shall be fully responsible for the necessary co-ordination and execution of the entire work under the contract. The project manager shall also co-ordinate to resolve any non-compatibility and business configuration problems raised during implementation.
b) The project manager shall have detail understanding of the systems to be implemented.
c) The bidder shall provide bio data of all the people who will be engaged in the project, including their experiences relevant to the project requirements.

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1.3.5 SUPPORT and MAINTENANCE: Being proprietary solution of the vendor, this will be the sole responsibility of the bidder. There will be no additional cost for it.

1.3.6 Vendor Qualifications:

Any agreement with the vendor of billing solution is viewed as a long-term business relationship, ensuring mutual benefits for both the parties. Therefore, NTC views disclosure and insight by prospective vendors as more than due diligence by those responsible for Proposal process. The vendor shall provide the following details:

a) Financial stability of the organization.
b) Company experience with process of Billing Operations in IT & Telecom industry.
c) Experience and qualifications of the company and resources.
d) References and relevant project history alongwith total cost of engagement.

Therefore, proposals should contain best terms within the proposed functional and technical approach.

1.3.7 Vendor Information and Technical Capacity:

The following is to be provided in respect of the supplier or for the prime contractor and each member of the bidding group:

a) List of all relevant works carried out over the last five years. With respect to each reference project, give a description of the nature, scope and duration of the project, its capital value and the name, address and telephone number of a referee. Suppliers should emphasis in particular their experience in billing operations for telecom and other market segment giving details of relevant reference clients.
b) Alliances
c) Support Model
d) Number of years in business
e) Total number of employees. Details of the supplier's average annual number of employees, indicating the number of contract and direct employees, and of managerial staff for the past 5 years, specifying the numbers working in billing operations for telecom and other market segments.

2.0 Existing System

Currently, NTC has the following systems

a) Voice and Broadband Billing System

   Currently, NTC has outsourced its billing solution/functions to a billing vendor who is performing all aspects in processing and post-processing of Voice and Broadband users/customer bills and invoices on monthly basis.

b) Data Center Services Billing

   NTC has also automated the Billing system for services like VDS, Web-Hosting, E-mail, Co-location, Video Conferencing, SMS and Intranet Services.

c) Billing System for IGE services

   NTC has already deployed a solution for IGE services. However, support on the same will be required.

2.1 NTC SERVICES

NTC is offering many products and services to its customers:

a) Telephone Services:

NTC provides countrywide telephone services, including Normal Telephone line, UAN, TFN, PRI, and BRIs etc. Mainly services are provided through NTC own network. However, arrangements with partner operators are also there for white label, FWT, etc. services. Presently, NTC's network includes Siemens and ZTE exchanges and NGN soft-switches.

b) Broadband Services:

NTC has its countrywide broadband services. NTC Provide many services under this umbrella, which includes DSL over Internet, CIR, Intranet over DSL, GPON, fiber optic, Static IP connections etc. The major customer base is covered through NTC own network. However, white label DSL and wireless broadband are managed through PPP arrangements.

c) Interconnect with Operators:

Voice traffic emanating from NTC network and terminating on network of other operators and vice versa is managed through interconnect points between operators. Accordingly, settlement between operators is made on the basis of voice traffic received/terminated.

d) Intranet Services:

NTC provides Intranet services to a number of corporate customers across Pakistan.

e) Data Center Cloud Services:

Cloud-based Data Center services are also offered by NTC. These services include, but are not limited to: VDS Hosting (Virtual dedicated servers) services, Hosted Email solutions, Customized email features, shared web hosting services and Hardware Colocation services etc.

f) Co-Location Services:

NTC has established its co-location setup at prime locations. NTC has now extended the facility of co-location (Space, Dishes/Antennas on NTC towers, Power Supply) to Licensed Telecom Operators to provide the facility for rapid network expansion/ Growth using secure access, redundant power supplies, fire detection systems and 24x7 support capabilities available.

g) Video Conference Services:

NTC provides the services of Video conference using its unified communications platform which includes the features of Video and audio transmission and other relevant features.

h) SMS Gateway Services:

NTC has its own dedicated SMS gateway to provide SMS services at national level. The service is extended to valued customers through cellular operators. Government and Semi Government organizations are using this facility to facilitate the people using NTC platform.

2.2 EXISTING BILLING PROCESSES

NTC offers many products and services to its customers including Landline, DSL, Data Center Services (VDS, Webhosting, E-Mail etc.), Telecom Co-

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location, Intranet, Video Conferencing etc. Below is the process flow of connection and disconnection of various products:

a) Recording and Bill Data retrieval: The call or services usage bill events are generated by network elements. These events are stored at NE storage area. The CDR data is verified, mediated, processed and billed as per NTC tariff through Billing System.

b) Billing Cycles: NTC billing cycles exist from monthly to annually i.e. monthly for PSTN DSL etc. for Intranet, VDS, Co-Location, SMS etc. bills are generated on monthly/quarterly/annually billing cycles.

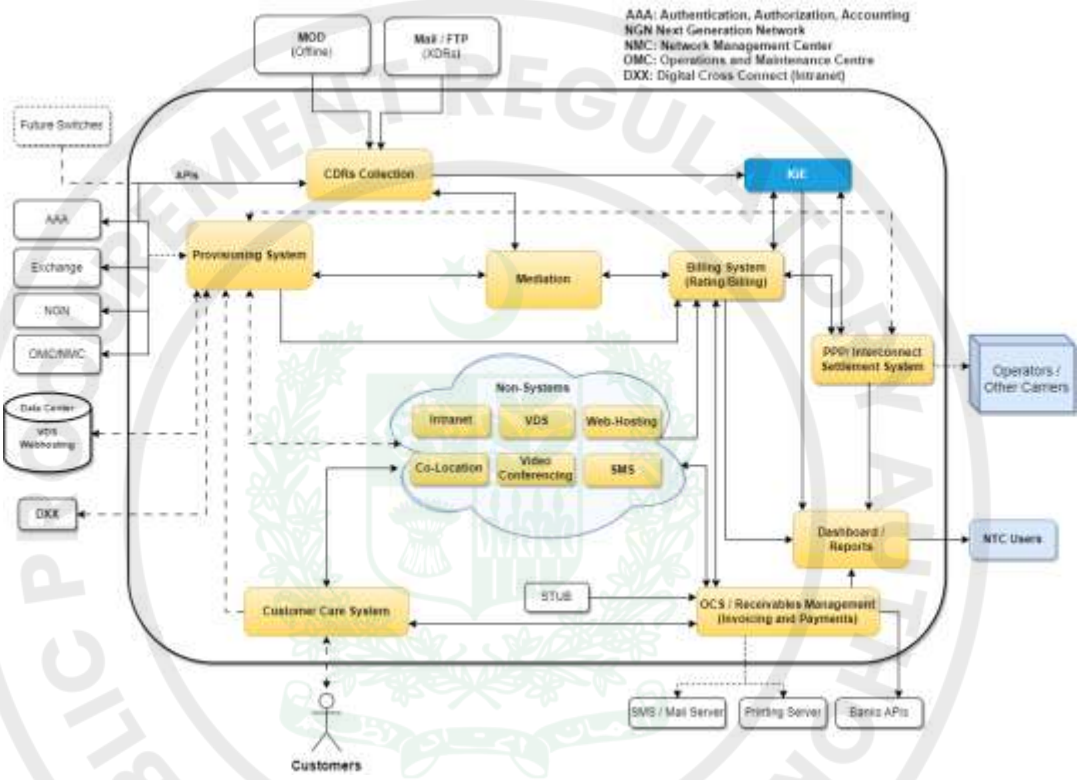


Figure 1

c) Tariffs: NTC has different types of tariffs for different services /products.

d) Bill Processing & Verification: The system calculates the customer charges and generates the bill.

e) Payment/Recovery: After successful delivery of bills, the customer pays their bills in designated banks. At the end of the month, these paid bills are forwarded to NTC Regional Revenue departments by bank for stub punching. Further, NTC also collects payment details in real-time i.e. through 1-Link and banks.

