

## INTRODUCTION:

Teletalk Bangladesh Limited (hereinafter referred to as “**Teletalk**”) is a government owned public limited company under the Companies Act, 1994 and is involved in the mobile telecom business in Bangladesh.

Teletalk was a courageous venture of Bangladesh government especially when four private mobile phone operators are already in the market with full strength and also with various attractive packages.

There is no secondary data relating to the actual demand of mobile phone in the country. However, it is assumed that there is still a big gap between demand and supply of telephone as well as mobile phone. It is also very much true that competition among the existing five operators including Teletalk is getting steeper day by day. Moreover, a number of new mobile phone operators are expected to join this market.

Although Govt. of Bangladesh has already introduced a comprehensive procurement policy known as “Public Procurement Regulations (PPR) 2003”, its own regulation (Regulation 3.2 of page 9) stipulates that:

Quote:

*“Any organization formed under the Companies Act, 1994 that uses public funds allocated to them by the Government through revenue or development budget shall use the Regulations and the Procedures for any procurement that makes use of such public funds. **In all other cases the normal procurement rule of the concerned organization formed under the Companies Act, 1994 shall apply.**”*

Unquote:

Since Teletalk is a company formed under the Companies Act, 1994 and it will use its own fund for different procurement proceedings, it has become imperative that a “Procurement policy and a set of rules” for Teletalk be formed immediately. In this context, a Procurement Policy for Teletalk (PPT) has been formulated and tabled for approval by the Board of Directors of Teletalk.

## Chapter 1

### 1.1.0 BACKGROUND

This part of the study is absolutely focused on the issues related to the procurement policy and procurement manual for Teletalk.

Since, as a public limited company (under full ownership of its shares by the government), Teletalk will be using its own fund, it is obliged to formulate its own procurement policy and manual. Considering the intense market competition, the constant inter-actions with foreign counterparts, frequent requirements of quick purchase decisions, Teletalk requires a more customized procurement policy and procurement manual in order to make this venture more dynamic, competitive and market oriented.

It is necessary to mention that procurement process and practice work as backbone for any organization. It requires lot of skills, expertise and experiences to ensure effective use of procurement policy and guide line in order to bring optimum benefit for the organization.

Considering the various aspects like nature and type of organization, nature of business, product, market & market competition, existing Govt. rules & regulations etc., a comprehensive matrix based procurement policy and its manual is proposed for Teletalk within a very short span of time.

### 1.2.0 SCOPE OF WORK:

Teletalk is a public limited company 100% owned by the government. As per the Memorandum & Articles of Association of Teletalk, Government of Bangladesh has vested 100% financial and administrative authority to the Board of Directors of Teletalk. Therefore, Teletalk is a public limited company with 100% financial and administrative freedom but at the core, in some cases, it has invisible ties to some government rules and regulations. Under such circumstances, the scope of work to develop a customized procurement policy and its manual consists of following basic issues:

- The proposed procurement policy and manual needs to be related to the broader guide lines of PPR 2003.
- The proposed procurement policy and manual must have sufficient flexibility to fulfill the procurement requirement of Teletalk as an efficient mobile telecom operator in the competitive scenario.
- The proposed procurement policy and manual must have flexibility to handle future procurement of the organization as it is not possible to develop and adapt such policy every year.

### **1.3.0 OBJECTIVES:**

The Proposed procurement policy and manual is developed to attain the following objectives:

- To reduce cost and wastage in procurement.
- To save time in procurement.
- To bring transparency in procurement.
- To reduce internal and external interferences in procurement.
- To help an un-biased decision making in procurement.
- To reduce paper work and unwanted complications in procurement.
- To encourage purposeful procurement.
- To reduce discrimination in procurement.
- To produce and maintain automated tracking records of procurement.

### **1.4.0 AMENDMENT TO THE PPT:**

The procedure for amendment of the procurement policy shall be as follows:

1.4.1 The Financial Affairs Committee of the Board shall have the authority to modify the values of the following variables:

- a) Amount involved in single procurement.
- b) Procurement frequency for same item/service.
- c) Deadline for procurement period for completion of single procurement.

1.4.2 The Board shall have the authority to make amendments to any or many clauses and provisions of the PPT.

### **1.5.0 AUTOMATION OF PROCUREMENT PROCESS:**

The management shall take early necessary steps for automation of the procurement process in such a way that manual inputs become unnecessary.

**PROCUREMENT  
CODE  
OF  
ETHICS**

## Chapter 2

### 2.0.0 PROCUREMENT: CODE OF ETHICS

#### 2.1.0 General Policy

It is the policy of Teletalk to maintain high reputation of ethical behavior and fair dealing in the conduct of its business.

In many cases decisions as to what is ethical or fair are clear cut and will be obvious to any reasonable person. In some situations, however, there may be circumstances where an element of doubt or ambiguity arises. To help in these circumstances and to protect and guide individual employees of Teletalk, it is necessary to have a written code of ethics.

It is not possible to provide for every situation in the code of ethics. If there is doubt about the probity of any particular situation, the manager or chief executive must be consulted about that situation by the individual concerned.

#### 2.2.0 Purpose of Code of Ethics

The purpose of the Code of Ethics is to offer guidance to Teletalk employees in their business conduct.

The Code of Ethics applies to all the employees of Teletalk, who are engaged in purchasing and payments, including those involved in advisory and decision making capacities.

It will ensure that such employees shall never use their authority of office for personal gain and shall seek to uphold and enhance the reputation of Teletalk by:

- Maintaining an unimpeachable standard of integrity in all their business relationships both inside and outside the organization in which they are employed.
- Fostering the highest possible standards of professional competence amongst those for whom they are responsible.
- Optimizing the use of resources for which they are responsible in order to provide maximum benefit to their employing organization.

### **2.3.0 Principles of the Code of Ethics**

The guiding principles of the Code of Ethics can be summarized under five headings:

1. Declaration of Interest
2. Confidentiality and accuracy of information
3. Legality
4. Competition
5. Gifts and Hospitality

#### **2.3.1 Declaration of Interest**

Any personal interest that may impinge or might reasonably be deemed by others to impinge on a member of staff's impartiality in any matter relevant to his or her duties should be declared.

Where a conflict of interest situation could arise for an employee, he / she must desist from dealing with the contract giving rise to that situation, and may not attempt in any way to influence Teletalk's decision on the matter.

#### **2.3.2 Confidentiality and accuracy of information**

The confidentiality of information received in the course of duty should be respected and should never be used for personal gain. Information given in the course of duty should be true and fair and never be used for personal gain or designed to mislead.

#### **2.3.3 Legality**

In order to ensure that Teletalk complies with its business dealings with the laws of the land, employees are required to:

- Fulfill all regulatory and supervisory obligations imposed on Teletalk
- Co-operate with relevant regulatory and supervisory bodies
- Avoid false, inaccurate or misleading entries in records
- Ensure that all relevant legislation is upheld
- Encourage effective and fair competition at all times
- Comply with all purchasing and tendering procedures and with prescribed levels of authority for sanctioning any relevant expenditure
- Avoid engaging in any illegal or criminal activities.

#### **2.3.4 Competition**

While bearing in mind the advantages to the employing organization of staff maintaining a continuing relationship with a supplier, any arrangement which might in the long term prevent the effective operation of fair competition, should be avoided.

### **2.3.5 Gifts and Hospitality**

It is customary for many suppliers to offer gifts, hospitality or entertainment to named employees with whom they have contact as a result of business dealings.

### **2.3.6 Gifts**

Employees may accept gifts from suppliers or contractors who have worked for Teletalk, provided:

- The gift is unsolicited
- The gift is one of very small intrinsic value (e.g. diary, calendar, etc.)
- The gift is disclosed to that employee's immediate superior

In all other cases, the gift should be returned to the sender, with a note advising that acceptance would be contrary to Teletalk policy. Details of returned gifts must be notified at once to the recipient's superior. If such return is not possible due to various direct or indirect social or business impacts on Teletalk, the relevant gift must be submitted to Teletalk (i.e. to the office of MD) with a written record.

### **2.3.7 Hospitality**

Modest hospitality may be accepted, provided:

- The frequency and scale of hospitality is not more than Teletalk might be expected to give in return.
- The number of Teletalk staff availing of the hospitality is kept to a minimum.
- Unless officially allowed by the authority, invitations do not include the provision of travel or overnight accommodation and availing of the hospitality does not identify Teletalk in a public way with any particular supplier or contractor.

When it is not easy to decide between what is not acceptable in terms of gifts or hospitality the offer should be declined or advice sought from the employee's superior.

**PPT 1.1.0 Breaches of the Code of Ethics will be regarded as a breach of discipline and will be dealt as "misconduct" in accordance with the disciplinary code of Teletalk.**

### **2.4.0 Code of Ethics for Vendors**

Vendors who do business with Teletalk must avoid all situations where propriety or financial interests, or the opportunity for financial gain, could lead to favored treatment for any organization or individual. Vendors must also avoid circumstances and conduct which may not constitute actual wrongdoing, or a conflict of interest, but might nevertheless appear to be questionable to the general public, thus compromising the integrity of Teletalk.

- PPT 1.2.0** Code of Ethics shall be made part of each Request for Quotation (RFQ) promulgated by Teletalk and be attached to every contract and agreement to which Teletalk is a party.
- PPT 1.3.0** Any failure or unwillingness to sign the contract for procurement code of ethics as "Declaration of Ethics" as per the given format in tender document at the time of submission of offer or proposal, the offer will be rejected at sight.
- PPT 1.4.0** Code of Ethics shall be distributed to all parties who presently do business with Teletalk and, shall be mandatory part of all procurement document/contract irrespective of procurement method (PM) except POM.
- PPT 1.5.0** The following actions will be treated as corrupt, fraudulent, collusive or coercive practice under code of ethics:
- PPT 1.5.1** A corrupt practice, which shall mean giving or promising to give, directly or indirectly, to any director, officer or employee of Teletalk a gratuity in any form, an employment or any other thing or service of value, as an inducement with respect to an act or decision of, or method followed by, Teletalk in connection with the procurement proceedings or contract execution.
- PPT 1.5.2** A fraudulent practice, which shall mean a misrepresentation or omission of facts in order to influence the procurement proceedings or the execution of the contract.
- PPT 1.5.3** A collusive practice, which shall mean a scheme or arrangement between two or more tenderers, with or without the knowledge of the procuring entity, designed to rig tender prices thereby denying a procuring entity from the benefits of genuine competition.
- PPT 1.5.4** A coercive practice, which shall mean harming or threatening to harm, directly or indirectly, persons or their property to influence the procurement proceedings, or affect the execution of a contract.
- PPT 1.6.0** Should any corrupt, fraudulent, collusive or coercive practice of any kind referred to in PPT 1.5.0 come to the knowledge of Teletalk, Teletalk shall, in the first place, allow the tenderer/supplier to provide an explanation. Unless a satisfactory explanation is given, which is accepted by the MD of Teletalk, Teletalk shall exclude the tenderer/supplier from further participation in the procurement proceedings or execution of contract. Teletalk may also declare the tenderer/supplier ineligible, either indefinitely or for a stated period of time, but a least for a period of three (3) years from participation in procurement proceedings. Such exclusion and the reasons therefore, shall be recorded in the record of the procurement proceedings and promptly communicated to the tenderer/supplier concerned.

**PROCUREMENT  
DECISION**

## Chapter 3

### 3.0.0 PROCUREMENT POLICY:

The proposed procurement policy is designed for Teletalk and it may or may not be suitable for any other government owned private enterprise.

In order to avoid confusion, all rules in the proposed procurement policy will be termed as "PPT" (Procurement Policy for Teletalk) as all rules in PPR 2003 are termed as "Regulation".

Procurement process has two sides – the satisfaction of the buyer and the selection of a source of procurement that facilitates fairness and transparency of the procurement process.

Buyer's satisfaction does not depend solely upon buying the right product or service alone but also upon buying it at the right time, in the right quantity and at the best possible price.

Fairness and transparency of the procurement process involves the selection of a suitable source of procurement as well as a method which reduces possible manipulation in the process and ensures that the resources are judiciously and effectively utilized.

The proposed procurement policy is completely based on a number of variables. These variables are divided in to a number of sub-variables. The proposed policy guides the total procurement exercise from initiation of requisition form to evaluation of offer and subsequently the complete assessment of individual procurement process through different variables in order to ensure that there will be neither any subjective decision nor any internal or external pressure to influence the procurement process.

#### PPT 2.0.0 TYPES OF PROCUREMENT (TP)

All procurement of Teletalk must be classified under any of the following two types of procurement:

**PPT 2.0.1** Any procurement of single item or service under PPT will be termed as **Single Item Procurement (SIP)**.

**PPT 2.0.2** Any procurement for multiple/various items and/or services or in any combination under PPT will be termed as **Bundle Procurement (BP)**.

#### PPT 2.1.0 Nature of Procurement (NP)

All procurement of Teletalk, after classification under TP, must be identified under nature of procurement (NP) as follows:

**PPT 2.1.1** Any procurement irrespective of SIP or BP, must be identified whether it is **Proprietary Nature (Pro)** or **Non-proprietary Nature (NPro)**.

### **PPT 2.1.2 Definition of Proprietary Nature:**

Any item or service with following nature from Teletalk's point of view:

- Highly technical and related to capital equipment.
- Copy right and/or patent protected item or service.
- Spare parts and/or accessories for equipment having limited number of manufacturers or only one manufacturer or limited or only one distributor/ importer.
- Not easily available in the open market
- Specialized services of technical, consultancy or any other specialty nature as continuation of previous proprietary work with Teletalk.