2.2.1 All processes will be explained to the vendor during study phases. However, Bidder may raise any query or request any explanation before bidding.

a) The following are details of Hardware installed at NTC Data Center, on which proposed solution will be deployed:

Name of Equipment
Cloud based Environment

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Software: A. Linux/Windows B. Oracle, SQL Server, MySQL Or Equivalent current upgraded version of Database

3.0 Required System

3.1 OVERALL SOLUTION

As part of its Digital Transformation initiative, NTC intends to implement a complete convergent Billing Solution for all services. NTC desires to obtain services of an appropriate and reliable partner to achieve better performance and increase customer satisfaction. This specification includes NTC requirement for a complete end-to-end solution for Convergent Billing System including seamless integration (as & when required by NTC) with multiple heterogeneous third-party/partner systems. The above solution is required on Pay-as-you-go Model i.e. proprietary of the vendor, while it will be hosted on NTC Cloud. Additional functionality of revenue assurance and AI-based analytics will also be required. Hence, any future upgrades, either requirement(s) of NTC or Industry standards & innovations on modules mentioned in BOQs, shall be made by the vendor without any additional financial cost.

3.1.1 Vendor should provide an end-to-end business solution for cost efficient billing operation on state-of-the-art software architecture and technology. The solution must be

a) Rapid deployment and affordable maintenance by the vendor
b) Best-in-class mediation, provisioning on supported systems, rating, billing, and receivable management with full convergence features.
c) Open and stable interfaces for easy integration wherever required by NTC.
d) Facilitate customer data and systems integration via open standards.

3.1.2 The proposed solution must be a complete solution that complies with all NTC requirements for services mentioned in BOQ and carries out operations smoothly and provides services as per market demand.

3.1.3 The proposed solution must be convergent in terms of

a) Convergent services (support of multiple services such as voice, data, etc.)
b) Convergent networks (integration support of the various infrastructures of wireline, Broadband and Wireless), wherever supported and required by NTC.
c) Convergent business models (support of retail, wholesale and interconnect business models)
d) Convergent billing (integration of all service charges onto a single customer/carrier invoice, allowing for converged handling like integrated discounting and taxing etc.)

3.1.4 Detailed requirements are divided into the following functional modules:

a) Mediation Module
b) Provisioning Module
c) Billing Module
d) Receivable Module
e) Settlement Module

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f) Reporting

Detailed requirement of each component is listed as "Technical Specifications".

4.0 Integration

Development and deployment of APIs and other necessary software interfaces for interworking and integration with any solution where Billing information is required by that solution or where information is required by the Billing System. Vendor has to ensure implementation of existing integrations (i.e. already interfaced with existing Billing Solution) while future integrations will be as per supported system and as per requirement of NTC i.e. when & wherever required by NTC. There will be no additional cost for this functionality.

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Clause No.	Functionality	Marks	Compliance			Remarks
			FC	PC	NC	
GR-01	Modularity and flexibility - the System must support the current / existing service as well as allowing flexibility for growth and supports future services.	Mandatory				
GR-02	On-line and interactive - the System should be on-line and interactive (near real-time) or batch processing wherever required.	Mandatory				
GR-03	System must provide online help to end users.	Mandatory				
GR-04	One point of entry for data - as far as information should be keyed in once and automatically rerouted to all related subsystems that require or rely on it.	Mandatory				
GR-05	Interfaces to other systems - the System should be capable to interface other third-party systems, when & wherever required by NTC.	Mandatory				
GR-06	Language - the System should be in English to ensure easy comprehension and ease of maintenance.	Mandatory				
GR-07	Well documented procedures - the System should be well documented and updated from both system and user's perspective.	Mandatory				
GR-08	Broadcast ability - to broadcast messages to all users.	Mandatory				
GR-09	Test facilities - provide test facilities mirroring or duplicating the production system to allow for training and testing of modifications.	Mandatory				
GR-10	Flexibility to support NTC's Digital Transformation, with timely support for fast changes in marketing strategies and business requirements.	Mandatory				
GR-11	Provide a single integrated and shareable system for Billing, Revenue, Collection and allied services with a centralized Master database.	Mandatory				
GR-12	User friendly interface - the System must be friendly to the extent that users can easily be trained.	Mandatory				
GR-13	Dashboard/Reports - the System must contain standard Reports and Dashboards. In addition, preferably AI assistance will be required for analytics.	Mandatory				
GR-14	Data entry validations - the System should provide sufficient validation checks for both batch and online entry to avoid any form of misuse.	Mandatory				
GR-15	Backup and Archives - the System should support to manage easy backup data management for NTC team.	Mandatory				
GR-16	High Availability: Availability with 99.9%-99.95% application up-time a) The proposed system should be designed in such a way that if a component fails, it does not cause the entire architecture to fail. If the database is up and running, then the system should be available in spite of failure of some components. Users may feel some disruptions in case of some components failure (besides database failure) however they will be able to sign on and perform their transactions. b) System should be highly resilient with downtime kept to a minimum in order to provide maximum availability to users of NTC.	Mandatory				
GR-17	High Throughput: must support the maximum request and events throughput required during the busiest hour of the year without throttling or rejecting any request, especially in mediation and billing.	Mandatory				
GR-18	Proposed Solution will be without any upfront charges, post implementation software license fee and any other licensing fee/charges etc. Vendor must submit financial proposal according to NTC BoQs. However, OS and Database related licenses will be responsibility of NTC.	Mandatory				

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Clause No.	Functionality	Marks	Compliance			Remarks
			FC	PC	NC	
GR-19	Scalability a) The solution should be both vertical and horizontal scalable for all its components software, database and solution. The proposed system must maintain audit data for all new transactions, modified transactions and deleted transactions. System must provide functionalities to view the audit details as mentioned above from the application rather than developing separate tools or processes for it.	Mandatory				
GR-20	a) User Administration Management: System should have flexible role-based user administration. b) Role creation and its assignment should be flexible enough to link with the product c) System should also provide a good security protection for viewing, updating, editing and access levels. d) Allow authorized users (under strict control) to enter or update certain data elements on-line. e) Provide extensive data validations at all levels of activities and user hierarchy levels. f) Protect programs and data from unauthorized, accidental disclosure or use. g) Audit the use of resources and unauthorized attempts.	Mandatory				
GR-21	Data Migration Proposed system will manage all active and disconnected susbcribers data along with all available integrated information like Customer Profile, Invoicing, Payment Details, etc. System should be capable to migrate and manage xDR data for the last 30 years and it's linkage with customer profiles to view and produce xDR details for NTC/customer/different authorities' requirements.	Mandatory				
GR-22	System should have complete payment/adjustment solution for NTC Services, for which this arrangement is being made.	Mandatory				
GR-23	Any future upgrade/enhancement of existing modules (mentioned in the BOQ), whether required by NTC or by industry standards & innovations, shall be made by the vendor without any additional financial cost.	Mandatory				
GR-24	Successful deployment time will be three months.	Mandatory				
GR-25	Cloud-native architecture: the solution shall be cloud-native and deployed on NTC's private cloud at Islamabad & Lahore (Active/Passive or Active/Active) as per requirements of NTC.	Mandatory				
GR-26	Standards: integration through open standard APIs, 3rd party system requirement as per requirement.	Mandatory				
GR-27	Support of NTC's existing IGE billing solution, as per requirement of NTC.	Mandatory				
OA-01	As part of NTC's Digital Transformation initiative, the proposed solution must provide an end-to-end business solution for cost efficient billing operation and support service based on state-of-the-art software architecture and technology.	Mandatory				
OA-02	The solution must be a) Rapid deployment and affordable maintenance b) Comprehensive business functions and carrier grade performance c) Best-in-class mediation, , rating, billing, customer information management and receivable management. Additionally, functionality of provisioning as & when required by NTC for modules mentioned in BOQ.d) Open and stable interfaces for integration with any third-party systems, as & when required by NTC. e) Facilitate customer data and systems integration via open standards, including Web Services; adherence to Rest API or SOA .	Mandatory				

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Clause No.	Functionality	Marks	Compliance			Remarks
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OA-03	The proposed solution must be a complete solution to incorporating all necessary readymade software products & their customization & integration, tools, interface adaptors & open APIs, seamless integration & interworking with third-party solutions, when & wherever required by NTC and necessary technical support services to make the system functional as per NTC requirements and carryout operations smoothly and provide services as per NTC demands.	Mandatory				
OA-04	The proposed solution must be convergent in term of a) Convergent services (support of multiple services such as voice, data and white label services) b) Convergent networks (integration support of the various infrastructures of wire-line, Broadband and Wireless) c) Convergent business models (postpaid, retail, wholesale and interconnect business models) d) Convergent billing (integration of all service charges onto a single customer/carrier invoice, allowing for converged handling like integrated discounting and taxing etc.)	Mandatory				
OA-05	The proposed solution must be AI-enabled and cloud-native.	Mandatory				
PS-01	System must provide support for flexible connectivity to Network Elements (NEs), based on standard protocols, when & where required by NTC, including Fixed, Internet based and other services. API interfaces will be deployed as per NTC's requirements subject to availability of necessary support/interfacing from third-party solution. This clause applies to all subsequent clauses.	Mandatory				
PS-02	System shall support to define the different actions based on source systems like Customer Information module can send the following action to provisioning system 1. New/Close 2. CLI enable 3. other similar actions As per NTC requirements.	Mandatory				
PS-03	System shall manage the commands parameters required for command execution and shall have the capability to execute No. of commands against a single action. Further, system shall support rule-based command combination and command execution. Log of execution is also required.	Mandatory				
PS-04	System shall generate the alarms/Logs on configurable actions/exceptions.	Mandatory				
PS-05	System shall be responsible for translating the request generated by the connected Information Systems into the proprietary formats understandable by the respective third-party solution. For configuration /mapping purposes, NTC will have to provide commands of third-party provider.	Mandatory				
PS-06	The system should provide flexibility to support provisioning of new NEs/third-party solutions without any additional cost.	10				
PS-07	Systems should provide the GUI to check connected NEs and availability status.	Mandatory				
PS-08	Provide the flexibility to configure the MML commands through MML command parameterized level. NTC has to provide definition of commands.	Mandatory				
PS-09	Systems should also provide the GUI to map the connected products/services/Value added service parameter and their possible values and respective MML commands.	5				

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Clause No.	Functionality	Marks	Compliance			Remarks
			FC	PC	NC	
PS-10	System should have the capability to reconcile the subscriber services (including VAS) with NEs.	20				
CM-1	**Collection**					
CM-1.1	a) System must support all usage data collection protocols and standards b) System should collect local metering, CDRs and billing data from NTC NE mentioned through dedicated links as well as offline mediums. c) System should support new collection modules when a new Network Element is introduced in the NTC Network without affecting the normal functionality of the system. d) System should support feature of duplicate file detection to ensure that a specific file with the same name has not been previously collected.	Mandatory				
CM-1.2	User Interface (UI) shall be used for any type of configuration and handling of new file naming convention when introduced in the Network.	10				
CM-1.3	The collection module of the System should support sequence number (if exists) validation, to ensure that the files during collection are not lost or duplicated.	10				
CM-1.4	System should use Data compression techniques at each level for aggregation where required, in order to have optimal performance/ space management.	5				
CM-2	**Processing**					
CM-2.1	a) System should have a flexible format translator to translate usage data input formats (received from different network elements/sources) into a format required by the receiving application. b) builder shall be used to enable the user to create customized mapping definitions for conversion of Usage Data Records (UDRs) external format to internal format. C) Flexible format translator shall enable handling of new services and other changes in the network. System should support to translate external service related data from the Network d) Elements and different sources with the specific format into desired formats as required by the post-processing systems.	Mandatory				
CM-2.2	Mediation System should provide configuration of validation criteria to filter out those Usage Data Records that do not meet the validation criteria.	10				
CM-2.3	Logs and data shall be maintained for the Usage Data Records that do not meet validation criteria.	10				
CM-2.4	The Mediation System shall have the ability to merge several input Usage Data Record files into a single large output file or processing of all files.	5				
CM-2.5	Merging of many files from a single (specific network element) or multiple sources into a larger output file or processing of all files.	10				
CM-3	**Sequence Order Validation**					
CM-3.1	a) The Mediation System should support sequence Order validation if it exists to ensure a sequential processing of files and Usage Data Records. b) It should be possible that the System removes the erroneous Usage Data Records and saves them in a user configurable directory, which can be corrected manually or by any other means later on.	Mandatory				

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Clause No.	Functionality	Marks	Compliance			Remarks
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CM-3.2	Mediation System shall be capable enough to insert Unique ID in the Usage Data Record, which may be required by the Billing System. Through such ID, the NE, UDR file or any other such info should be identifiable.	10				
CM-4	**Duplicate Record Check**					
CM-4.1	a) Mediation System shall detect duplicate Usage Data Record files.	Mandatory				
CM-5	**Time Gap**					
CM-5.1	a) Mediation System shall check time gap detection to ensure that there is acceptable time gap between records.	Mandatory				
CM-5.2	System shall support to configure the time gap.	10				
CM-6	**Flexible Processing**					
CM-6.1	a) Mediation System should be able to change the order of the Usage Data Record fields, to remove fields in the Usage Data Records, and to change the data order represented in the Usage Data Records. b) System should have functionality to support arithmetic operations and conversion of Usage Data Record format flexibly. c) System should support to configure the output format based on post processing systems.	Mandatory				
CM-7	**UDR Merge Functionality**					
CM-7.1	a) System shall be capable to define that how the different fields should be merged before the consolidated Usage Data Record is dispatched to the Billing System or to any other post processing system.	Mandatory				
CM-7.2	It should be possible that the user may configure criteria for identifying the Usage Data Records that belong to the same chargeable call.	5				
CM-8	**Flexible error handling**					
CM-8.1	a) Mediation System should be able to configure possibilities to handle an error at the Usage Data Record level and at the file level. b) System should be able to write all erroneous Usage Data Records in an error directory.	Mandatory				
CM-9	**Distribution**					
CM-9.1	a) Mediation System should be able to transfer multiple streams of Usage Data Record files (or records) to the Billing System as well as to other post processing systems using different protocols, such as FTP and TCP/IP etc. b) System should provide the functionality to set/ change the name of the files to be distributed. The functionality should support many name components to choose from, such as source, source file, separator between the name parts and type of data etc.	Mandatory				
CM-10	**Scheduling**					
CM-10.1	Mediation System should have a highly flexible scheduler that allows the user to configure and specify when System shall do collection, processing and distribution etc.	10				
CM-10.2	System should support configurable job scheduling.	Mandatory				
CM-10.3	Mediation System should support periodic scheduling.	10				
CM-11	**Monitoring**					

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Clause No.	Functionality	Marks	Compliance			Remarks
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CM-11.1	a) It should be possible for the user to access monitoring window that displays information about active jobs. b) System should generate the alarms of all mediation processes states and exceptions through user friendly messages and GUI. c) System shall have ability to monitor the following information for a job which is being monitored but not limited to JobID, Job Name, The data file currently being processed, source name of the collection, destination name for the distribution, date and time of the monitored activity etc. d) Mediation system shall provide monitoring of all active/block/not accessible links in between. e) Mediation system shall maintain log details including but not limited to every event, user logging and error logging etc. which can be queried later on.	Mandatory				
CM-12	**Management**					
CM-12.1	a) System shall be capable enough to define user's profile & privileges for each function of system. b) System should have a function by which system or database administrator only have the authority to change the user's privileges. c) System shall maintain the complete audit traces of user activities.	Mandatory				
CM-13	**Backup**					
CM-13.1	a) System shall support backup of all raw and converted/distributed file in separate location.	Mandatory				
CM-14	**Dashboard/Reports**					
CM-14.1	As per functionality/requirements of the services and important features in the module "Reporting, Dashboard & AI Assistance".	Mandatory				
CB-1	**Mediated XDR Collection**					
CB-1.1	a) System shall support to configure various collection paths for mediated XDRs for rating. b) System should maintain complete integrity check between source and destination. c) System should maintain the audit log for every collected file.	Mandatory				
CB-2	**XDR Validation, Verification and Duplicate Detection**					
CB-2.1	a) System shall be able to generate a report for rejected XDRs and shall identify the reasons of erroneous/un-rated calls. b) Support reprocessing of rejected XDRs c) System should support rounding off XDR's duration / unit based on configurable rules. d) Provide Duplicate record checking, filtering and storing.	Mandatory				
CB-3	**Manage Bill Cycle Run**					
CB-3.1	a) Provides appropriate capability to control bill cycle activities. b) Support multiple bill cycles to enhance company cash flow and to balance the load of customers.c) Support of Monthly, Quarterly, half-yearly and annual billing cycle. System shall support to different billing cycle for different products/services.	Mandatory				
CB-4	**Tariffing**					