### **PPT 2.2.0 PROCUREMENT DECISION VARIABLES**

Six sets of variables have been used as follows:

1. **Purpose of Procurement (PP)**
2. **Amount involved in Single Procurement (ASP)**
3. **Procurement Frequency of same item/service (PF)**
4. **Procurement Deadline to receive item/service (PD)**
5. **Procurement Source (PS)**
6. **Procurement Method (PM)**

### **3.2.0 PURPOSE OF USING VARIABLES:**

Basically the reason for using variables is to reduce subjective judgment as much as possible and quantify the decision making process so that a predefined set of rules can be established that can make the procurement process efficient and effective.

With these objectives in mind the above mentioned variables have been selected. These variables help us attain our objective in the following manner:

- **PP** – helps specify the product required and its use by the purchaser. Purchaser will not only specify the product/service with detail specification but will also specify the exact use of that product/service under the mentioned procurement. It will definitely make the purchaser more accountable to the use of procured product/service.
- **ASP** – assists in determining the amount that should be used to make the said procurement based on the quantity required and also based on factual market price per unit of product/service.
- **PF** – aids in establishing the usage pattern which in turn aids in estimating the economic order quantity and making the proper plan for the use of product/service.
- **PD** – necessary to ensure that the product or service is acquired in a timely manner. Both PF & PD will reduce the unplanned procurement and unplanned use of goods/services and as a result it will help to optimize the resource utilization.
- **PS** – assists the procurement department to identify the proper source of procurement in order to reduce wastage of time and effort. More over, proper identification of source will ensure maximum number of offers/proposals.

- **PM** – selection of an appropriate method of procurement that can satisfy the objectives that have been quantified on the basis of the above mentioned variables.

All parties involved in procurement must understand the reasons behind using the above-mentioned variables in PPT. unless it is clearly understood and properly executed in the process of procurement, the basic objective of adapting PPT can not be achieved.

However, it is necessary to understand the steps and flow-chart of procurement required in the proposed procurement policy before going in to the details of variables those are acting as the controlling tools for the proposed procurement policy. The steps involved in the procurement process are detailed in the Procurement Manual.

### **PPT 2.3.0 PURPOSE OF PROCUREMENT (PP)**

Procurement of any item or service for Teletalk must be classified in any of the 11 types of the following PPs based on the intended use of product/service. No procurement under the classification of **others** or **Miscellaneous** or **any other terms** will be allowed. The different types of PPs are as follows:

**TABLE - 1**

<b>SL</b>	<b>PP</b>	<b>PURPOSE OF PROCUREMENT</b>
1	PC	PETTY CASH
2	RES	RESALABLES
3	CON	CONSUMABLES
4	R&M	REPAIR & MAINTENANCE
5	HSLE	HARDWARE, SOFTWARE, LOGISTIC EQUIPMENT
6	SER	SERVICE INCLUDING RENT/LEASE
7	CE	CAPITAL EQUIPMENT
8	FAFF	FIXED ASSET - FURNITURE & FIXTURE
9	FAVE	FIXED ASSET - VEHICLE & EQUIPMENT
10	FAP	FIXED ASSET - PROPERTY

### **3.3.0 Definition of Different Types of PP:**

#### **PPT 2.3.1 PC (PETTY CASH):**

Petty Cash is commonly known as the fund available in most of the offices to meet day to day various miscellaneous running expenses or to meet any urgent requirement within pre-defined amount related to office, logistic, repair & maintenance or entertainment expenses. Any procurement under such head of accounts (head of accounts as per the chart of accounts of the organization) will be classified as PC.

However, PC will not be considered as regular procurement by the procurement department. PC will be the only direct procurement option for different departments to fulfill day to day requirement. Therefore, PC will be separated from PP and procurement department will not use PC for any regular procurement.

### **PPT 2.3.2 RES (RESALABLES):**

Any goods and/or service of following nature:

- Any goods or service that has been used for the purpose of selling or reselling with or without value addition in the open market as regular salable product/service for generating revenue for Teletalk.
- Any goods or service that can be quantified or numbered at the time of procurement or/and at the time of selling for the purpose of generating revenue for Teletalk.
- Certain goods or services with proprietary nature those can be sold or resold unlimited times for generating revenue but procured only once like various VAS (value added services) will not be considered under this classification.

### **PPT 2.3.3 CON (CONSUMABLES):**

Any item which has following nature:

- Exhausted or finished once used.
- No multiple usages.
- Technical or non-technical in nature.
- Product only.
- No service, commission or royalty is included within this classification.
- No product with proprietary nature<sup>\*1</sup>.
- Source of procurement must be local.

<sup>\*1</sup> There are many brand products which are of proprietary nature like ink, cartridge or toner of different printer and photocopy machines. However, these products are always available in the market. Therefore, these types of items should not be considered as proprietary item but will be regarded as consumables. The definition of proprietary item/service is clearly mentioned in PPT 2.1.1.

### **PPT 2.3.4 R&M (REPAIR & MAINTENANCE):**

Any item or service for the purpose of repair & maintenance of any kind except goods or services of proprietary nature as per definition mentioned in the chart of account of Teletalk will be considered under this classification.

### **PPT 2.3.5 HSLE (HARDWARE, SOFTWARE, LOGISTIC EQUIPMENT):**

Any item directly related to the telecommunication technology and/or any hardware, software or equipment working directly to the operations as well as the network of Teletalk.

### **PPT 2.3.6 SER (SERVICE):**

All types of services whether technical or non-technical including rent, lease, commission, royalty etc. except services under following classifications of PP:

- PC
- R&M
- CE
- RES

**PPT 2.3.7 CE (CAPITAL EQUIPMENT):**

Definition of capital equipment will be as per the definition mentioned in the chart of accounts of Teletalk. Any services like installation, training, operation for limited period etc. included as package deal with CE will be considered as part of capital equipment.

**PPT 2.3.8 FAFF (FIXED ASSET – FURNITURE & FIXTURE):**

All Movable fixed assets as per the definition mentioned in the chart of accounts of Teletalk except the fixed assets under following PP classifications:

- HSLE
- CE

**PPT 2.3.9 FAVE (FIXED ASSET – VEHICLE & EQUIPMENT):**

All immovable fixed assets as per the definition mentioned in the chart of accounts of Teletalk except the fixed assets under following PP classifications:

- HSLE
- CE
- FAFF

**PPT 2.3.10 FAP (FIXED ASSET – PROPERTY):**

All real estate properties like land, building or any structure of similar nature will be classified as FAP.

The source of procurement should be local unless otherwise instructed either by FAC (Financial Affair Committee) or BOD (Board of Directors).

**PPT 2.4.0 ASP (AMOUNT INVOLVED IN SINGLE PROCUREMENT):**

ASP is a variable which will help to determine the estimated amount required for procurement. It will help Teletalk to use the matrix enclosed in Chapter - 6 to make proper decision for procurement.

There are 10 (ten) sub-variables/ slabs under this variable and the Management of Teletalk with the approval of FAC (Financial Affair Committee) may change the value of these sub-variables from time to time. But the total number of sub-variables cannot be changed as it will affect the overall procurement decisions.

**TABLE - 2**

SL	ASP	AMOUNT IN SINGLE PROCUREMENT
1	A 1	UP TO TK. 100,000
2	A 2	UP TO TK. 500,000, ABOVE TK. 100,000
3	A 3	UP TO TK. 1,000,000, ABOVE TK.500,000
4	A 4	UP TO TK. 2,000,000, ABOVE TK.1,000,000
5	A 5	UP TO TK. 4,000,000, ABOVE TK.2,000,000
6	A 6	UP TO TK. 8,000,000, ABOVE TK.4,000,000
7	A 7	UP TO TK. 15,000,000, ABOVE TK.8,000,000
8	A 8	UP TO TK. 25,000,000, ABOVE TK. 15,000,000
9	A 9	UP TO TK. 50,000,000, ABOVE TK. 25,000,000
10	A 10	ABOVE TK. 50,000,000

**PPT 2.5.0 PF (PROCUREMENT FREQUENCY):**

PF is a variable which will help to determine the exact method of procurement (PP) under given condition. It will help Teletalk to use the matrix enclosed in Chapter - 6 to make proper decision for procurement.

There are 7 (seven) sub-variables under this variable and the Management of Teletalk with the approval of FAC (Financial Affair Committee) may change the value of these sub-variables from time to time. But the total number of sub-variables cannot be changed as it will affect the overall procurement decisions.

**TABLE - 3**

SL	PF	PROCUREMENT FREQUENCY
1	F 1	ONCE IN A WEEK
2	F 2	TWICE IN A MONTH
3	F 3	ONCE IN A MONTH
4	F 4	TWICE IN A QUARTER
5	F 5	ONCE IN A QUARTER
6	F 6	ONCE IN HALF A YEAR
7	F 7	ONCE IN A YEAR

**PPT 2.6.0 PD (PROCUREMENT DEADLINE TO RECEIVE PRODUCT/SERVICE):**

PD is a variable which will help to determine the urgency of procurement under given condition and subsequently required procurement method. It will help Teletalk to use the matrix enclosed in Chapter - 6 to make proper decision for procurement.

There are 11 (eleven) sub-variables/ slabs under this variable and the Management of Teletalk with the approval of FAC (Financial Affair Committee) may change the value of these sub-variables from time to time. But the total number of sub-variables cannot be changed as it will affect the overall procurement decisions.

**TABLE - 4**

SL	PD	PROCUREMENT DEADLINE TO RECEIVE PRODUCT/SERVICE
1	P 1	WITH IN 1 DAY
2	P 2	WITH IN 3 DAYS
3	P 3	WITH IN 7 DAYS
4	P 4	WITH IN 14 DAYS
5	P 5	WITH IN 21 DAYS
6	P 6	WITH IN 30 DAYS
7	P 7	WITH IN 45 DAYS
8	P 8	WITH IN 60 ADYS
9	P 9	WITH IN 75 DAYS
10	P 10	WITH IN 90 DAYS
11	P 11	ABOVE 90 DAYS

### PPT 2.7.0 PS (PROCUREMENT SOURCE):

Procurement Source must be either "LOCAL" that is procurement must be made by using local currency or Bangladeshi Taka, or "FOREIGN" that is procurement must be made by using any acceptable hard currency. Procuring authority will decide procurement source depending on the following conditions:

Conditions to select procurement source (PS):

**TABLE - 5**

<b>CONDITIONS</b>	<b>LOCAL</b>	<b>FOREIGN</b>
Currency	Taka	Any except Taka
Origin	Any	Except Bangladesh
Procurement Deadline (PD)	Up to P 11	P 6 & Above
Amount in Single Purchase (ASP)	Up to A 10	A 4 & Above
Procurement Frequency (PF)	Up to F 7	Up to F4
If foreign, CD/SD/VAT etc. (total)	With in 36%	Above 36%*
Estimated cost	Within $\pm$ 15% of import cost	Less than 15% of local cost
Availability	Locally Available	Locally always not available
Local Off./representative of foreign main supplier	Not mandatory	Mandatory
After sales service for foreign Products of PP: R&M, HLSE, CE, FAFF, FAVE	Must be locally Available	Must be locally Available
Replacement Warranty for foreign Products of PP: R&M, HLSE, CE, FAFF, FAVE	Must be locally Available	Must have Local arrangement

The above conditions, except for the currency of purchase shall not be binding as a definition but shall be used for helping the decision of purchase. For a single purchase decision, these conditions can be applied either singly or in tandem.

\* Being Govt. owned organization, Teletalk should not encourage unhealthy competition by allowing smugglers and customs' tax dodgers to participate in procurement process with unrealistic price. However, this decision may not be applicable for all PP.

### PPT 2.8.0 PM (PROCUREMENT METHOD):

Procurement method describes the detail procedure to make the procurement. Success of any procurement mostly depends on the procurement method.

PPR 2003, in chapter IV, describes various procurement methods as "CHOICE OF PROCUREMENT METHOD" which is as follows:

- Regulation 16: Open Tendering Method
- Regulation 17: Restricted Tendering Method
- Regulation 18: Direct Procurement Method
- Regulation 19: Two-stage Tendering Method
- Regulation 20: Request for Quotation Method

PPT proposed more procurement choices within the frame work of the above-mentioned regulations of PPR 2003, which are as follows:

**TABLE - 6**

SL	PM	PROCUREMENT METHOD
1	POM	PROCUREMENT FROM OPEN MARKET
2	SQM	SPOT QUOTATION METHOD
3	DQM	DIRECT QUOTATION METHOD
4	LT	LIMITED TENDER
5	RT	RESTRICTED TENDER
6	NT1	NATIONAL TENDER, TYPE 1
7	NT2	NATIONAL TENDER, TYPE 2
8	IT	INTERNATIONAL TENDER
9	FC	FRAMEWORK CONTRACT

PPT 2.7.0 restricts all procurement of Teletalk within the above-mentioned 9 (nine) choices of procurement method (PM). No other method of procurement is allowed under PPT.

### **3.4.0 DEFINITION OF DIFFERENT CHOICES OF PM:**

#### **PPT 2.8.1 POM (PROCUREMENT FROM OPEN MARKET):**

POM permits Teletalk to procure goods or services from retailer or whole seller or from the open market. Within the given parameter of different variables, POM is permissible and allowable for Teletalk.

#### **PPT 2.8.2 SQM (SPOT QUOTATION METHOD):**

SQM is a method of procurement that gives flexibility to procure goods or services on urgent basis by inviting quotations on the spot, but within the given parameter of various variables. Procurement based on single quotation is allowable under SQM.