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Clause No.	Functionality	Marks	Compliance			Remarks
			FC	PC	NC	
CB-4.1	Systems shall be able to configure product tariffs that include but not limited to Unit Based Tariff, Geography Distance Based Tariff, Special Tariff Based On Called Number, Services Wise Definition Sliding Tariff Definition Fixed/One Time Tariff Definition Closed User Group (CUG) Tariff Definition Zoning Tariff Definition Other Charges with installment option (Device on installment etc., VAS) Discount at Tariff level, Charge Caller or Called Party etc.	Mandatory				
CB-4.2	a) System shall be able to define product's event for fix or usage based which can be associated with any tariff e.g. local call, line rent etc. b) System should support to define and configure zone, region, cities, local area codes, country codes, voice calls and their units, SMS etc. c) System shall support tariff versioning e.g. copying of an existing entire tariff and then creating a new tariff with new name and by changing one or more parameters. d) System should support the configuration and handling of Toll free number, Premium rate service, Other Value Added Services, Individual Charge etc.	Mandatory				
CB-4.3	Provide tariff history for future reference.	10				
CB-5	**Charging / Rating**					
CB-5.1	Product/Service Rating: System shall have a convergent charging and rating engine for entire existing as well as upcoming products / services of NTC. Current Services include Fixed Line Billing, Wireless Billing, Fixed & Wireless Broadband, CIR etc. as mentioned in Scope of Work.	Mandatory				
CB-5.2	a) System should calculate the charges of one time and recurring charges at customer, account, subscription and account type level b) Rating based on customer type, call types, product type, day of week, holidays, billable call duration, date, start & end time, time break prorating, peak, off-peak etc. c) Provide XDR processing related to toll-free numbers, emergency numbers and other services where B party bears its cost. d) Support for voice, data and other rating characteristics e) System shall handle already rated events (by any other platform) and include in customer account. f) To support Real-Time Provisional Bill generation.	Mandatory				
CB-5.3	System should calculate the discounts and at customer, account, subscription, account type level, Plain Discount Definition, Usage Based Definition	Mandatory				
CB-6	**Rollback & Re-Rating**					
CB-6.1	a) Rollback and re-running the rating process for any other reason. b) Rollback & re-rating should be able to run on the basis of specific time, specific file etc.	Mandatory				

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Clause No.	Functionality	Marks	Compliance			Remarks
			FC	PC	NC	
CB-7	**Discounts/Promotions**					
CB-7.1	a) System shall have the ability to configure, calculate and apply discounts. b) Discounts Calculation applies discounts based on pricing plan or promotions enrollment. c) It also supports discount allocation on any level of customer structure. d) System should support the free service numbers and special treatment like special numbers for promotional purposes, Customer service and other free calls etc. e) Discounting at any individual charge or class of charges including (but not limited to) on total invoice after TAX, on pre-tax total, on all call/event charges, on specified call/event charges, on all monthly fees, on specified monthly fees and on one-time charges, subject to the policy of NTC/governing authorities.	Mandatory				
CB-7.2	System should provide the flexibility to create the custom subscriber groups to enjoy the specific discounts.	20				
CB-7.3	Provide the option that the discount should be offer before applying tax or after tax calculation	10				
CB-7.4	Auto-qualifying (where discounts are provided to customers satisfying certain criteria)	10				
CB-8	**Closed User Group & FNF**					
CB-8.1	Discount on “Friends & Family” and “Closed User Group (CUG)”	5				
CB-8.2	The connections (Telephone or Broadband) in CUG can be static or dynamic.	5				
CB-9	**Taxation**					
CB-9.1	a) System shall support and deal with various types of taxes that might be applied on separate or in combination. b) Tax configuration can be configurable (on the basis of business rules) or fixed. c) The system shall support to configure the exemption from taxation, for designated customers or classes or types of customers or Accounts on different types of charges. d) System should provide tax calculation based on event type, charge type and over all invoice, subject to rules.	Mandatory				
CB-9.2	System shall provide different Tax rate based on: Customer category (government, business, home / private), Service based (Voice, Data etc.…), event types whereby combination of taxes allowed per customer as convergent customer), Geographical based Taxation Plain Tax Definition Services Wise Definition Zoning Wise Definition Usage Based Definition	Mandatory				
CB-10	**Split Billing**					
CB-10.1	Flexible set of criteria’s to split the billing between/among the customers. The invoicing of one party or another can depend on any rating rules.	5				
CB-11	**Data Integrity**					
CB-11.1	a) Detection and Storage of Exceptional Charge Record during bill processing. b) Integrity Check between Usage Charge and Account Item.	Mandatory				
CB-12	**Dashboard/Reports**					

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Clause No.	Functionality	Marks	Compliance			Remarks
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CB-12.1	DifferentstandardReports should be available. However, NTC specific reports will be provided during project execution phase. Reports may be added in future too.	Mandatory				
CB-12.2	Access of Data Views for reporting & data verification by NTC.	20				
RM-1	**Billing Account Management:**					
RM-1.1	System must manage every account with separate ID.	Mandatory				
RM-2	**Pay Cycle**					
RM-2.1	a) System shall provide functionality in which customers shall pay their bills within the pay cycle. After the pay cycle penalties/surcharge may be applied which are configurable as per rules. b) Support configurable Begin and end dates for pay cycle. c) The system shall be capable to configure dunning date, dunning period, suspension date, suspending period and closing date etc.	Mandatory				
RM-3	**Payment and Recovery Management**					
RM-3.1	a) System should have complete payment/adjustment solution for NTC Services, for which this arrangement is being made. b) System shall integrate with different payment modes e.g. Bank Integration, , Debit Card, Cash Payment etc. i.e. when & wherever required by NTC." b) System shall integrate with different payment modes e.g. Bank Integration, , Debit Card, Cash Payment etc. i.e. when & wherever required by NTC. c) System should have the capability to realize the payment on real-time basis through online collection from different collection points and debt the customer account and respective action (like blocking, restoration etc….) on near real time basis, whenever required by NTC d) System shall apply the proper validation / authentication from the central billing data store for every financial transaction. e) For each overdue invoice, an appropriate action (as per NTC policy) will be taken based on this set of rules, as & when required by NTC.	Mandatory				
RM-3.2	The system shall support account sub ledger which includes but not limited to following: I. Transaction Type (i.e. Payment, Adjustment) ii. Point of Receipt (i.e. NTC offices, Bank Branch, Post Office, WEB, Direct Debit etc.) iii. Payment Method (i.e. Cash, Cheque, Credit Card, Direct Debit/Debit Card, Billing Card) iv. Account Number v. Origin Code (i.e. On-Line, Code of the External System) vi. Amount Received vii. Issue Date viii. Received Date ix. Transaction Number	Mandatory				
RM-3.3	a) Ability for customers to make advance payments (payments that exceed their current outstanding balance) must be supported; these balances will then be automatically drawn down against future invoices. b) Issue Restrict/Restore/Disconnects request - Includes anything from restricting to suspensions, as well as the restoration when payment is received.	Mandatory				

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Clause No.	Functionality	Marks	Compliance			Remarks
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RM-3.4	**Payment Types:** The system shall accommodate different types of payment like following: i. Partial Payment ii. Excess Payment	Mandatory				
RM-4	**Tax, Late Fee and surcharge Calculation**					
RM-4.1	a) System shall be capable to define any tax criteria, whether the customer should be taxed or not shall be configurable. b) Reverse Recovery: Adjustment and Re-Adjustment: In case of erroneous payment transactions, reverse transaction will be made by the system. c) The reason, user, system IP shall be recorded by the system for reverse recovery. d) In case when a telephone number has been reassigned to a new subscriber and old subscriber still owe dues, the system shall support to query the old subscriber's ledger for recovery.	Mandatory				
RM-5	**Debit and Credit Entries**					
RM-5.1	System shall know if the record is debit or credit entry on the basis of entry type, and will create corresponding record with the appropriate amount for the current or/and next bill, if required.	Mandatory				
RM-6	**Transfer Balance**					
RM-6.1	A customer shall be able to transfer one services balance to another service incase of telephone and broadband services and vice versa.	Mandatory				
RM-6.2	The system shall support to query the accounts' balance before balance is transferred, and the transferred amount shall not be more than the balance of the source account and the balance of source account shall be greater than 0 or as per set rules.	Mandatory				
RM-7	**Arrears Management**					
RM-7.1	a) The system shall provide reports for long outstanding arrears on periodic durations as per policy of NTC. b) The system shall automatically produce a record of defaulting customers and provide interface to concerned stakeholders to execute the action as per NTC policy. c) The dunning, suspension and defaulter criteria and actions shall be configurable. d) System shall be capable enough to generate dunning reports.	Mandatory				
RM-8	**Bad Debt Management**					
RM-8.1	a) Bad Debt/Aging Management functionality will be provided by the system. b) Reports regarding Aging shall be provided by the system and the reports may be scheduled.	Mandatory				
RM-9	**Bill Preparation**					
RM-9.1	Arrear calculates and sends to the Bill Calculation application the required information for accounts that are going to be processed. This information includes: a) Financial activity information to be presented on the customer bill. b) Credits and fees, such as Late Payment Fees (LPF), as per policy of NTC.	Mandatory				
RM-10	**Bill Generation**					
RM-10.1	System shall support multiple Customer account subscription hierarchy and invoice should be generated based of customer subscription.	Mandatory				
RM-10.2	System should capable to generate the on demand bill at any given time. System must ensure the calculation of all charges & taxation. Currently, this functionality is not applicable. However, in future; NTC may adopt it.	Mandatory				

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Clause No.	Functionality	Marks	Compliance			Remarks
			FC	PC	NC	
RM-10.3	Taxation: Calculate the tax based on a) Rules conveyed by NTC b) Support the exclusion of taxes on an individual customer and/or customer type basis c) System must support tax rates for different bill items	Mandatory				
RM-10.4	a) Support itemized billing b) Provide Bill consolidation capabilities for companies and major accounts customers c) Support production of interim /provisional and final bills whenever required, as per NTC policy. d) System should have capability to include the one-time charges coming from OCS in invoices e) System should generate the bill based on product status. System must provide the capability to configure the account items which relate to product statuses e.g. if the customer has suspended then the VAS charges and package charges should not be billed to customer but line rent will be sent. However, it will be as per NTC policy as rules may change from time-to-time.	Mandatory				
RM-10.5	System should support to provide the details of subscriptions to customer.	10				
RM-11	**Invoice Printing**					
RM-11.1	a) Bills with amounts below a configurable (threshold level) may not be printed and charges may be kept pending until total amount exceeds the threshold. On the other hand, bills for those customers whose accumulated charges exceed their designated credit limits may be printed as per pre-defined schedule or on-demand. b) Bar codes shall be printed on bills. Bar codes shall contain customer account Id / invoice No.. c) System shall support to generate the bill/invoices (based on region, city, exchange, number range, customer type) in bulk. d) System shall support the bulk bill/invoice generation in different file formats like PDF, PS etc.	Mandatory				
RM-11.2	The System shall support to send bills along with the call details to customers (if details are required) via email or by any other means. It shall be configurable i.e. customers may/may not opt for such service, as well as schedulable i.e. end user may set the time to send bill information to selected customers.	10				
RM-12	**Ledger Management**					
RM-12.1	a) The system shall support to maintain record of financial transactions with source i.e. type of charging, debits, credits, over-dues, under-dues and adjustments etc. b) The system shall support to save different kind of sub ledgers; the content of these sub-ledgers shall be finalized at design stage as per the provided head of accounts. c) Solution must provide open standards API's for integration with financial module(s).	Mandatory				
RM-13	**Credit Limit Control**					
RM-13.1	System must provide functionalities to define credit limit depending on several customer, account, and products parameters such as customer type, product, account payment history etc. [currently this feature is not required. However, may be required in future]	10				
RM-14	**Dashboard/Reports**					

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Clause No.	Functionality	Marks	Compliance			Remarks
			FC	PC	NC	
RM-14.1	As per functionality/requirements of the services/module and important features in the module "Reporting, Dashboard & AI Assistance".	Mandatory				
CI-1	**Customer Information Management**					
CI-1.1	a) System should maintain customer basic (name, address, designation, title, email etc.) information and management. b) System should provide the functionality to link the customers and Linkage - 3rd Party (WLL, FWT, 3G, 4G, etc.), Linkage with DSL, WBB etc. c) System should provide different tax categories in relation with customer categories. d) System should provide different types of customer data input fields as per business rule (mandatory, optional etc.) e) System should have the capability of validation, normalization and quality checks of customer data f) System should be able to provide different search criteria to search customers on different fields. g) System should provide the functionality to manually change the customer status. i.e. via OCS etc.	Mandatory				
CI-1.2	**System should maintain** Demand Note Advice Note Customer Profiling (CRM#, Basic and Extended information, etc.) Categorized Profiling (WLL, FWT, 3G, 4G, department code, division etc.)	Mandatory				
CI-1.3	System should have the capability to manage following customer related services but not limited to 1. Change of customer information 2. Change of customer contact 3. Change of customer address 4. Change of customer accounts 5. Other customer related services	Mandatory				
CI-2	**Customer Account Management**					
CI-2.1	a) System should have the capability to manage all account and subscription related services. b) System should have the capability to manage tariffs, packages and discounts associated with the customer account c) System should have the capability to reflect account information to Billing and other depended system. d) System should have the capability to manage invoices related with account and its hierarchy. e) System should have the capability to manage payments associated with accounts f) System should have the capability to fetch the account credit/debit notes history. g) System should provide the details of network related information associated with account's subscriptions (phone no., DSL line login etc.) h) System should have the capability to manage the full history for all the customer, account, Product, service, payment, invoices , from it's activation date. i) System should provide status of account (active, inactive etc.), which can also be modify manually or automatically.	Mandatory				
CI-2.2	System shall provide the functionality to search the customer(s) based on different customer attributes. This functionality will be used for directory assistance purposes. System should have extensive searching and customer segmentation.	Mandatory				

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Clause No.	Functionality	Marks	Compliance			Remarks
			FC	PC	NC	
CI-3	**Customer Document Management**					
CI-3.1	a) System should provide the feature to capture the customer documents and stored in repository. b) System should provide different categories/sub categories for documents handling (approval letter, tax statement, id document etc.)	Mandatory				
CI-4	**Resource/Inventory Management**					
CI-4.1	a) System should manage the record of availably resources and assignment of the resources to product/service and update the logical inventory. b) System should provide the integration with other system i.e. when & wherever required by NTC. c) System should maintain the logical resources. d) System should have the feature to maintain the association among the resources. e) System should have the option to modify the relation as per the NTC requirement. f) System should provide the status of logical resources e.g. in used, free and assign with respect the geographical, category wise etc. g) System should have the feature of assigning logical resources to product / services during the provisioning process for connected NEs. h) System should have the option to record the structure of all the products, services logical and physical resources e.g. Modem, MDF, line detail, circuit details, its type, serial number, speed, number, MDN, IMSI, IP etc. as per future requirements of NTC.	Mandatory				
CI-4.2	System shall check on matching criteria and will generate report matched or not and if matched with the status of used and free.	10				
CI-4.3	a) System should be able to Bulk load creation/maintain Inventory b) System should be able to create Series/range Inventory	Mandatory				
CI-5	**Order Capturing**					
CI-5.1	a) System should capture customer request from any system and pass on the customer requests to required interfaces. b) System should care while order capturing system should record the customer data, product(s), service(s), and package detail data. c) System should check the validity / authorization of customer at the time of order capturing.	Mandatory				
CI-6	**Product Management**					

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Clause No.	Functionality	Marks	Compliance			Remarks
			FC	PC	NC	
CI-6.1	a) System should provide the functionality to offer the packages to customers based on NTC requirements rules. Can be configured based on customer, product and location. b) System should configure and managed the taxation of product and services c) System should maintain the Provisioning Information as & when required by NTC. d) System should provide an interface to configure package and associated with the product, service, area, customer etc. Package is the combination of tariff, discount and equipment. e) System should manage the one-time charges, recurring charges, discounts, tariff etc.	Mandatory				
CI-7	**Fee Management**					
CI-7.1	a) The purpose of this feature to define the product services, VAS, equipment and SLAs' charges. b) System should provide the flexibility to define the multiple charges against each product component. c) System should provide the feature to define fee (one time, recurring, installment etc.) against the product its services, VAS and associated resources e.g. Modem. d) System should provide the different customized reports related to Customer Information System. NTC specific reports will be defined during the project execution phase.	Mandatory				
IC-1	**RIO Compatibility**					
IC-1.1	System shall allow customization with respect to different RIO's (Reference Interconnect Offer) with characteristics like (origination, termination, transit, trunking, variant call intervals, peak / off peak rates and holidays implementation)	Mandatory				
IC-2	**Agreement Definition**					
IC-2.1	System shall provide but not limited to the following: a) Maintain partnership details and its agreement details b) Manage interconnect settlement agreements for all fixed, mobile and data network transactions, e.g. voice, data, credit limit, trust level. c) Create and maintain bilateral agreement with other network operators. d) System should maintain the time zone of each country and generate the invoice/reconciliation accordingly.	Mandatory				
IC-3	**Mediated XDR Collection**					
IC-3.1	a) System shall support to configure various collection paths for mediated XDRs for rating. b) System should maintain complete integrity check between source and destination. c) System should maintain the audit log for every collected file.	Mandatory				
IC-4	**XDR Validation, Verification and Duplicate Detection**					
IC-4.1	a) System shall be able to generate a report and for rejected XDR's and identify the reasons of rejections b) Support reprocessing of exceptional Usage Charge Records based c) System should support rounding off XDR's duration / unit based on configurable rules. d) Provide Duplicate record checking, filtering and storing.	Mandatory				
IC-5	**Tariff Configuration**					
IC-5.1	System should support to define and configure zone, region, cities, local area codes, country codes, voice or data calls and their units etc.	Mandatory				