#### **PPT 2.8.3 DQM (DIRECT QUOTATION METHOD):**

Procurement of goods/services under DQM must follow the following conditions:

- No minimum notice period.
- A minimum of 5 (five) numbers of RFQ has to be issued and receipt of such RFQs by concerned parties is a must with proper documentary evidence.
- Last date or time for submission of offer/proposal must be fixed.

- Opening of received bids may or may not be opened in presence of bidders' representative(s).
- Bids shall be opened any time within one working day after closing of the bid submission.
- List of name & address of participants and total bid price must be published through official notice board/web site within next working day from the last date & time of submission.
- Publication of RFQ in public media is not mandatory.
- No price for bid document.
- The minimum number of received offer/proposal should be three (3).
- No bid bond is required.
- Performance guarantee (PG) is preferred but not mandatory. PG should not be more than 5% of the quoted offer or 5% of ASP as fixed value.
- DQM must be within the given parameters of different variables.

#### **PPT 2.8.4 LT (LIMITED TENDER):**

Procurement of goods/services under LT must follow the following conditions:

- Minimum notice period should not be less than 10 (ten) working days.
- Invitation for offer must be posted on the official notice board of Teletalk that must have easy access for public.
- Invitation for offer must be posted in official web site of Teletalk that must have easy access for public.
- A minimum of 5 (five) numbers of RFQ has to be issued and receipt of such RFQs by concerned parties is a must with proper documentary evidence.
- Publication of RFQ in public media is not required.
- Fixed place, date and time for opening of offer/proposal is mandatory.
- Last date or time for submission of offer/proposal must be fixed.
- There must be a sealed tender box for submission of offer/proposal.
- List of name & address of participants, including total bid prices must be published through official notice board/web site within 24 hours from the last date & time of submission.
- Publication of RFQ in public media is not mandatory.
- Price for bid document must not exceed TK. 100/=.
- The minimum number of received offer/proposal is one (1).
- Bid bond is preferred but not mandatory. Bid bond should not be more than 1% of the quoted value or 1% of ASP as fixed value in the form of pay order or bank draft
- Performance guarantee (PG) is mandatory. PG should not be more than 5% of the quoted offer or 5% of ASP as fixed value in the form of pay order or bank draft or bank Guarantee with a validity of not more than 90 days. \*.
- The minimum number of received proposal/offer is one (1).
- LT must be within the given parameters of different variables.

*\* Validity of Bank guarantee for BB should not be more than 90 days as it will increase the cost of submission of offer or proposal which will ultimately increase the cost of procurement.*

**PPT 2.8.5 RT (RESTRICTED TENDER):**

Procurement of goods/services under CTL must follow the following criteria:

- RT is applicable for procurement of Proprietary Nature (Pro).
- RT is applicable for procurement where there are only a few vendors with national or international reputation.
- Invitation for offer must be posted on the official notice board of Teletalk that must have easy access for public.
- Invitation for offer must be posted in official web site of Teletalk that must have easy access for public.
- No minimum notice period is required.
- Fixed date and time for opening of offer/proposal is mandatory.
- Last date or time for submission of offer/proposal must be fixed.
- Required numbers of RFQ has to be issued directly by Teletalk and receipt of such RFQ by concerned parties is a must with documentary evidence.
- List of name & address of participants including total bid prices must be published through official notice board/web site within 24 hours from the last date & time of submission.
- The minimum number of received offer is one (1).
- RT must be within the given parameters of different variables.
- No bid bond required.
- Performance Guarantee (PG) should be there to confirm supplier's seriousness. PG should not be more than 5% of the quoted offer or 5% of ASP as fixed value in the form of pay order or bank draft or bank guarantee with a validity of not more than 90 days.

**PPT 2.8.6 NT1 (NATIONAL TENDER, TYPE1):**

Procurement of goods or services under NT1 must follow the following procedures:

- Invitation for offer must be published in the daily news paper  
Selection of daily news paper must be as follows:

**TABLE - 7**

**National Daily News papers**

<b><u>Language</u></b>	<b><u>NO.</u></b>	<b><u>CATEGORY*</u></b>
English	1	A ~ C/1~3
English	1	Any
Bengali	1	A~C/1~3
Bengali	1	Any

- \* Category should be based on circulation. Purchasing authority may seek support from PID under Ministry of Information.
- Invitation for offer must be posted in official web site of Teletalk that must have easy access for public.
- Invitation for offer must be posted in official notice board of Teletalk that must have easy access for public.
- Minimum notice period must not be less than 20 working days from the date of publication of tender in the daily news paper.

- The last and the 2<sup>nd</sup> last date of submission must be working days. The procuring authority must ensure that vendors get two consecutive working days including the last date of submission for preparation and submission of proposal/offer.
- All procuring documents as mentioned in PPT 7.2.0 must be enclosed.
- The place, time & date of closing & opening of tender must be mentioned very clearly.
- There must be a properly marked and sealed tender box to drop proposals/offers and that box must be available to the vendors at least from 3 (three) working days before the closing date for submission of the offer/proposal.
- Detail Specification, Quantity and delivery schedule must be clearly mentioned in the notice.
- The PS must be local and currency for procurement must be Taka.
- There is no upper limit of ASP.
- NT1 must be open to all genuine business people irrespective of manufacturing facilities, stock level, experience, authorization, agency/ dealership etc. No such restriction can be incorporated in the tender document.
- The minimum required number of received offers/proposals shall follow the following criteria:

**TABLE - 8**

Number of submitted offers acceptable if	ASP	PF
# of offers = 1	With in A 4	Above F 5
# of offers = 2	With in A 6	Above F 3
# of offers = 3 & more	Any	Any

- There will be no AEF, AF & OF (features of technical specification) under NT1 for evaluation.
- Bid bond @ maximum 1% and Performance Guarantee (@ maximum 5% of the quoted value in terms of Pay Order and/ or Bank Guarantee with a validity of not more than 90 days.
- The minimum and maximum limits of price of bid document should be 0.01% and 0.05% respectively of the estimated value of the purchase.

**PPT 2.8.7 NT2 (NATIONAL TENDER, TYPE 2):**

Procurement of goods or services of specialized or highly technical nature will be under NT2 and it must follow the following conditions:

- Invitation for offer must be published in the daily news paper  
Selection of daily news paper must be as follows:

**TABLE - 9**

National Daily News papers		
Language	NO.	CATEGORY*
English	1	A ~ C/1~3
English	1	Any
Bengali	1	A~C/1~3
Bengali	1	Any

- \* Category should be based on circulation. Purchasing authority may seek support from PID under Ministry of information.
- Invitation for offer must be posted in official web site of Teletalk that must have easy access for public.
- Invitation for offer must be posted in official notice board of Teletalk that must have easy access for public.
- Minimum notice period must not be less than 28 working days from the date of publication of tender in the daily news paper.
- The last and the 2<sup>nd</sup> last date of submission must be working days. The procuring authority must ensure that vendors get two consecutive working days including the last date of submission for preparation and submission of proposal/offer.
- All procuring documents as mentioned in PPT 7.2.0 must be enclosed.
- The time & date of closing & opening of tender must be mentioned very clearly.
- There must be a properly marked and sealed tender box to drop proposals/offers and that box must be available to the vendors at least from 3 (three) working days before the closing date for submission of the offer/proposal.
- Detail specification, Quantity and delivery schedule must be clearly mentioned in the notice.
- The PS must be local and currency for procurement must be Taka.
- There is no upper limit of ASP.
- Since procurement method NT2 is designed to procure goods or services of specialized or highly technical nature, it must have a number of pre-requisite conditions like manufacturing facilities, stock level, specialized experience, authorization, agency/dealership, references etc.
- The minimum required number of received offers/proposals shall follow the following criteria:

**TABLE - 10**

<b>Number of submitted offers acceptable if</b>	<b>ASP</b>	<b>PF</b>
# of offers = 1	With in A 4	Above F 5
# of offers = 2	With in A 6	Above F 3
# of offers = 3 & more	Any	Any

- For NT 2, optional criteria may be added and if such criterions are added they must be considered during evaluation of offer.
- Bid bond @ maximum 1% and Performance Guarantee (@ maximum 5% of the quoted value in terms of Pay Order and/ or Bank Guarantee with a validity of not more than 90 days.\*
- The minimum and maximum limits of price of bid document should be 0.01% and 0.05% respectively of the estimated value of the purchase.

**PPT 2.8.8 IT (INTERNATIONAL TENDER):**

Procurement of any product or services under IT that is under International Tender, must be from foreign country and the currency must be foreign currency. The other conditions for IT are as follows:

- Invitation for offer must be published in the daily news paper  
Selection of daily news paper must be as follows:

**TABLE - 11**

**National Daily News papers**

Language	NO.	CATEGORY*
English	1	A ~ C/1~3
English	1	Any
Bengali	1	A~C/1~3
Bengali	1	Any

- Invitation for offer must be published in the official web site of Teletalk Bangladesh with full details.
- Minimum notice period (i.e, the time period between starting date for selling of tender document and the last date of submission of the bids) must be as follows:

**TABLE - 12**

Procurement Value	For Single Item	For Multiple Items
Up to 50 Crore	30 Days	40 Days
Above 50 Crore	35 Days	50 Days

- Detail specification, Quantity and delivery schedule must be clearly mentioned in the notice.
- It must be International tender and currency for procurement must be Foreign.
- There is no upper limit of ASP.
- Since procurement method IT is designed to procure goods or services of specialized or highly technical nature, it must have a number of pre-requisite conditions like manufacturing facilities, stock level, specialized experience, authorization, agency/dealership, references etc.
- The minimum required number of received offers/proposals shall follow the following criteria:

**TABLE - 13**

Number of submitted offers acceptable if	ASP	PF
# of offers = 1	With in A 4	Above F 5
# of offers = 2	With in A 6	Above F 3
# of offers = 3 & more	Any	Any

- There must be certain conditions like experience, manufacturing facilities, financial abilities, manufacturer's authorization, technical specialization etc. Conditions must be specified clearly.
- All technical features may be added and if such criterions are added they must be considered during evaluation of offer.
- Bid bond (@ minimum 1% and maximum 2%) and Performance Guarantee (@ minimum 5% of the quoted value) in terms of Pay Order and/ or Bank Guarantee (to be decided case by case) should be there to confirm supplier's seriousness.

- The minimum and maximum limits of price of tender document should be 0.01% and 0.05% respectively of the estimated value of the purchase.

**PPT 2.8.9 FC (FRAMEWORK CONTRACT):**

**A Frame work Contract is the Contract between Teletalk and one or more suppliers to repeatedly provide a range of goods and services at specified prices during a definite period of time.**

There can be two ways to consider a FC as a procurement method (PM):

- Conversion Method: To convert a running/previous non-FC tender to FC as per attributes of Table -14
- Regular Method: To invite a new tender for FC

**TABLE – 14**

**Conditions to adapt conversion method for FC**

	LIMIT	CONDITIONS
ASP	≤A6	Two conditions applied: (i) Limit of ASP <b>except for CE under PP</b> (ii) Present ASP must not exceed 30% of previous ASP
PF	≤F5	Two conditions applied: (i) Limit of PF <b>except for CE under PP</b> (ii) Present Frequency must not be lower than the previous frequency of procurement.
PD	≤ P6	PD must not be higher than P6 <b>except for CE under PP</b> For CE under PP, PD must not be higher than previous PD.
TIME GAP	45 Days	Conditions applied as follows: (i) Running tender (ii) Within 45 days after completion of the Procurement <b>except for CE under PP</b> (iii) Within 1 year from the signing of the contract for CE under PP.
PM	Tender only	LT, RT, NT1, NT2 & IT
PrT	≤ Previous Price	Present price must be either equal or lower than the previous price.
Received offer	≥5	There must be at least 5 (five) submitted offers against the tender, intended to convert to FC.

**B. Conditions to adapt Regular Method for FC as follows:**

1. FC is an extended method of procurement of following PMs:

- Limited Tender (LT)
- Restricted Tender (RT)
- National Tender Type 1 (NT1)

- National Tender Type 2 (NT2)
  - International Tender (IT)
2. Procurement department must initially identify the appropriate PM by using matrix.
  3. Once appropriate PM is identified, all conditions for that particular PM are to be applied.
  4. For using FC as a suitable PM, following additional conditions are to be applied along with the conditions applicable for the identified PM:
    - The intention Teletalk for signing of FC has to be mentioned clearly in the bid documents and vendors must ensure written consent to comply with the conditions for the FC.
    - Purchaser must mention clearly the intended time period of FC
    - CE under PP, validity of FC for more than 365 days is not allowed.
    - For CE under PP, there is no preset time limit; however, the intended validity must be specified.
    - The total quantity of goods or the total magnitude of services applicable under the said procurement must be mentioned clearly in the bid document.
    - The minimum quantity or the minimum magnitude of services for each individual supply order must be mentioned clearly in the bid document.

**PPT 2.9.0 Changes in Variables:**

The variables described in PPT 2.0.0 will not be changed until and unless explicitly required for proper operation of Teletalk. However, when required, such changes will be done through the following procedure:

- a) The numbers of variables (presently six) and sub-variables cannot be decreased or increased.
- b) On receipt of written request from the management, the Financial Affair Committee (FAC) of the board can approve changes only in numerical aspects of ASP, PF, PD, PS and PM.
- c) Changes in non-numerical aspects will generally be discouraged.
- d) On exceptional circumstances, the changes in non-numerical aspects can be approved by the board.

**PPT 2.10.0 Effect of Variables on BP (Bundle procurement):**

Procurement in general shall be done on SIP (single item procurement) basis. However, BP (bundle procurement) involving multiple number of item types may often becomes mandatory. In such cases, all relevant variables except PP and PM will be considered for the total procurement as a whole.

**PPT 2.10.1 Purpose of Procurement (PP) against type of procurement:**

For SIP, PPT 2.2.0 will be applicable.  
However, BP is allowable for following PP only:

**TABLE -15**

**Allowable PP for Bundle Procurement**

PP	Details
R&M	Repair & Maintenance
HSLE	Hardware, Software & Logistic Equipment
CE	Capital Equipment
FAFF	Fixed Asset – Furniture & Fixture

**PPT 2.10.2 Procurement Method (PM) against type of procurement:**

For SIP, PPT 2.7.0 will be applicable.  
However, following PMs are applicable for BP:

**TABLE – 16**

**Allowable Procurement Methods (PM) for BP**

PM	Details
DQM	Direct Quotation Method
RT	Restricted Tender
NT2	National Tender Type 2
IT	International Tender
FC	Framework Contract

**PPT 2.10.3 Other Variables against type of procurement:**

**TABLE – 17**

**Other Variables against type of procurement**

Variables	SIP	BP
ASP	Total Quantity X Unit price	$(N_1XP_1) + (N_2XP_2) \dots\dots\dots + (N_nXP_n)^*$
PF	Single item or service	Items and/or services as package
PD	As required	As required
PS	AS per PPT 2.7.0	As per PPT 2.7.0 as package

\*N = Quantity of Item/Service      P = Unit price      n = items/services

## **SPECIFICATION**

## Chapter 4

### 4.0.0 SPECIFICATION:

Success of procurement depends mostly on the specification of goods or services to be procured. Deviation in specification may destroy the basic objective of procurement and as a result, procurement may become purposeless. On the other hand specification of goods and services, in many cases are used as an intelligent tool for manipulation by the suppliers/vendors and in that case purchaser fails to achieve optimum result from procurement in terms of cost & benefit. However, PPT suggests the following guideline to develop specification and to use that specification in procurement process in order to minimize those risks.

PPT suggests that specification for any procurement will always be divided into following two categories:

1. Commercial Specification
2. Technical specification.

### PPT 3.1.0 CS (COMMERCIAL SPECIFICATION)

Commercial specification includes vendors' details as well as all related and relevant information required for procurement with supporting documents. Commercial specifications will be sub-classified as follows:

**TABLE - 18**  
**Commercial Specification (CS)**

CS	CS	DETAILS
C 1	VBD	Vendors' Basic Data
C 2	VBP	Vendors' Business Profile
C 3	VFI	Vendors' Financial Information
C 4	BB	Bid Bond
C 5	PG	Performance Guarantee
C 6	AS	Additional Security
C 7	PrT	Price Terms
C 8	DT	Delivery Terms
C 9	PaT	Payment Terms
C10	PDT	Procurement Deadline Terms
C11	AST	After Sales Service Terms
C12	OT	Other Terms
C13	BoQ	Format for Bill of Quantity

### **PPT 3.1.1 VBD (Vendors' Basic Data)**

VBD must be part of all procurement documents irrespective of type of PM except procurement through POM. Teletalk should maintain a data base for vendors and include the following information in that data base:

1. Name of the organization
2. Type of the organization
3. Registered address of the organization
4. Present address of the organization
5. Telephone/Fax/E-mail
6. Full name of the owner/MD/CEO
7. Personal address of owner/MD/CEO
8. Telephone/mobile number of owner/MD/CEO
9. Full name of the person to be contacted
10. Designation of the person to be contacted
11. Personal address of the person to be contacted
12. Trade License of the organization including number & date
13. Certificate of Incorporation (if Private/public limited company)
14. VAT registration
15. TIN registration
16. Income Tax return certificate

All bid or procurement documents must contain VBD sheet as per annexure – 0 and filling up VBD sheet in hard as well as in soft copy is mandatory. Any offer or proposal with out VBD sheet will immediately be considered as disqualified or non-responsive.

### **PPT 3.1.2 VBP (Vendors' Business Profile)**

Depending upon the nature of product or service to be procured, business profile of vendor is important information to be considered and maintained. It is mentioned that the specification committee must set the required VBP to be furnished along with proposal or offer at the time of preparing commercial specification. However, PPT suggests that following information should be included in VBP of all vendors:

1. Date of establishment of present business
2. Nature of business mentioned in trade license
3. Annual turn over of present business
4. Total number of salaried persons working in the organization
5. Total number of professionals working in the organization
6. Total Business experience in the related field
7. Total number of years of experience of the owner/MD/CEO
8. Educational Qualification and/or professional or other expertise of the owner/MD/CEO.
9. List of other business concerns under the same ownership and/or where the MD/CEO is involved as partner /Director/Shareholder.
10. List of other business concerns those are no more in operation but were under the same ownership and/or where the MD/CEO was involved as partner/Director/shareholder.
11. List of organizations with address and present working phone number with whom the vendor has business experience/relationship. Other word, vendor must provide with a client list with complete address and present working phone number.

Specification Committee will have the authority to seek more information if needed. Specification Committee will also have the authority to include all the above mentioned points or some of the points in VBP as per the requirement of procurement. A proposed format for VBP is enclosed in Annexure- 1. However, **VBP is mandatory for all procurement when ASP>A5 and vendor must submit hard copy as well as the soft copy of VBP at the time of submitting offer/proposal.**

**PPT 3.1.3 VFI (Vendors’ Financial Information)**

Success of procurement exercise largely depends on the financial ability of vendor. Vendor with poor financial ability may fail to perform the delivery of goods or service in time or in proper quality. On the other hand, Teletalk can not discriminate vendors based on their strong financial ability. PPT, therefore, indicates that Teletalk must collect detail financial information of vendors and make a proportionate assessment based on ASP before selecting a vendor for any particular procurement. However, specification committee may include all or some of the following points of VFI at the time of commercial specification preparation:

1. Initial declared capital (paid-up capital) at the year of establishment.
2. List of bankers with branch name, address and phone number including mobile phone number of bank manager.
3. Account statement for the last six months (all banks).
4. Credit facilities with different banks
5. Business turn over for the last 3 (three) years

**PPT 3.1.4 BB (BID BOND)**

PPT indicates that there must be BB in case of following PM:

**TABLE - 19**

LT	Limited Tender
RT	Restricted Tender
NT1	National Tender Type 1
NT2	National Tender Type 2
IT	International Tender
FC	Frame work Contract

BB must be within 1% of quoted value or 1% of ASP as fixed amount, to be decided by the specification committee. Vendors can submit BB in the form of

- ✓ Pay Order
- ✓ Bank draft
- ✓ Bank guarantee if the bid bond amount is  $\geq$  TK. 50,000/=

However, validity of BB must not exceed 90 days or until the date of submission of PG provided Teletalk confirms its awarding decision and completes award notification with in 90 days.

BB is subject to forfeiture under following three conditions:

- 1) Vendor withdraws its offer within the validity of BB
- 2) Vendor fails to submit PG in due time.
- 3) Vendor fails to notify to withdraw at the end of validity period but withdraws its offer after the decision made.

**PPT 3.1.5 PG (PERFORMANCE GUARANTEE)**

It is mentioned that there must be PG in all procurement under following PM:

**TABLE - 20**

LT	Limited Tender
RT	Restricted Tender
NT1	National Tender Type 1
NT2	National Tender Type 2
IT	International Tender
FC	Frame work Contract

PG must be within 5% of quoted value or 5% of ASP as fixed amount, to be decided by the specification committee. Vendors can submit PG in the form of

- ✓ Pay Order
- ✓ Bank draft
- ✓ Bank guarantee if the PG amount is  $\geq$  TK. 100,000

However, validity of PG must be valid up to at least 30 days after the target date for completion of job.

PG is subject to forfeiture under following conditions:

- 1) Vendor fails to perform within the stipulated time.
- 2) Vendor fails to provide with the goods/services as per contracted TS.
- 3) Vendor fails to maintain declaration of code of ethics.

**PPT 3.1.6 AS (ADDITIONAL SECURITY)**

PPT suggests that for procurement of complex and bigger nature, Teletalk may consider of seeking AS from the bill for specific period. However, a guide line for AS is mentioned as follows:

**TABLE - 21**

<b>AS can be applied under conditions where</b>	
ASP =	A 5 & Above
TS =	BF+AF+EF+AEF
AP =	RAT2/PQA/2ESA
PM =	RT/NT2/IT/FC

AS must not exceed 10% of the invoice amount and will be deducted from the bill (full or partial) at the time of payment.

There must be specific date or schedule and procedure to release AS and it must be mentioned in bid documents.

### **PPT 3.1.7 PrT (PRICE TERMS)**

PPT indicates that all commercial specification must clearly mention the detail price terms required for the procurement. Price terms will include the following relevant issues related to offered price:

1. Total net price
2. International Freight Charges
3. FOB Price
4. Customs' duty & taxes
5. Cost of Local Transportation
6. Cost for after sales service
7. Cost for training
8. Cost break down for Goods and services for procurement where both goods and services are involved.
9. Currency of offered price.

### **PPT 3.1.8 DT (DELIVERY TERMS)**

PPT mentions that the terms of delivery of goods and/or services must be clearly mentioned in all bidding documents. Delivery terms must be as per the requirement of procurement.

### **PPT 3.1.9 PaT (PAYMENT TERMS)**

PPT provides provision of defining the payment terms in to any combination of one or many of the following:

1. Down Payment
2. Advance Payment
3. Part Payment
4. Payment by submission of certificate(s)
5. Deferred Payment
6. Payment on Delivery
7. Installment Payment
8. Payment by submission of bank guarantee
9. Payment by Letter of Credit

### **PPT 3.1.10 PDT (PROCUREMENT DEADLINE TERMS)**

Delivery schedule is very important as it must comply with PD, one of the basic requirements of purchaser to go for procurement. **PPT assumes that failure to meet PD means a complete failure to achieve PP (purpose of procurement) and procurement will be considered as complete failure.**

PPT mentions that the Specification Committee must therefore, consider a lead time for delivery in order to meet PD. A guide line for lead time against PD should be as follows:

**TABLE – 22**

<b>PD</b>	<b>LEAD TIME</b>	<b>PDT</b>	<b>REMARKS</b>
P 1	0	1 Day	Procurement cancelled in case of failure. No time extension.
P 2	2 Days	2 Days	1 day extension = 5% penalty. Procurement cancelled after 1 day extension.
P 3	3 Days	4 Days	1 day extension = 4% penalty 2 day extension = 5% penalty Procurement cancelled after final extension
P 4	10 Days	11 Days	1 day extension = 3% penalty 2 days extension = 4% penalty 3 days extension = 5% penalty Procurement cancelled after final extension.
P 5	14 days	15 Days	1 day extension = 1% penalty 2 days extension = 2% penalty 3 days extension = 3% penalty 4 days extension = 4% penalty 5 days extension = 5% penalty Procurement cancelled after final extension if <b>PF &gt; F1</b> .
P 6	20 days	21 Days	Extension: 1 week = 4% penalty 1 week+ 1 day = 5% Procurement cancelled after final extension if <b>PF &gt; F2</b> .
P 7	30 Days	35 Days	Extension: 1 week = 3% penalty 1 week+ 1 day = 4% penalty 1 week+ 2 day = 5% penalty Procurement cancelled after final extension if <b>PF &gt; F3</b> .
P 8	48 Days	50 Days	Extension: 1 week = 3% penalty 1 week+ 1 day = 4% penalty 1 week+ 2 day = 5% penalty Procurement cancelled after final extension if <b>PF &gt; F3</b> .
P 9	60 Days	60 Days	Extension: 1 week = 4% penalty 2 weeks = 5% penalty Procurement cancelled after final extension if <b>PF &gt; F4</b> .
P 10	75 Days	75 Days	Extension: 1 week = 4% penalty 2 weeks = 5% penalty Procurement cancelled after final extension if <b>PF &gt; F4</b> .
P 11	90 Days	90 Days	Extension: 1 week = 4% penalty 2 weeks = 5% penalty Procurement cancelled after final extension if <b>PF &gt; F5</b> .

**In case, procurement order is cancelled due to failure to meet the PD, it is mandatory in PPT to forfeit the security in whatever form (BB/PG/AS) available to Teletalk and to Black list the vendor at least for 1 year.**

**PPT 3.1.11 AST (AFTER SALES SERVICE TERMS)**

Goods or services once procured are required different forms of after sales service. Specification committee will identify the type of after sales service required for Teletalk and clearly mentioned in bid documents.

**PPT 3.1.12 OT (OTHER TERMS)**

PPT offers flexibility to specification committee to add or incorporate any other terms other than terms mentioned in PPT 3.1.1 to 3.1.10 but required for the benefit of Teletalk without creating any inconvenience to vendors and also without creating any discrimination.

**PPT 3.1.13 BoQ (BILL OF QUANTITY)**

Format for Bill of Quantity is an important especially for procurement of goods or services of complex nature. When there are number of items or combination of items or services under the same procurement, according to PPT, specification committee must specify the format of BoQ and it must be mandatory for all vendors to follow that format. In case of failure, offer will be either considered as major deviation in BoQ or Change of Substance in CS as per the guide line defined by the specification committee.