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Clause No.	Functionality	Marks	Compliance			Remarks
			FC	PC	NC	
IC-5.2	Systems shall be able to configure partner (local and international) tariffs that include but not limited to: i. Unit Based Tariff ii. Geography Distance Based Tariff iii. Special Tariff Based On Called Number iv. Many Charges for One Record v. Customized Attributes based Tariff (Specific country, specific city, trunk, number range, service type and combination of these) vi. Partner Operator	Mandatory				
IC-6	**Tariff Versioning**					
IC-6.1	a) System shall support tariff versioning e.g. copying of an existing entire tariff and then creating a new tariff with new name and by changing one or more parameters. b) Provide tariff history for future reference.	Mandatory				
IC-7	**Tariff Flexibility**					
IC-7.1	a) Automated tariff scheduling with automated effective and expiry dates. b) Tariff shall be configurable on the basis of region, country code, area code, exchanges and no. series, & product attribute etc.	Mandatory				
IC-7.2	System shall provide records of all tariff circulars and keep a reference in a system.	5				
IC-8	**Settlement Management / Calculation**					
IC-8.1	a) Provide configuration and management of multiple billing cycles of partners. b) System shall support settlement calculation. c) Ensure that revenue splits are correctly apportioned according to partner agreements. d) Apply business rule association based on contract. e) Ability to support settlement based on multiple billable event types.	Mandatory				
IC-9	**Charge calculation**					
IC-9.1	a) Receive call and event usage from mediation or any other systems. b) Derive tariff based on the bilateral agreement/regularity regulations. c) Assign pricing rule to traffic in both directions and in transit. d) Accumulate usage based on agreed interconnect tariff and discounts. e) Apply appropriate tax rules in accordance to each bilateral agreement/governing authorities.	Mandatory				
IC-10	**Rating**					
IC-10.1	Support inquiry of XDR rating and output results such as XDRs (normal, abnormal and error) etc.... on interface as well as by setting query conditions.	10				

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Clause No.	Functionality	Marks	Compliance			Remarks
			FC	PC	NC	
IC-10.2	a) System shall provide rollback of all or portion of data b) System shall provide re-rating of all or portion of data "c) System shall offer flexible Call Rating configuration and management to provide various schemes/packages depending on but not limited to · Origins (call originator), · Destinations (call terminator), · Distance, · Zone, · Toll Free · Premium Rate Service (PRS), · Number series etc…."	Mandatory				
IC-11	**Invoice / Statement management**					
IC-11.1	a) Initiate generation of settlement statements or invoices for partner. b) Generate expected out payment for interconnect charges. c) Supply interconnecting partners with aggregated usage details and invoice supporting data.	Mandatory				
IC-12	**Invoicing**					
IC-12.1	System shall generate and send invoices automatically to desired receptionists via email server in addition to providing them a hard copy according to the billing period.	5				
IC-12.2	Ability to generate any invoice again.	Mandatory				
IC-13	**Tracking Source & Multiple Calls Support**					
IC-13.1	Support tracking and saving of complete source information.	10				
IC-13.2	Supports different types of calls like Outgoing Calls, Incoming Calls, others…	10				
IC-13.3	System shall be configurable for different services and their identification scenarios.	10				
IC-14	**Error, Audit & Log Management**					
IC-14.1	System shall automatically monitor duplicate, calls length beyond the limit and calls at unauthorized destination.	Mandatory				
IC-15	**PPP Management**					
IC-15.1	Management & Reconciliation of agreements with Partners i.e. Public Private Partnership (PPP)	Mandatory				
IC-16	**Drill Down Reconciliation**					
IC-16.1	"a) Systems should support to reconcile the data based on following parameters (but not limited to): · Operator · XDRs/Events · Toll Free" b) Ability to reconcile data provided by partner in any format e.g. csv, .xlsx etc. c) Ability to generate & export data for reconciliation in any format e.g. .csv, .xlsx etc.	Mandatory				
IC-17	**Dashboard/Reports**					

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Clause No.	Functionality	Marks	Compliance			Remarks
			FC	PC	NC	
IC-17.1	a) Provides variety of configurable reports depending on the selected criteria and the report can be converted into different formats b) Provide interconnect traffic history to support enquiries and disputes. c) All reports shall be convertible / extractable in but not limited to text, pdf and xlsx etc. format. "d) Provide traffic & reconciliation reports: · LLO/ Incoming/ outgoing traffic/transit · WLL · Mobile traffic Incoming / outgoing · Others" "e) Provide a large variety of reports based on different selection criteria for day to day business needs. The reports include but not limited to following: · XDR details, · XDR Summary, · Origination reports, · Termination reports."	Mandatory				
Ig-1	**INTEGRATION & INTERFACES**					
Ig-1.1	Integration with existing modules as well as wherever required by NTC.	Mandatory				
Ig-1.2	Integrations shall use open standard APIs and as per requirement of NTC for third-party systems.	10				
DC-1	**Customer/Corporate Information Management (CIM)**					
DC-a)	As per requirement of the services and define above.	Mandatory				
DC-2	**Customer Account Management**					
DC-a)	As per requirement of the services and define above.	Mandatory				
DC-3	**Customer Document Management**					
DC-a)	As per requirement of the services and define above.	Mandatory				
DC-4	**Product Management**					
DC-a)	As per requirement of the services and define above.	3				
DC-5	**Manage Bill Cycle Run**					
DC-a)	As per requirement of the services and define above.	Mandatory				
DC-6	**Tariff Management**					
DC-a)	As per requirement of the services and define above.	Mandatory				
DC-7	**Multiple Currencies Support**					
DC-a)	The system shall maintain the exchange rate between Pak. Rupee and other related currencies.	3				
DC-b)	The system shall convert the bill amount into account currency as per the current exchange rate.	3				
DC-8	**Billing**					
DC-a)	As per requirement of the services and define above.	Mandatory				
DC-9	**Receivable Management System (including Ledger Management)**					
DC-a)	As per requirement of the services and define above.	Mandatory				
DC-10	**Invoice Printing**					
DC-a)	As per requirement of the services and define above.	Mandatory				
DC-11	**Integration with PPP/Provisioning System**					

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Clause No.	Functionality	Marks	Compliance			Remarks
			FC	PC	NC	
DC-a)	As per requirement of the services and define above.	10				
DC-12	**Dashboard/Reports**					
DC-a)	As per requirement of the services and define above.	Mandatory				
RD-1	**Reports**					
RD-1.1	System should provide the following reports (but not limited to) a) Connected NE availability/status b) Collection Report c) Distribution report d) User Activity report e) Error/Exception Report g) Processing Report Further reports will be provided during project execution phase.	Mandatory				
RD-1.2	Different standard Reports should be available. However, NTC specific reports will be provided during project execution phase. Reports may be added in future too.	Mandatory				
RD-1.3	Access of Data Views for reporting & data verification by NTC.	20				
RD-1.4	System shall have but not limited to following reports: i. Grand billing summary ii. Details billing reports iii. Bill registers iv. Collection posting registers v. Bill history registers vi. Bill run detail reports vii. Credit and debit amounts report. viii.Tax Certificate reports ix. Dormant Reports x. Revenue Reports including Aging/Chronic Reports xi. Data Center Component-wise report like VMs, RAM, CPU, Storage, CPanels, Licenses, Mail Boxes etc. xii. Reporting for Intranet, SMS and other similar modules. The details of the above mentioned reports along with new reports will be provided during requirements gathering / analysis. Ad-hoc reports as & when required will have to be accommodated too. Some of ad-hoc reports may become fixed period reports. Further, parameters in each report must be as per requirement of NTC.	Mandatory				
RD-1.5	System should support to automatic generation of reports and sent it to respective officials. This should be configurable.	10				
RD-2	**Dashboards**					
RD-2.1	One Page dashboard for top management.	Mandatory				
RD-2.2	Top, Middle, Lower -level management dashboards.	Mandatory				
RD-2.3	Dashboards drill down options for management for reports mentioned/desired under clause 1 above.	5				
RD-3	**Dynamic Reports**					
RD-3.1	Users can generate reports by selecting fields, filters, grouping, sorting and calculations (drag-and-drop), without any support.	Mandatory				
RD-3.2	Parameterized / ad-hoc reports for any period, region, exchange, service, customer category or account.	Mandatory				
RD-3.3	User-built reports can be downloaded in different formats like PDF, Excel, CSV.	Mandatory				

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Clause No.	Functionality	Marks	Compliance			Remarks
			FC	PC	NC	
RD-3.4	Charts and pivot views can be created dynamically from report results.	5				
RD-4	**AI Assisted Analytics**					
RD-4.1	Preferably AI assisted Reporting & Analytics for Customer, Services, Products, Billing and Receivables with added functionality like Customer's segmentations, Trend Analysis etc.	20				
RD-4.2	Module/Report Chat board.	10				
Total Marks		**414**				

Bidder's Statement column must be properly filled to clearly state the available feature/compliance as fully complied (FC), partially complied (PC) or not complied (NC) or better feature is available, Tick the relevant box. The bidder must Fully comply to all Mandatory clauses (Denoted as "M" in Mraks column) failing to do so will Technically disqualify the bidder, Moreover, the bidder should score 70% or more of the total marks given in "Marks" column. The compliance of technical specification in annexure must be supported by data sheet of product to certify the Compliance. Evaluation Committee may require Proof of concept demonstration from bidders. Bidder qualification shall rest on successful PoC Demonstration.

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Table of Contents

1 PERFORMANCE SECURITY 2
2 CONTRACTORS RESPONSIBILITIES 2
3 NTC RESPONSIBILITIES 2
4 DEPLOYMENT OF SOFTWARE/SOLUTION 2
5 CONTRACT DURATION 2
6 RENDERING OF BILLING SERVICES 3
7 LIQUIDATED DAMAGES 3
8 ACCEPTANCE CERTIFICATE 3
9 PAYMENT 4
10 DEFAULT BY CONTRACTOR 4
11 CONTRACT CLOSURE 4
12 ARBITRATION AND APPLICABLE LAW 4
13 FORCE MAJEURE 5
14 TERMINATION FOR INSOLVENCY 6
15 TERMINATION FOR CONVENIENCE 6
16 PROJECT DIRECTOR 6
17 ULTIMATE CONSIGNEE 6
18 DEBARMENT / BLACKLISTING OF FIRM 6
19 INTEGRITY 7
20 DECLARATION OF BENEFICIAL OWNERS' INFORMATION 7

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TERMS & CONDITIONS OF CONTRACT

1 PERFORMANCE SECURITY

1.1 The successful bidder shall furnish to the NTC a performance security amounting to PKR. 3,000,000/- (Pak Rupees Three Million Only) in the shape of Pay order or CDR or bank guarantee valid for a period of 39 months prior to signing of contract.

1.2 Failure of the successful bidder to furnish performance security shall constitute sufficient grounds for the annulment of the award and forfeiture of the tender security.

1.3 The bank guarantee of performance security shall be further extended in case of contract extension.

1.4 All the correspondence regarding release of performance guarantee shall be made with Director (Procurement) NTC HQ.

1.5 Performance security against the contract shall be released upon successful completion of contract.

2 CONTRACTORS RESPONSIBILITIES

2.1 The contractor shall deploy the software/solution in accordance with the contract and technical specifications.

2.2 The contractor shall provide services as per Scope of Work and Price Schedule in accordance with the contract.

2.3 The Contractor shall deploy Human Resources at NTC for Operation, Maintenance and Support of the solution.

2.4 The contract shall not subcontract the whole of the works. The contractor shall not subcontract any part of the works without consent of NTC.

3 NTC RESPONSIBILITIES

NTC shall be responsible for the following:

3.1 Project Director shall coordinate for smooth implementation.

3.2 NTC will provide Cloud/Virtual Machine (VM) resources as per requirements of the Software solution.

3.3 NTC will provide requisite sitting arrangement along with necessary equipment for Billing Operations and Technical Support staff. Further, hardware, Network, operating system, database, licenses and 3rd party provision and support will be the responsibility of NTC.

4 DEPLOYMENT OF SOFTWARE/SOLUTION

The Contractor shall deploy the software/solution and make ready for commencement of services within Twelve (12) Weeks from the effective date of contract.

5 CONTRACT DURATION

5.1 The Contract agreement shall remain effective for a period of three (03) years. The unit prices quoted by the contractor shall remain valid for a period of three (03) years from the effective date of contract.

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5.2 The contractor shall provide regular billing services as defined in Price Schedule for the whole duration of the contract.

5.3 The contract shall be extendable for further two years on annual basis and same rates with mutual agreement between NTC and contractor.

6 RENDERING OF BILLING SERVICES

Every month, the contractor shall complete mediation, rating and invoicing in maximum **four (04)** working days after provisioning of complete data by NTC. In this regards, NTC has to ensure availability of infrastructure up and running.

7 LIQUIDATED DAMAGES

7.1 Unless the failure to render the service is caused by force majeure or delay is not on part of NTC, the contractor shall pay to NTC as liquidated damages of the delayed part of the Monthly services, at rate of 2% of the delayed part per day, up to a maximum of 10% of delayed part of Monthly service value and the same will be recovered from the Contractor at the time of monthly payment.

7.2 In case of force majeure the LD charges may be waived off by NTC on receipt of request from contractor with documentary evidences. If the delay is on the part of NTC, and agreed by NTC, then for that time no liquidated damages will be paid to NTC. NTC shall the have discretion to impose/waive off LD Charges based on the performance of contractor.

8 ACCEPTANCE CERTIFICATE

8.1 **Deployment Software/Solution:** The Contractor will arrange to provide the UAT documents within 04 Weeks of the signing of contract. The UAT will be conducted in accordance with approved/vetted UAT documents processed by the PD for approval of GM (Data & IT). PD will constitute team to conduct the Acceptance Test with approval of GM (Data & IT) NTC HQs.

8.2 Upon satisfying itself that deployment of software/solution, undertaken by the contractor is complete in all respects, the contractor will inform in-writing to Project Director to detail a team for User Acceptance Test. The software/solution deployed will be verified with the contract by UAT team within 02 Weeks. After successful conduct of test, PD will issue Acceptance Certificate (AC) subject to at least 01x successful test run of Billing Cycle.

8.3 In case Acceptance Certificate is not issued within one (01) week of UAT (User Acceptance Test), PD shall inform in-writing of the specific reason(s) for the delay within one (01) week after receipt of request from the contractor, to this effect. Furthermore, PD will notify the contractor that the work is not fully complete and contractor will rectify the discrepancies. Acceptance Certificate shall be issued after successful rectification of discrepancies.

8.4 **Rendering of Billing Services:** Ultimate Consignee shall issue an Monthly Acceptance Certificate in favor of contractor at the end of each month upon successful rendering of services under the contract.

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9 PAYMENT

9.1 **100% monthly payment** will be made upon issuance of Monthly Acceptance Certificate by Ultimate Consignee for subject month billing. The contractor will submit the bill in triplicate to Project Director. The GST number of NTC & contractor shall be clearly mentioned on sales tax invoice.

9.2 All the payments will be made by Finance Wing NTC HQs through Project Director.

9.3 The contractor shall ensure provision of duly verified invoices by Ultimate Consignee for claiming payment.

9.4 Taxes will be deducted as per government rules at the time of payment.

10 DEFAULT BY CONTRACTOR

10.1 If the contractor fails to provide the services, refuses or fails to comply with a valid instruction of the NTC, the NTC may give notice and stating the default.

10.2 If the contractor has not taken all practicable steps to remedy the default within 14 working days after receipt of NTC notice, the NTC may by a second notice cancel the contract and performance security will be confiscated.

11 CONTRACT CLOSURE

11.1 The Contract shall automatically expire upon completion of three (03) years from the date of commercial commencement, unless terminated earlier or extended by mutual written agreement of the parties under the terms of the contract.

11.2 Upon expiry or termination of the Contract, the contractor shall ensure uninterrupted availability of the services until the effective date of termination/expiry and shall provide reasonable transition support, if required, for a period not exceeding One Hundred and Twenty (120) days.

11.3 The contractor shall remove its staff and software, if any, from the NTC's facilities within a mutually agreed timeframe. NTC shall facilitate safe access for such removal.

11.4 All outstanding payments for services satisfactorily rendered up to the date of expiry or termination shall be settled in accordance with the Contract.

11.5 Termination or expiry of the contract shall not relieve either party of any accrued rights, liabilities, penalties, or obligations that have arisen prior to the effective date of termination/expiry.

12 ARBITRATION AND APPLICABLE LAW

12.1 This Agreement shall be governed under Pakistani law and the Courts at Islamabad shall have exclusive jurisdiction over any matter that may be referred to a Court under this Agreement.