**PPT 3.1.14 POINTS & OPTIONS FOR CS**

PPT provides a guide line for evaluation committee to use different options and point systems for CS in order make the procurement more meaningful. The options and point system for CS should be as follows:

**TABLE – 23**

CS	Options	+VE Pts.	-VE Pts.	Max. Pts. Per criterion	Remarks
C1	M	0	0	0	D in case of failure
C2	O	5	0	1	
C3	M	0	0	0	D in case of failure
C4	M/O	0	0	0	D in case of failure
C5	M/O	0	0	0	D in case of failure
C6	M/O	0	0	0	No remark
C7	M/O	5	-5	1	
C8	M/O	5	-5	1	
C9	M/O	10	-10	1	
C10	M	0	0	0	
C11	M/O	10	-10	1	
C12	M	5	0	1	
C13	M/O	10	-10	1	
<b>CS</b>	<b>Total</b>	<b>50</b>	<b>- 40</b>		

### PPT 3.1.15 NEGATIVE MARKING FOR CS

Table - 20 indicates that there are negative markings against some variables of CS. PPT strongly recommend that both Specification Committee and Evaluation Committee, depending up on the importance of requirement will set various criteria under each feature. There is no fixed limit for number of criteria to be used unless it is mandatory in PPT but there is a maximum point allocated for each criterion under specific feature as mentioned in Table – 20 of PPT 3.1.14.

However, for negative marking, Specification committee must set the following issues and the maximum limit of negative marking against each criterion of individual feature:

**TABLE – 24**

Issued related to negative marking	Negative points for each issue
1. Minor Deviation	- 1
2. Major Deviation	- 3
3. Change of Substance	D
4. Conditional Compliance	D

D = Disqualified and offer or proposal should be instantly non-responsive

**However, it must be specified in the technical specification that the cumulative negative points above 30 will make the offer/proposal technically non-responsive.**

### PPT 3.2.0 TS (TECHNICAL SPECIFICATION)

Technical specification of any goods or services must be developed under the following general head of features covering the details of product or service:

**PPT 3.2.1 Basic Features (BF)** – will indicate the features those are related to the basic use of the product or service.

**PPT 3.2.2 Extended Features (EF)** – will indicate the features those are extension to basic features but are essential in nature i.e., without which goods/service can be used but the purpose of use cannot be achieved.

**PPT 3.2.3 Advanced Extended Feature (AEF)** – will indicate the features those are similar to BF & EF but with modern and advanced technology.

**PPT 3.2.4 Additional Features (AF)** – will indicate the industry standard features those are neither basic nor essential but will create substantial advantages in terms of use & benefit of the purchased system.

**PPT 3.2.5 Optional Features (OF)** – will indicate the neither features which are neither basic, essential nor industry standard but will create substantial advantages in terms of technological advantage, long term perspective, use & benefit.

**PPT 3.2.6 Alternate Solution Feature (ASF)** – will not be prepared by the specification committee. Specification Committee, if feels required, may allow vendors to submit TS with ASF which will not contradict with EF or BF but provide with a new technological solution.

**PPT 3.2.7 POINTS FOR TS**

PPT provides a guide line for evaluation committee to use different point systems for TS in order make the procurement more meaningful. The point system for TS should be as follows:

**TABLE – 25**

TS	Total +ve point	Total -ve point	Total Net Point	Max. point per criterion
BF	25	-25	0	5
EF	40	-40	0	5
AF	20	-20	0	3
OF	15	-15	0	2
ASF	0	0	0	0
<b>Total points</b>	100	-100	0	

**PPT 3.2.8 NEGATIVE MARKING FOR TS**

Specification Committee at the time of preparing Technical specification will set different criteria under each feature. Features must be set sequentially as follows:

**TABLE – 26**

SERIAL	FEATURES FOR TECHNICAL SPECIFICATION
1	BF
2	EF
3	AF
4	OF
5	ASF

Specification Committee, depending up on the importance of requirement will set various criteria under each feature. There is no fixed limit for number of criteria to be used but there is a maximum point allocated for each criterion under specific feature as mentioned in Table – 24 of PPT 3.2.7.

However, for negative marking, Specification committee must set the following issues and the maximum limit of negative marking against each criterion of individual feature:

**TABLE – 27**

Issued related to negative marking	Negative points for each issue
1. Minor Deviation	- 3
2. Major Deviation	- 5
3. Material Deviation	- 10
4. Change of Substance	D
5. Conditional Compliance	D

However, it must be specified in the TS that the cumulative negative points above 60 will make the offer/proposal technically non-responsive.

**PPT 3.3.0 AP (APPROACH FOR PROCUREMENT)**

Depending on the nature, type & specification of goods and/or services, specification committee will guide procurement department to adapt the appropriate procurement approach for notification. PPT allows any of the following approaches for procurement of any goods/service:

**TABLE – 28**

AP	Approach for Procurement(AP)	Conditions	Allowable PMs.
RAT1	Regular Approach Type 1	TS=BF+ EF ASP < A 7	ALL
RAT2	Regular Approach Type 2	TS=BF+ EF ASP > A 6	ALL
PQA	Pre-Qualifying Approach	TS= BF+EF+AF+OF CS= All Criteria	a) RT b) NT 2 c) IT d) FC
2ESA	2 Envelop/Stage Approach	TS= BF+EF+AF+OF CS=All criteria	a) RT b) NT 2 c) IT d) FC

**PPT 3.4.0 SPECIFICATION COMMITTEE:**

PPT suggests that Teletalk should have a MIS department and MIS department will form a committee in the name of "Specification Committee" and Specification Committee must be fully responsible for preparing, maintaining and distributing the required specification for any good or service to be procured by different departments of Teletalk. The Specification Committee should have following members:

1. Representative from MIS department (at the rank of Manager) – will act as Committee Secretary.
2. Representative from the department generating the procurement request.
3. An expert or a panel of experts depending on the nature, type and value of goods/services (with sufficient educational background and/or sufficiently experienced) on the subject related to the goods / services to be procured. Expert(s) can be included either from inside Teletalk and/ or from outside Teletalk on-hire basis.

**PPT 3.5.0 ARCHIVING SPECIFICATION:**

- a) **Specification Committee** will prepare all specification documents in order to archive them in the following sequence:

PP = Purpose of procurement

Product/ Service (P/S) = Alpha-numeric Code

Date of 1<sup>st</sup> Archiving (DA) = mm/yr

Date of Last up-date (DLUP) = mm/yr (if updating is done)

b) The **MIS** department of Teletalk will be responsible for maintenance and updating of the archive. In addition to the above three flags, the MIS will include the following information for all archive records.

Date of Last use (DLUS) = mm/yr (if used)

c) Therefore, reference for any specification archived must be as follows:

**PP/code/DA/DLUP/DLUS**

All procurement in Teletalk must have some specification and the required specification must be collected from MIS Archive with reference number. **As a new organization, if Teletalk does not have specification for any goods/service in MIS Archive, it will develop required specification as mentioned in PPT 3.2 and collect reference for procurement.**

**PPT 3.6.0 UP-DATE SPECIFICATION ARCHIVE:**

It is the responsibility of **MIS** to up-date the specifications from time to time. **No Specification older (i.e., either DA or DLUP) than 12 (twelve) calendar months can be used without up-dating the specification.**

**PPT 3.7.0 Specification for BP (Bundle Procurement):**

For Bundle Procurement (BP) all of the relevant aspects of specification will be considered all individual item/service under the same bundle procurement.

**SPECIFICATION**

**CRITERIA**

## Chapter 5

### 5.0.0 SPECIFICATION CRITERIA

Name of Product/Service: \_\_\_\_\_

Product/Service Code: \_\_\_\_\_

MIS Specification Archive No: \_\_\_\_\_

Requisition No.: \_\_\_\_\_ Date: \_\_\_\_\_

Please use (√) to the appropriate choice

PP:	PC	RES	CON	R&M	HSLE	PIS	SER	CE	FAFF	FAVE	FAP
-----	----	-----	-----	-----	------	-----	-----	----	------	------	-----

### 5.1.0 COMMERCIAL SPECIFICATION:

#### PPT 4.1.1 C1: VENDOR'S BASIC DATA (VBD):

TOTAL POINTS = 0; MANDATORY; FAIL TO MATCH = D

1. NAME OF ORGANIZATION: \_\_\_\_\_

2. **TABLE – 29**

TYPE OF ORGANIZATION:

Please use (√) to the appropriate choice	
	PROPRIETORSHIP
	PARTNERSHIP
	PRIVATE LIMITED COMPANY
	PUBLIC LIMITED COMPANY
	CORPORATION (SEMI-GOVT)
	GOVT. ENTERPRISES
	JOINT VENTURE/CONSORTIUM

3. Registered Office Address (as per License):

\_\_\_\_\_  
\_\_\_\_\_

4. Present Office Address ( on Actual basis):

\_\_\_\_\_  
\_\_\_\_\_

5. Office Telephone: \_\_\_\_\_

Office Fax: \_\_\_\_\_

Official E-mail Address: \_\_\_\_\_

6. Name of the MD/ Managing Partner/ Proprietor/ CEO:

\_\_\_\_\_

7. Address of the MD/ Managing Partner/ Proprietor/ CEO:

\_\_\_\_\_  
\_\_\_\_\_

Res. Telephone: \_\_\_\_\_

Mobile no.: \_\_\_\_\_

- Personal E-mail Address: \_\_\_\_\_
8. Name of the Contact person & Designation:  
Name: \_\_\_\_\_ Designation: \_\_\_\_\_
9. Address of the Contact Person:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Res. Telephone No.: \_\_\_\_\_  
Mobile Phone No.: \_\_\_\_\_  
Personal E-mail Address: \_\_\_\_\_
10. Attested Copy of following Documents:

**TABLE - 30**

DOCUMENTS:	OFFICIAL USE	
	Enclosed	Valid
Trade License: # _____ DT. _____		
Certificate of Incorporation: _____		
VAT Registration: # _____		
TIN Registration: # _____		
Income Tax Return: DATE: _____		

**PPT 4.1.2 C2: VENDOR'S BUSINESS PROFILE (VBP):**  
**TOTAL POINTS = 5; OPTIONAL; FAIL TO MATCH = -VE POINTS**

**TO BE INCLUDED BY THE SPECIFICATION COMMITTEE AS PER REQUIREMENT**

**PPT 4.1.3 C3: VENDOR'S FINANCIAL INFORMATION (VFI):**  
**TOTAL POINTS = 0; MANDATORY; FAIL TO MATCH = D**

1. Year of Establishment: \_\_\_\_\_
2. Venture Capital/Paid Up Capital: \_\_\_\_\_  
(At the year of establishment)
3. List of bankers with details (last one year):

**TABLE - 31**

A/C Name	A/C Number	Bank & Branch	Address, Phone, Fax of Bank	Manager Name & Mobile Phone

4. Account Statement:

**TABLE - 32**

A/C Name	A/C Number	Bank & Branch	Period	Official Use:
				Checked

5. Credit Line:

**TABLE - 33**

A/C Name	A/C Number	Bank & Branch	Credit Limit	Present Status	Official Use: Verified

6. Annual turn over of the organization:

**TABLE - 34**

Year	Amount in TAKA	Name of Documents Submitted as Evidence	Official Use: Received	Official Use: Verified
Last Year				
2 <sup>nd</sup> Last Year				
3 <sup>rd</sup> Last Year				

**PPT 4.1.4 C4: Bid Bond (BB):**  
**TOTAL POINTS = 0; MANDATORY; FAIL TO MATCH = D**

BB Required: Please use (√) to the appropriate choice

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

**TABLE - 35**

If YES, Please mention followings: use (√) to the appropriate choice

AMOUNT TK.	FORM OF PAYMENT			VALID UP TO	OFFICIAL USE
.....	BD	PO	BG	DATE	VARIFID
AMOUNT					
BANK & BR.					
NO.:					

**PPT 4.1.5 C5: Performance Guarantee (PG):**  
TOTAL POINTS = 0; MANDATORY; FAIL TO MATCH = D

PG Required: Please use (√) to the appropriate choice

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

**TABLE - 36**

If YES, Please mention followings: use (√) to the appropriate choice

AMOUNT TK.	FORM OF PAYMENT			VALID UP TO	OFFICIAL USE
.....	BD	PO	BG	DATE	VARIFID
AMOUNT					
BANK & BR.					
NO.:					

**PPT 4.1.6 C6: ADDITIONAL SECURITY (AS):**  
TOTAL POINTS = 0; MANDATORY; FAIL TO MATCH = D

AS Required: Please use (√) to the appropriate choice

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

Specification Committee must develop the format & procedure for Additional Security as per the requirement of procurement.

**PPT 4.1.7 C7: PRICE TERMS (PrT):**  
TOTAL POINTS = 5; M/O; FAIL TO MATCH = -VE MARK

Specification Committee must mention the terms of quoted or offered price very clearly.  
Specification Committee must also mention extend of deviation in price terms to be acceptable but subject to negative marking.

**PPT 4.1.8 C8: DELIVERY TERMS (DT):**  
TOTAL POINTS = 5; M/O; FAIL TO MATCH = -VE MARKING

Specification Committee must mention the terms of delivery very clearly.  
Specification Committee must also mention extend of deviation in delivery terms to be acceptable but subject to negative marking.

**PPT 4.1.9 C9: PAYMENT TERMS (PaT):**  
**TOTAL POINTS = 10; M/O; FAIL TO MATCH = -VE MARKING**

Specification Committee must mention the terms of payment very clearly.

Specification Committee must also mention extend of deviation in payment terms to be acceptable but subject to negative marking.

**PPT 4.1.10 C10: PROCUREMENT DEADLINE TERMS (PDT):**  
**TOTAL POINTS = 0; MANDATORY; FAIL TO MATCH = D**

Specification Committee must mention PDT in every procurement document and based on Table -19 of PPT 3.1.10, a specific PDT with lead time and available extended time with penalty must be mentioned. Any offer or proposal fail to comply with PDT, must be considered as disqualified.