12.2 In the event that any dispute arises between the Parties under this Agreement, one Party shall issue notice to the other Party to mutually negotiate a resolution to the dispute. If the negotiations fail to resolve the dispute within seven (7) days of receipt of the notice, the dispute shall be referred to the Managing Director, National Telecommunication Corporation ("MD") or his nominee who shall provide a personal hearing to Contractor and render a decision thereon within a period of thirty (30) days. In the personal hearing conducted pursuant to this

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clause, the Contractor shall not be represented by a legal practitioner within the meaning of the Legal Practitioners and Bar Councils Act, 1973.

12.3 If the Contractor is aggrieved of the decision of the MD or his nominee rendered under clause preceding hereof, the Contractor may refer the dispute to arbitration within thirty (30) days of the date of the decision of the MD or his nominee under the Arbitration Act, 1940 or any law that the Arbitration Act, 1940 is repealed, amended, or modified by at the time of referral of the dispute to arbitration. The arbitration shall be conducted before a Sole Arbitrator to be appointed by the consent of the Parties. The seat and venue of arbitration shall be at the National Telecommunication Corporation Headquarters, Sector G-5/2, Islamabad. The arbitration and the award thereof shall be conducted in the English language.

12.4 The costs and fees of the Sole Arbitrator shall be shared by the Parties equally. A Party shall bear the costs and fees of its legal practitioners and other personnel that a Party engages for the arbitration unless otherwise awarded by the Sole Arbitrator.

13 FORCE MAJEURE

13.1 The Contractor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

13.2 If either party is temporarily rendered unable, wholly or in part by Force Majeure to perform its duties or accept performance by the other party under the Contract it is agreed that on such party, giving notice with full particulars in writing of such Force majeure to the other party within 14 (fourteen) days after the occurrence of the cause relied on, then the duties, of such party as far as they are affected by such Force Majeure shall be suspended during the continuance of any inability so caused but for not longer period and such cause shall as for as possible be removed with all reasonable speed. Neither party shall be responsible for delay caused by Force Majeure.

13.3 The terms "Force Majeure" as used herein shall mean Acts of God, strikes, lockouts or other industrial disturbance, act of public enemy, war, blockages, insurrections, riots, epidemics, landslides, earthquakes, fires, storms, lightning, flood, washouts, civil disturbances, explosion, Governmental Export/Import Restrictions (to be supported by a letter from the relevant Authority and verified by the Diplomatic Mission in Pakistan), Government actions/restrictions due to economic and financial hardships, change of priorities and any other cause similar to the kind herein enumerated or of equivalent effect, not within the control of either party and which by the exercise of due care and diligence either party is unable to overcome.

13.4 The term of this Contract shall be extended for such period of time as may be necessary to complete the work which might have been accomplished but for such suspension. If either party is permanently prevented wholly or in part by Force Majeure for period exceeding 12 (twelve) months from performing or accepting performance, the party concerned shall have the right to terminate this contract immediately giving notice with full particulars for such Force Majeure in writing

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to the other party, and in such event, the other party shall be entitled to compensation for an amount to be fixed by negotiations and mutual agreement.

13.5 If a Force Majeure situation arises, the Contractor shall promptly notify NTC in writing of such conditions and the cause thereof. Unless otherwise directed by NTC in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practicable, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

14 TERMINATION FOR INSOLVENCY

The NTC may at any time terminate the contract by giving written notice to the contractor, without any compensation to contractor. If the contractor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to action to the NTC.

15 TERMINATION FOR CONVENIENCE

Without prejudice to the contractor, the NTC may send a written notice to the bidder, terminate the contract in whole or in part any time for its convenience. The notice of termination shall specify that the termination is for the NTC's convenience, the extent to which performance or work under the contract is terminated and the date upon which such termination becomes effective.

16 PROJECT DIRECTOR

Director (Data Center) NTC HQs Islamabad
Email: amer.shamsher@ntc.org.pk
Ph: 051-9208809

17 ULTIMATE CONSIGNEE

Deputy Director (IT-Billing) NTC HQs Islamabad
Email: muhammad.safeer@ntc.org.pk
Ph: 051-9206462

18 DEBARMENT / BLACKLISTING OF FIRM

18.1 As per clause-25 of the PPRA rules 2026, NTC reserves the right of debarment 'or' blacklisting of a firm, association, corporation, joint venture, company, partnership or any other legal entity subject to any of the following acts or the acts provided under the aforesaid rule.

a. Consistent failure to provide satisfactory performance.
b. Contractor becomes insolvent.
c. Existence of judicial decision against a contractor in respect of a corrupt or collusive practice.
d. Submission of false and spurious documents, making false statements and allegations to gain undue advantage.
e. Commission of fraud.
f. Contractor abandons the contract.
g. Contractor without reasonable excuse fails to commence the work 'or' suspends the progress of work for 14 days.

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h. Contractor is not executing the work in accordance with the contract or is persistently or flagrantly neglecting to carry out their obligations under the contract.

i. Commission of embezzlement, criminal breach of trust, theft, cheating, forgery, bribery, falsification or destruction of records, receiving stolen property, false use of trademark, securing fraudulent registration with sales tax authorities, Pakistan Engineering council etc., giving false evidence, furnishing of false information of serious nature.

18.2 NTC reserves the right to blacklist and debar the contractor as well as its OEM in case of breach of undertaking provided regarding the EoL and EoS of the quoted equipment.

18.3 Blacklisting proceedings shall be carried out in accordance with the Mechanism for Blacklisting Regulations, 2024.

18.4 The duration of such debarment shall be in accordance with the provisions of Rule 25 of PP Rules 2026.

19 INTEGRITY

19.1 The Contractor hereby declares that it has not obtained or induced the procurement of this Contract or a right, interest, privilege or other obligation or benefit under this Contract from Government of Pakistan or any administrative subdivision or agency thereof or any other owned or controlled by it (GoP) through any corrupt business practice.

19.2 Without limiting the generality of the foregoing the Contractor represents and warrants that it has fully declared the brokerage, commission, fees etc, paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, any commission, gratification, bribe, finder's fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or including the procurement of this Contract or a right, interest, privilege or other obligation or benefit under this Contract in whatsoever form from GoP, except that which has been expressly declared pursuant hereto.

19.3 The Contractor accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this Clause.

20 DECLARATION OF BENEFICIAL OWNERS' INFORMATION

The "Declaration of Beneficial Owners' Information of Public Procurement Contract Awarded Regulations, 2022" require that the contractor shall be bound to provide beneficial ownership information as per prescribed Performa.

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S#	Description of Service	Unit	Approx. Qty	Unit Price without Tax	Unit Price with Tax	Total Price with Tax
Section-A: Monthly Billing for Telephony & Broadband Services						
1	Monthly Billing Processing Charges (for Telephone, Broadband, PPP connections etc.) per Connection per Month	Nos.	150,000			
Section-B: Interconnect & Settlement						
2	Interconnect billing Catagory-I per Operator per Month Category-I: Interoperator claim amount is above PKR. 50,000/-	No.	06			
3	Interconnect billing Catagory-II per Operator per Month Catagory-II: Interoperator claim amount is upto PKR. 50,000/--	No.	03			
4	On Demand Interconnect CDRs Reconciliation Charges Catagory-I Catagory-I: Interconnect bill is upto PKR. 04 Million	No.	01			
5	On Demand Interconnect CDRs Reconciliation Charges Catagory-II Catagory-II: Interconnect bill is above PKR. 04 Million	No.	01			
Section-C: Data Center/Cloud Services						
6	Data Centre VDS/Cloud Services per Customer per Period	Nos.	200			
7	Data Centre E-mail Services per Customer per Period	Nos.	300			
8	Data Centre Web-Hosting Services per Customer per Period	Nos.	300			
Section-D: Network & Telecom Services						
9	Intranet Services per Customer per Period	Nos.	600			
10	Telecom Co-Location Services per Customer per Period	Nos.	50			
11	Video Conferencing Services per Customer per Period	Nos.	20			
12	SMS Services per Customer per Period	Nos.	30			
Section-E: Support & Misc. Services						
13	HR Deployment for O&M and Support per Month	Nos.	03			
14	Support Service for IGE (International Gateway Exchange) Wholesale Billing per Month	Nos.	01			
15	Customized Billing Module for future Organization/Department per Customer per Period	Nos.	01			
16	**Grand Total Charges per Month inclusive of Tax**					

Note:

1. Quantities mention above are approximate and shall vary from Month to Month during the currency of the contract.
2. Contract duration will be 03x year and extendable for further two years. Contract prices shall remain valid throughout the currency of the contract.
3. Payments shall made on actual utilization of service on **Pay-as-you-go Model**

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