**PPT 4.1.11 C11: AFTER SALES SERVICE TERMS (AST):**  
**TOTAL POINTS = 10; M/O; FAIL TO MATCH = -VE POINTS**

Depending on the type and nature of goods or services, Specification Committee must mention clearly the terms related to the after sales services required for the goods or services to be procured. Specification Committee must also determine the format and procedure to ensure AST as an important term of CS.

**PPT 4.1.12 C12: OPTIONAL TERMS (OT):**  
**TOTAL POINTS = 5; OPTIONAL; FAIL TO MATCH = 0 POINT**

The terms which can not be included within given CS under PPT 3.1.0, Specification Committee, may add such terms under C12 with detail explanation, format and procedure to exercise.

**PPT 4.1.13 C13: BILL OF QUANTITY (BoQ):**  
**TOTAL POINTS = 0; M/O; FAIL TO MATCH = - VE POINT**

BoQ is a mandatory terms in CS and irrespective of goods or services, Specification Committee must mention clearly the required format and terms of BoQ in every procurement document.

**5.2.0 TECHNICAL SPECIFICATION:**

Specification Committee will develop TS as per requirement but must follow the guide line mentioned in PPT 3.2.0.

**PPT 4.2.1 FEATURES:**

Features under TS must be used sequentially as follows:

**TABLE – 37**  
**SEQUENCE OF USE OF TECHNICAL FEATURES**

SEQUENCE	FEATURES
1	BF
2	BF+EF
3	BF+EF+AEF
4	BF+EF+AEF+AF
5	BF+EF+AEF+AF+OF
6	BF+EF+AEF+AF+OF+ASF

**PPT 4.2.2 ASF:**

However, for highly technical matters, Specification Committee may allow vendors to submit offers/proposals with different technology as alternate solution of the purpose of use but keeping the basic and extended features same. In such cases, Specification Committee should include ASF. However, ASF will not carry any positive or negative points but offer with ASF must come into consideration once Specification Committee includes ASF as a technical feature.

**PPT 4.2.3 DEVIATIONS:**

Specification Committee must define different types of deviations for negative marking. Negative marking cannot be imposed without defining the deviations clearly. Specification Committee may select all or any of the following deviations or specification committee may introduce other types of deviations as and when required but what ever may be the deviation it must be defined clearly in bid document.

**TABLE – 38**  
**TYPES OF DEVIATION**

SL.	DEVIATIONS
1	Major Deviation
2	Minor Deviation
3	Material Deviation
4	Conditional Compliance
5	Change of Substance

**PPT 4.2.4 POINT SYSTEM:**

Specification Committee must define point system for CS and TS as per PPT 3.1.14, PPT 3.1.15, PPT 3.2.7 and PPT 3.2.8. However, specification committee may increase the total positive and negative points for both CS & TS. But the increase of points must be made proportionately in terms of total points, points for individual criterion, maximum point per criterion and also proportionately in terms of positive and negative points.

## EVALUATION

## Chapter 6

### 6.0.0 EVALUATION

Proper evaluation of the offers received through the PM is one of the most important tasks of procurement. Proper evaluation will ensure the followings objectives of procurement:

- The right & Competitive price for the right item
- Product/service with right specification to ensure the purpose of use. In other words quality of product/service as per requirement.
- Timely delivery
- Required quantity
- Required after sales service or warranty
- Fair treatment to all bidders

#### PPT 5.1.0 EE (ELEMENTS OF EVALUATION)

Procurement evaluation will be made based on CS, TS and OP (offered price). However, use of EE in different AP is not always mandatory. PPT provides a guide line for specification committee to determine appropriate options for different variables as follows:

**TABLE - 39**

**Options of EE against AP (approach for procurement)**

Specification	RAT1	RAT2	PQA	2ESA	ASP	
CS	VBD	M	M	M	M	ALL
	VBP	M/O	M	M	M	ALL
	VFI	M	M	M	M	ALL
	BB	M/O	M	M	M	>A4
	PG	M/O	M	M	M	>A3
	AS	O	O	M	M	>A6
	PrT	M	M	M	M	>A1
	DT	M	M	M	M	>A1
	PDT	M	M	M	M	ALL
	PaT	M	M	M	M	ALL
	AST	M/O	M/O	M	M	ALL
	OT	O	O	O	O	ALL
	BoQ	O	O	M	M	>A5
TS	BF	M	M	M	M	ALL
	EF	M	M	M	M	ALL
	AEF	O	M	M	M	>A3
	AF	O	M/O	M	M	>A5
	OF	O	O	O	O	>A1
OFFERED PRICE	M	M	M	M	ALL	

**PPT 5.2.0 WEIGHTAGE ON DIFFERENT EE (ELEMENTS OF EVALUATION)**

A uniform and fixed weightage on these three elements of procurement is not possible because of diversified nature of product and services. PPT, therefore, provides the following guide line to determine the required weightage of on effective points of price against effective points of CS & TS as follows:

**TABLE - 40**

**(WEPCS & WEPTS) Vs. WEPP**

SPECIFICATION	AP	Weightage on effective points from price				
		85%	75%	65%	50%	40%
CS		<b>5 ~ 10%</b>				
	RAT1	5%	0	0	0	0
	RAT2	0	6%	0	0	0
	PQA	0	0	8%	0	0
	2ESA	0	0	0	9%	10%
TS						
BF		<b>5 ~ 10%</b>				
	RAT1	5%	0	0	0	0
	RAT2	0	6%	0	0	0
	PQA	0	0	7%	0	0
	2ESA	0	0	0	9%	10%
EF		<b>5 ~ 25%</b>				
	RAT1	5%	0	0	0	0
	RAT2	0	10%	0	0	0
	PQA	0	0	15%	0	0
	2ESA	0	0	0	20%	25%
AEF		<b>0 ~ 5%</b>				
	RAT1	0	2%	0	0	0
	RAT2	0	0	3%	0	0
	PQA	0	0	0	4%	0
	2ESA	0	0	0	0	5%
AF		<b>0 ~ 5%</b>				
	RAT1	0	1%	0	0	0
	RAT2	0	0	2%	0	0
	PQA	0	0	0	4%	0
	2ESA	0	0	0	0	5%
OF		<b>0 ~ 5%</b>				
	RAT1	0	0	0	0	0
	RAT2	0	0	0	0	0
	PQA	0	0	0	4%	0
	2ESA	0	0	0	0	5%

WEPS = Weightage on Effective points from Specification

WEPP = Weightage on Effective points from Price

### **PPT 5.3.0 EP (EFFECTIVE POINTS)**

There are three elements to calculate points. Elements are a) Price b) CS and d) TS. In order to bring the uniformity among these three elements following methods will be used to determine the effective points.

### **PPT 5.3.1 CEPP (CALCULATION OF EFFECTIVE POINT FROM PRICE):**

Estimated unit price based on ASP is to be divided by the offered price per unit and the result will be considered as Effective Point from Price (EPP).

For example,

ASP is A = TK. 5400 for 1200 units

Per unit estimated price, X = 4.5 (5400/1200)

Per unit OP, y = 4.80

Therefore, EPP (effective point from price) will be:

$$\underline{\mathbf{EPP = x/y = 4.5/4.8 = 0.9375}}$$

### **PPT 5.3.2 CEPCS (CALCULATION OF EFFECTIVE POINTS FROM CS):**

Net points earned from CS (commercial specification), once divided by the total points of CS, will determine the EPCS.

For example,

Total points, Y = 50

Total earned +ve points, M = 32

Total earned -ve points, N = 3

Total Net points, P = M- N

Therefore, EPCS (Effective points from commercial specification) =

$$\underline{\mathbf{EPCS = ( M - N)/ Y= (32 - 3)/50 = 0.58}}$$

### **PPT 5.3.3 CEPTS (CALCULATION OF EFFECTIVE POINTS FROM TS):**

Net points earned from TS (technical specification), once divided by the total points of TS, will determine the EPTS.

For example,

Total points, Z = 100

Total earned +ve points, M = 96

Total earned -ve points, N = 13

Total Net points, P = M- N

Therefore, EPTS (Effective points from technical specification) =

$$\underline{\mathbf{EPTS = ( M - N)/Z = (96 -1 3)/100 = 0.83}}$$

**PPT 5.4.0 CTP (CALCULATION OF TOTAL POINTS)**

TP = WEIGHTED EPP + WEIGHTED EPCS + WEIGHTED EPTS  
Refer Table – 25 of PPT 5.2.0 for weightage on EEP, EPTS &EPCS  
For example:

EPP = 0.9375 (example of PPT 5.3.1)  
EPTS = 0.83 (example of PPT 5.3.3)  
EPCS = 0.58 (example of PPT 5.3.2)  
If AP = PQA

The weightage will be 60%, 32% & 8% respectively for EPP, TS & CS.

Therefore,

EPP = 0.9375 x 60% = 0.5625  
EPTS = 0.83 x 32% = 0.2656  
EPCS = 0.58 x 08% = 0.0464

**TP = 0.8745**

**The highest point earner will be considered as winner.**

**PPT 5.5.0 EC (EVALUATION COMMITTEE):**

An evaluation committee must be formed before notification for offer/proposal.

- a. Representative from MIS as the chairman of the committee
- b. Representative from procurement department as committee secretary
- c. Representative from the concerned department as member
- d. Representative from department of Finance & Accounts as member
- e. Representative from Store as member

Depending up on the value of procurement, the designation of the members of evaluation committee must be as follows:

**TABLE – 41 MEMBERS OF EC**

<b>Ranks of the members of Evaluation Committee</b>	<b>ASP</b>
Manger	A1 ~ A3
DGM	A4 ~ A6
GM	A7 ~ A10

**PPT 5.6.0 ED (EVALUATION DEADLINE):**

Evaluation committee must complete the evaluation process and finalize the decision with in a fixed period of time from the date of submission of offer/proposal as follows:

**TABLE - 42**

<b>EVALUATION DEAD LINE</b>	
<b>PM</b>	<b>MAXIMUM ALLOWABLE DAYS TO COMPLETE EVALUATION</b>
<b>DQM</b>	5 WORKING DAYS
<b>LT</b>	10 WORKING DAYS
<b>RT</b>	10 WORKING DAYS
<b>NT1</b>	15 WORKING DAYS
<b>NT2</b>	30 WORKING DAYS
<b>IT</b>	45 WORKING DAYS
<b>FC</b>	30 WORKING DAYS

**PPT 5.7.0 Evaluation for BP (Bundle Procurement):**

For Bundle Procurement, all of the relevant aspects of evaluation will be considered for all of the items/services individually and as a whole relevant to that procurement.

## MATRIX



history or on estimation (if there is no procurement history) from the PFs, identified from this matrix.

**MATRIX - 2**

Frequency Matrix							
	PF						
ASP	F1	F2	F3	F4	F5	F6	F7
1	●	●	●	●	●	●	●
2	●	●	●	●	●	●	●
3	□	●	●	●	●	●	●
4	□	□	●	●	●	●	●
5	□	□	□	●	●	●	●
6	□	□	□	□	●	●	●
7	□	□	□	□	●	●	●
8	□	□	□	□	●	●	●
9	□	□	□	□	□	●	●
10	□	□	□	□	□	●	●

● Allowable      □ Not Allowable

**MATRIX – 2.a**

Select desired PF from the selected PFs based on procurement history:

PF:	F1	F2	F3	F4	F5	F6	F7
Use(√)							

**PPT 6.3.0 DEADLINE MATRIX:**

Deadline matrix is a combination of matrix between ASP & PD and PF & PD. Two sets of PDs will be identified and purchaser will select the required PD from the common sets of PDs against ASP & PF (Matrix 3.a & Matrix 3.b).

**MATRIX – 3.a**

Deadline Matrix											
	PD										
ASP	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11
1	●	●	●	●	●	●	●	●	●	●	●
2	●	●	●	●	●	●	●	●	●	●	●
3	□	●	●	●	●	●	●	●	●	●	●
4	□	□	●	●	●	●	●	●	●	●	●
5	□	□	□	●	●	●	●	●	●	●	●
6	□	□	□	□	●	●	●	●	●	●	●
7	□	□	□	□	●	●	●	●	●	●	●
8	□	□	□	□	●	●	●	●	●	●	●
9	□	□	□	□	□	●	●	●	●	●	●
10	□	□	□	□	□	●	●	●	●	●	●

**MATRIX – 3.b**

Deadline Matrix											
	PD										
PF	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11
1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>								
2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>						
3	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					
4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				
5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6	<input checked="" type="checkbox"/>										
7	<input checked="" type="checkbox"/>										

● Allowable      □ Not Allowable

**MATRIX – 3.c**

Select required PD from the selected PDs. Use (√)

PD:	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11
Matrix 3.a											
Matrix 3.b											

**PPT 6.4.0 SOURCE MATRIX:**

Source Matrix will help to determine the probable source of procurement. PS (procurement source) in matrix with ASP, PF, PD will identify the probable source and purchaser will select the appropriate source based on conditions mentioned in Table – 5 of PPT 2.5.0

**MATRIX - 4**

Source Matrix																												
	ASP (A)										PF (F)							PD (P)										
PS	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	1	2	3	4	5	6	7	8	9	10	11
L	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
F	□	□	□	●	●	●	●	●	●	●	□	□	□	●	●	●	●	□	□	□	●	●	●	●	●	●	●	●

● Allowable      □ Not Allowable

**MATRIX – 4.a**

Select required PS from the identified PSs. Use (√)

PS:	L	F
ASP		
PF		
PD		

Use Table-5, to select appropriate PS.

**PPT 6.5.0 DECISION MATRIX:**

Decisions Matrixes are used to identify the required PM. Results from 5 matrixes are used for this purpose. Matrixes are as follows:

**MATRIX – 5.a**

Decision Matrix									
	PM (Procurement Method)								
ASP	POM	SQM	DQM	LT	RT	NT1	NT2	IT	FC
1	●	●	●	□	□	□	□	□	□
2	□	●	●	□	□	□	□	□	□
3	□	□	●	□	●	●	□	□	□
4	□	□	●	●	●	●	●	●	●
5	□	□	□	●	●	●	●	●	●
6	□	□	□	●	●	●	●	●	●
7	□	□	□	□	●	●	●	●	●
8	□	□	□	□	●	●	●	●	●
9	□	□	□	□	●	●	●	●	●
10	□	□	□	□	●	●	●	●	●

● Allowable      □ Not Allowable

**MATRIX – 5.b**

Decision Matrix									
	PM (Procurement Method)								
PF	POM	SQM	DQM	LT	RT	NT1	NT2	IT	FC
1	□	□	□	●	●	●	●	□	●
2	□	□	□	●	●	●	●	□	●
3	□	□	●	●	●	●	●	●	●
4	●	●	●	●	●	●	●	●	●
5	●	●	●	●	●	●	●	●	●
6	●	●	●	●	●	●	●	●	□
7	●	●	●	●	●	●	●	●	□

● Allowable      □ Not Allowable

**MATRIX – 5.c**

Decision Matrix									
	PM (Procurement Method)								
PD	POM	SQM	DQM	LT	RT	NT1	NT2	IT	FC
1	●	□	□	□	□	□	□	□	□
2	●	●	□	□	□	□	□	□	□
3	□	●	●	□	□	□	□	□	●
4	□	●	●	●	●	□	□	□	●
5	□	□	●	●	●	●	□	□	●
6	□	□	□	●	●	●	●	□	●
7	□	□	□	□	●	●	●	□	●
8	□	□	□	□	●	●	●	●	●
9	□	□	□	□	●	●	●	●	●
10	□	□	□	□	●	●	●	●	●
11	□	□	□	□	●	●	●	●	●

● Allowable      □ Not Allowable

**MATRIX – 5.d**

Decision Matrix									
	PM (Procurement Method)								
PS	POM	SQM	DQM	LT	RT	NT1	NT2	IT	FC
LOCAL (L)	●	●	●	●	●	●	●	□	●
FOREIGN (F)	□	□	●	□	●	□	□	●	●

● Allowable      □ Not Allowable

**MATRIX – 5.e**

Decision Matrix									
	PM (Procurement Method)								
TS:	POM	SQM	DQM	LT	RT	NT1	NT2	IT	FC
BF	●	□	□	□	□	□	□	□	□
BF+ EF	□	●	●	●	●	●	□	●	●
BF+ EF+AEF	□	□	●	□	●	□	●	●	●
BF+EF+AEF+AF	□	□	□	□	●	□	●	●	●

● Allowable      □ Not Allowable

**MATRIX – 5.f**

Use (√)

Decision Matrix									
Decision based on:	PM (Procurement Method)								
	POM	SQM	DQM	LT	RT	NT1	NT2	IT	FC
PP (Matrix 1)									
ASP									
PF									
PD									
PS									
EC									

Find the most common PM against 6 (six) variables on the left and Select the right PM.

There should be two selected PMs and in all cases, one of the two PMs will be FC. As a result, purchasing department will have three choices to select the right PM such as:

- Any PM other than FC
- FC against an on going tender/ recently closed tender through conversion method.
- FC through regular method

The decision, purchasing department will take must follow the following guide lines:

**PPT 6.6.0 PM DECISION:**

Procurement department will select PM based on priority of selection as guided by PPT as follows from the identified PMs:

**Table – 40**

**PRIORITY CHART FOR PM SELECTION**

<b>Priority</b>	<b>PM</b>	<b>Conditions</b>
Priority 1	FC (Conversion method)	Must be with in conditions mentioned in Table – 13.
Priority 2	FC (Regular method)	PF ≤ F5 PD ≤ P6
Priority 3	Other PM (LT/RT/NT1/NT2/IT)	Conditions applied as mentioned against individual PM in different matrix.

**NOTIFICATION  
&  
DOCUMENTATION**

## Chapter 8

**8.0.0** Irrespective of procurement method, the importance of proper notification & documentation is very high. Through proper notification and documentation, purchaser can ensure following issues:

- ✓ Transparency in procurement
- ✓ Eliminate the risk of discrimination
- ✓ Vendors' data
- ✓ Procurement history
- ✓ Eliminate the risk of mistake
- ✓ Good procurement plan
- ✓ Increase management efficiency and many more.

### **8.1.0 NOTIFICATION:**

Different types of notification are required at different steps of procurement. PPT identifies the following types of notifications at different steps of procurement:

1. Notification for inviting proposals or offers
2. Notification for changes or amendments in procuring documents
3. Notification for changes or amendments in time, date or venue.
4. Notification for clarification of offer or proposal
5. Notification for submission of additional or short fall documents/papers.
6. Notification of award
7. Notification for submission of PG
8. Notification for signing contract
9. Notification for completion in time
10. Notification for changes in schedule, quantity or scope of work.
11. Notification as warning
12. Notification for black listing and many more.

### **8.2.0 DOCUMENTATION**

Notification will be always followed by documentation. There will be a good number of documents to be prepared, circulated and maintained. PPT identifies the following documents among a lot more documents to be prepared and used in all procurement:

1. Procurement Form
2. Specification Sheet
3. Evaluation Sheet
4. Notification format for inviting offer
5. Bidding documents
6. Declaration of Code of Ethics
7. VBD
8. VBP
9. VFI
10. BoQ
11. Format for Bid Bond
12. Format for Performance Guarantee
13. Format for additional security

14. Vendor's consent letter
15. Award notification
16. Contract
17. Format of Bill
18. Payment terms and payment details
19. MRR
20. Report on procurement exercise

**PPT 7.1.0 NOTIFICATION:**

PPT provides a guide line as follows for various types of notification as it is a very important part of procurement process and the success of procurement in many sense depends on notification.

**PPT 7.1.1 NOTIFICATION FOR INVITATION FOR BID, OFFER OR PROPOSAL**

Invitation notice for offer, as per PPT, must maintain different name and formats for different procurement methods:

**TABLE - 43**

**Name of invitation notice against different PM**

PM	NAME OF INVITATION NOTICE	FORMAT
SQM	Letter of Intend (LOI)	Annexure – 3
DQM	Request for quotation (RFQ)	Annexure – 4
LT	Limited Tender/Request for Quotation (LT/RFQ)	Annexure – 5
RT	Restricted Tender/Request for Quotation (RT/RFQ)	Annexure – 6
NT1	National Tender Type 1 (NT1)	Annexure – 7
NT2	Expression of Interest through National Tender Type 2 (EOI/NT2)	Annexure – 8
IT	International Tender	Annexure – 9
FC	Expression of Interest through Frame Work Contract (EOI/FC)	Annexure - 10

**PPT 7.1.2 MEDIA FOR NOTIFICATION**

Following is the guide line to use different media for different type of PM:

**TABLE – 44**

**MEDIA vs. PM**

PM	LETTER	WEB SITE	NOTICE BOARD	NEWS PAPER	NOTICE PERIOD
SQM	•	■	■	■	No Min.
DQM	•	•	•	■	No Min.
LT	■	•	•	■	Min. 10 Days
RT	•	•	•	•	No Min.
NT1	■	•	•	•	Min. 15 days
NT2	■	•	•	•	Min. 20 Days
IT	■	•	•	•	Min. 20 Days
FC	•	•	•	•	Min. 20 Days Min.

• Required

■ Not Required

**PPT 7.1.3 NOTIFICATION FOR CHANGES OR AMENDMENTS**

PPT provides guide line as follows to notify changes or amendments in procurement terms, time, date and/or venue:

**TABLE - 45**

**Process to Notify Changes/Amendments**

PM	MEDIA OF NOTICE	NAME OF NOTICE	GAP BETWEEN NOTICE & SUBMISSION DATE
SQM	LETTER	Amendment	1 DAY MIN.
DQM	LETTER/NOTICE	Amendment	3 DAYS MIN.
LT	NOTICE	Amendment	7 DAYS MIN.
RT	LETTER/NEWS PAPER	Corrigendum	7 DAYS MIN.
NT1	NEWS PAPER/NOTICE	Corrigendum	10 DAYS MIN.
NT2	NEWS PAPER/NOTICE	Corrigendum	15 DAYS MIN.
IT	NEWS PAPER/NOTICE	Corrigendum	20 DAYS MIN.
FC	NEWS PAPER/NOTICE	Corrigendum	15 DAYS MIN.

**PPT 7.1.4 OTHER NOTIFICATION:**

PPT provides a uniform format for all Teletalk to vendor direct notification is as follows:

**TABLE – 46**

**GENERAL FORMAT FOR DIRECT NOTIFICATION**

Procurement ref. Number: _____ Date: _____  NOTIFICATION: _____ <div style="text-align: right;">(Subject of notification)</div> Vendor's Code: _____ Vendor's Name & Address:  <div style="text-align: center;">(BODY)</div>
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

**PPT 7.2.0 DOCUMENTATION:**

Following documents, as per PPT, are mandatory for all methods of procurement except POM:

**TABLE – 47**

**MANDATORY DOCUMENTS**

SL.	NAME OF DOCUMENT	FORMAT
1	Declaration of Code of Ethics	Annexure – 1
2	VBD (Vendor's Basic Data)	PPT 4.1.1
3	VFI (Vendor's Financial Information)	PPT 4.1.3
4	CS (Commercial Specification)	N/A
5	TS (Technical Specification)	N/A
6	VDFC (Vendor's Declaration of Full Consent) with CS & TS	Annexure - 2
7	BoQ (Bill of Quantity)	N/A

**PPT 7.2.1 BID DOCUMENTS:**

It is mandatory in PPT that all bid documents circulated by Teletalk irrespective of PM, must be in duplicate copies:

1. Hard Copy
2. Soft Copy in CD and in document format.

It is also mandatory in PPT that all bid documents must contain clear instruction that vendors must submit their offer in duplicate copies also:

1. Hard Copy
2. Soft copy in CD and in document format.

However, if there is any ambiguity, mistake or differences in submitted duplicates copies, hard copy will be considered as the main and final copy for evaluation.

Failing to submit duplicate copies as instructed in bid documents, will make the offer or proposal non-responsive and vendor will be disqualified.

**APPROVAL**  
**AWARD**  
**CONTRACT**  
**BILLING & PAYMENT**  
**&**  
**COMPLETION OF PROCUREMENT**

## Chapter 9

### PPT 8.1.0 APPROVAL:

After completion of evaluation, whole sets of documents must be returned to the procurement department in order to prepare a complete purchase proposal and submit to the approving authority for final approval. The purchase proposal must contain the following information:

- a. TP
- b. NP
- c. PP
- d. ASP
- e. PF
- f. PD
- g. PS
- h. PM & Its use
- i. TS & Its elements
- j. CS & Its elements
- k. EE & Its proper use
- l. Selection of vendor
- m. Financial approval & budget allocation

### PPT 8.1.1 APPROVING AUTHORITY

The approving authority of purchase proposal must be either:

- a. Approving Authority (Individual) - AAI
- b. Approving Authority (committee) - AAC

### PPT 8.1.2 PURCHASE PROPOSAL APPROVAL AUTHORITY (INDIVIDUAL):

In accordance with the financial authority approved by the Board of Directors of Teletalk (*enclosed as Annex – A*), PPT allows AAI to approve purchase proposals based on ASP as follows:

**TABLE – 48**  
**AUTHORITY FOR PURCHASE PROPOSAL APPROVAL - AAI**

<b>A. SMALL SCALE PROCUREMENTS:</b>		
<b>LEVEL FOR INDIVIDUAL AUTHORITY</b>	<b>Marketing &amp; Business Development Expenses</b>	<b>Operation &amp; Overhead Expenditure</b>
	<b>ASP</b>	<b>ASP</b>
<b>MD</b>	<b>A2 &amp; above</b>	<b>Above A4</b>
<b>CO</b>	<b>Up to A2</b>	<b>Up to A4</b>
<b>GM</b>	<b>Up to TK. 50,000</b>	<b>Up to A3</b>
<b>DGM</b>	<b>Up to TK. 10,000</b>	<b>Up to A2</b>
<b>Manager</b>	<b>Up to TK. 2,000</b>	<b>Up to A1</b>
<b>DM/AM</b>	<b>X</b>	<b>X</b>

<b>B. LARGE SCALE PROCUREMENTS:</b>		
<b>LEVEL FOR INDIVIDUAL AUTHORITY</b>	<b>REGULAR PROCUREMENT FOR O&amp;M PROGRAMS</b>	<b>PROCUREMENT OF PROJECT/ PROGRAM</b>
	<b>ASP</b>	<b>ASP</b>
<b>MD</b>	<b>Up to A7</b>	<b>Up to A8</b>
<b>CO</b>	<b>Up to A5</b>	<b>Up to A6</b>
<b>GM</b>	<b>A3</b>	<b>A2</b>
<b>DGM</b>	<b>A2</b>	<b>-</b>
<b>Manager</b>	<b>A1</b>	<b>-</b>
<b>DM/AM</b>	<b>-</b>	<b>-</b>

**PPT 8.1.3 PURCHASE PROPOSAL APPROVAL AUTHORITY (COMMITTEE):**

In accordance with the financial authority approved by the Board of Directors of Teletalk (*enclosed as Annex – A*), PPT allows AAC to approve purchase proposals based on ASP as follows:

**TABLE – 49**

**AUTHORITY FOR PURCHASE PROPOSAL APPROVAL - AAC**

<b>A. SMALL SCALE PROCUREMENTS:</b>		
<b>LEVEL FOR HEAD OF COMMITTEE</b>	<b>Marketing &amp; Business Development Expenses</b>	<b>Operation &amp; Overhead Expenditure</b>
	<b>ASP</b>	<b>ASP</b>
<b>BOARD</b>	<b>A10</b>	<b>A10</b>
<b>EC</b>	<b>A9</b>	<b>A9</b>
<b>MD</b>	<b>A8</b>	<b>A8</b>
<b>CO</b>	<b>A7</b>	<b>A7</b>
<b>GM</b>	<b>A6</b>	<b>A6</b>
<b>DGM</b>	<b>A4</b>	<b>A4</b>
<b>Manager</b>	<b>A2</b>	<b>A2</b>
<b>DM/AM</b>	<b>X</b>	<b>X</b>

<b>B. LARGE SCALE PROCUREMENTS:</b>		
<b>LEVEL FOR HEAD OF COMMITTEE</b>	<b>REGULAR PROCUREMENT FOR O&amp;M PROGRAMS</b>	<b>PROCUREMENT OF PROJECT/ PROGRAM</b>
	<b>ASP</b>	<b>ASP</b>
<b>BOARD</b>	<b>A10</b>	<b>A10</b>
<b>EC</b>	<b>A9</b>	<b>A9</b>
<b>MD</b>	<b>A8</b>	<b>A8</b>
<b>CO</b>	<b>A7</b>	<b>A7</b>
<b>GM</b>	<b>A6</b>	<b>A6</b>
<b>DGM</b>	<b>A4</b>	<b>A4</b>
<b>Manager</b>	<b>A3</b>	<b>A2</b>
<b>DM/AM</b>	<b>X</b>	<b>X</b>

**PPT 8.1.4 APPROVING AUTHORITY (INDIVIDUAL) – AAI**

The department initiated procurement will act as AAI. Depending up on ASP and PPT 8.2.1, the official having proper financial authority will approve the purchase proposal.

**PPT 8.1.5 APPROVING AUTHORITY (COMMITTEE) – AAC**

A committee with following three members will approve the procurement proposal. The position of the members of the committee will be in accordance with PPT 8.2.2:

1. A representative from department of internal audit & business evaluation as chairman of the committee.
2. A representative from procurement department as committee secretary.
3. A representative from the department, initiating procurement as member.

**PPT 8.1.6 ROLE OF APPROVING AUTHORITY:**

The approving authority will perform the following roles:

1. To check, verify and approve the performance of different departments and individuals at different stages of procurement (PPT10.1.0).
2. To check and assess the procurement exercise as per PPT 10.2.1.
3. In case of any deviation in PPT, the approving authority will return the procurement proposal for necessary corrections.
4. The approving authority may accept any procurement proposal with deviation in PPT with proper written responsibility taken by the approving authority along with justification of approval.

**PPT 8.2.0 AWARDING THE PROCUREMENT:**

After completion of evaluation, whole sets of documents must be returned to the procurement department in order to perform the following actions:

- A. Notify the vendor (selected by the EC as winner) the result of evaluation within the following time table from the date of receiving documents from EC:

**TABLE – 50**

**SCHEDULE FOR AWARD NOTIFICATION**

PD	Allowable Time to Notify Vendor
P1	0 Working Day
P2	1 Working Day
P3	2 Working Days
P4	2 working Days
P5	3 working Days
P6	5 Working Days
P7	7 Working Days
P8	7 Working Days
P9	8 Working Days
P10	9 Working Days
P11	10 Working Days

- B. Notify the vendor to complete formalities as mentioned in the bid document and signing the contract within the stipulated time period.
- C. Prepare contract, complete contract signing and issue work order immediately after completion of formalities by the vendor.

### **PPT 8.3.0 DISTRIBUTION OF DOCUMENTS:**

- A. Prepare 4 complete sets of documents of the whole procurement process and distribute to the following departments:
  - a. One set for the department intends to procure
  - b. One set for IA & BE department
  - c. One set for F&A department
  - d. One set for procurement department itself
  
- B. Prepare a set of documents containing followings for Store department:
  - a. Complete TS
  - b. DT
  - c. PDT
  - d. BoQ
  - e. PrT
  
- C. Other than a complete set of documents of the whole procurement process for F&A department, additional following documents must be issued to Accounts department for payment purpose:
  - a. PrT
  - b. PaT
  - c. PDT
  - d. DT
  - e. BoQ
  - f. Commercial Invoice(CI)/ Proforma Invoice (PI)

### **PPT 8.4.0 BILLING & PAYMENT:**

Depending on source of procurement, there will be two types of billing & payment method.

1. **LOCAL:** For local procurement, based on PrT, PaT, PDT, DT, BoQ and CI/PI, Accounts department will generate bills (auto generated) and give specific date for vendors to collect payment subject to submission of following documents if mentioned in PaT. However, a copy of the following documents must be received internally by the Accounts depart from the concerned departments.
  - a) MRR from Store
  - b) NOC from the concerned department
  
2. **FOREIGN:** For foreign procurement, procurement department will take necessary steps to open L/C or stipulated process to confirm payment terms. Procurement department under the instruction of Accounts department based on following documents to complete the billing and payment process:
  - a) PrT
  - b) PaT
  - c) DT

- d) PDT
- e) BoQ
- f) TS
- g) CS
- h) CI/PI

**PPT 8.4.1 COMPLETION:**

The responsibilities of procurement department will be completed once payment documents submitted to Accounts department (PPT 8.4.0 1) for local procurement and the payment made to the vendor (PPT 8.4.0 2) in case of foreign procurement unless any objection raised either by the concerned department as user or by the stores.

**PPT 8.5.0 Approval authority of Contract Award**

**PPT 8.5.1** Once the purchase proposal approved by the approving authority, the procurement department will award of the contract as per the approved proposal.

**PPT 8.6.0 Notification of award of and signing of Contract:**

**PPT 8.6.1** Prior to the expiry of the period of tender validity, Teletalk shall notify the successful tenderer that its tender has been accepted. The notification of award shall state the value of the proposed contract, the amount of the performance security, the time within which, the performance security shall be submitted and the time within which the contract shall be signed.

**PPT 8.6.2** The amount of performance security shall be sufficient to ensure proper performance of the contract or the amount as specified in the tender document.

**PPT 8.6.3** The notification of award shall constitute the formation of a contract between the parties. The existence of a contract shall be confirmed through the signature of a contract document incorporating all agreements between the parties.

**PPT 8.6.4** If the successful tenderer fails to sign the contract or fails to provide any required performance security, the procuring entity shall select a successful tender from among the remaining responsive tenders, by order of rank9ng subject to the right of the procuring entity to reject all tenders.

**COMPLAINT  
DISPOSAL  
PROCEDURE**

## Chapter 10

### **PPT 9.1.0 Right to complain:**

Vendors, suppliers and/ or any person(s)/ entity related to the procurement process of Teletalk has full right to lodge any justified complain against any employee/ manager/general manager or even against the Managing Director of Teletalk.

All complains must be submitted in written format and to the concerned officer of required level.

All complains must be submitted with in a stipulated time frame and at least with minimum documentary evidence.

As people have fundamental right to avail justice against any genuine complain, Teletalk also have the right to dishonor any complain if it fails to follow the stipulated procedures.

However, the procedures are mentioned below under different PPT.

### **PPT 9.1.1** The following shall not be the basis for a complaint:

- a) The choice of procurement method (PM)
- b) A decision by Teletalk to reject all tenders, proposals or quotations
- c) If a decision for procurement award has been made by the Board of Directors of Teletalk.

### **PPT 9.1.2** If a procurement contract has not already entered into force the tenderer shall submit its complaint in the following manner:

- a) A tenderer shall submit its complaint for consideration through the stages of the administrative authority of Teletalk as described under PPT 9.2.0,  
or
- b) Where the tenderer is still dissatisfied with the outcome of the complaint considered under PPT 9.2.0 or fails to receive a response with in the time limit mentioned in PPT 9.2.0, the tenderer may then submit the complaint for review as per PPT 9.3.0.

### **PPT 9.1.3** However, if a procurement contract has already entered into force, the tenderer shall submit its complaint directly to the Review panel under PPT 9.3.0.

### **PPT 9.1.4** Subject to PPT 9.1.1, PPT 9.1.2 and PPT 9.1.3, any tenderer who claims to have suffered, or who may suffer, loss or damage due to a breach of a duty imposed on Teletalk by these PPTs may complain in accordance with PPT 9.2.0 and PPT 9.3.0.

**PPT 9.2.0 Stages of complaints to the Administrative Authority of Teletalk**

**PPT 9.2.1** There shall be three (3) levels of complaint resolution; they are:

- Level 1: Chief Officer/Head of procurement
- Level 2: Managing Director
- Level 3: Board of Directors.

**PPT 9.2.2** The tenderer/supplier shall submit his complaint to Teletalk under the following time period guideline:

**TABLE- 51**

**Time schedule to submit complaints**

Subject of Complaint	Time period deadline for submission	Level
Specification (CS &TS)	Within 10 days after publication of the tender document	2
Evaluation	Within 7 days after publication of evaluation result	2
Ethical Issues	Within 30 days after the completion of supply/service under the relevant procurement	1

**PPT 9.2.3 Time line for resolving complaint**

The relevant level of Teletalk shall process the complaint and send written reply the complainant under the following time period guideline:

**TABLE-52**

**Time Line for resolving complaint**

Subject of Complaint	Time Period Deadline
Specification (CS & TS)	05 days
Evaluation	07 days
Ethical Issues	30 days

**PPT 9.3.0 Review and Re-reviewing of complaints**

**PPT 9.3.1** Time line for submission of review and re-review request.

The tenderer shall submit the review and/or re-review request to the next level of Teletalk under the following time period guideline:

**TABLE – 53**

**Time Line for submission of review/re-review request**

Subject of Complaint	Time Period Deadline after issuance of decision by the previous level
Specification (CS & TS)	03 days
Evaluation	05 days
Ethical Issues	10 days

→

**PPT 9.3.2**

**Time line for resolving review/re-review request**

The relevant level of Teletalk shall process the review/re-review request and send written reply the complaint under the following time period guideline:

**TABLE – 54**  
**Time Line for resolving review/re-review request**

Subject of Complaint	Time Period Deadline
Specification (CS & TS)	05 days
Evaluation	07 days
Ethical Issues	30 days

**PPT 9.3.3**

Final decision level for resolving of complaints and review/re-review requests.

**TABLE – 55**  
**Decision level for resolving review/re-review request**

Subject of Complaint	Level in Teletalk
Specification (CS & TS)	Level 3
Evaluation	Level 3
Ethical Issues	Level 3

**PPT 9.3.4**

Flow of review/re-review resolution

**TABLE – 56**  
**Flow for resolving review/re-review request**

Subject of Complaint	Time Period Deadline
Specification (CS & TS)	Level 1 → Level 2 → Level 3
Evaluation	Level 2 → Level 3
Ethical Issues	Level 1 → Level 3

**ASSESSMENT  
OF  
PROCUREMENT  
EXERCISE**

## Chapter 11

**11.0.0** There are two stages to complete the procurement process. First stage will be completed once contract signed between vendor and Tele Talk. The second and final stage will be completed once job (either supply or service) will be completed and payment will be made. However, there is a third stage also. In many cases, procurement requires after sales services including training etc. and the security deposit of vendor will be released after the completion of the terms of service.

**PPT 10.1.0 STAGES IN PROCUREMENT:**

For assessment purpose, PPT divides procurement process into stages as follows:

**TABLE - 57**

**STAGES OF PROCUREMENT & DEPARTMENTS ACCOUNTABILITY**

STAGES	DETAILS	DEPARTMENT(S) TO BE ACCOUNTABLE
<b>Need Identification Stage (NIS)</b>	Generation of requisition form	Department Intends to Procure (DIP)
<b>Specification preparation stage (SPS)</b>	Development of detail Specification	Specification Committee (SC)
<b>Evaluation Criteria Stage (ECS)</b>	Development of Evaluation Criteria & Evaluation Form	Specification Committee (SC)
<b>Procurement Decision Stage (PDS)</b>	Procurement Method Selection	Procurement Department
<b>Notification &amp; Documentation Stage (NDS)</b>	Notification, publication, Documentation and offer receipt etc.	Procurement Department
<b>Evaluation Stage (ES)</b>	Evaluation of submitted offer	Evaluation Committee (EC)
<b>Awarding &amp; Contracting Stage (ACS)</b>	Award notification, follow up, signing contract and work order issue	Procurement Department
<b>Goods/Services Receiving Stage (RS)</b>	Receiving goods or services either by Store or by the user (department)	i) Store or the user ii) SC iii) EC iv) Procurement Department
<b>Bill Payment Stage (PS)</b>	Payment as per PrT and supporting documents	Accounts Department
<b>Receiving After Sales Service Stage (RSS)</b>	Guarantee, warrantee or required after sales service	i) The user (department) ii) SC iii) EC iv) Procurement Department

**PPT 10.2.0 PROCUREMENT ASSESSMENT:**

It is mandatory in PPT that all procurement in Tele Talk must be assessed with in the given guide line and time schedule by IA&BE department. The report for procurement must be submitted to FAC for necessary action.

However, according to PPT, all procurement must be assessed under two categories:

1. Procurement exercise itself for individual procurement based on success or failure of procurement.
2. Assessment of achievement or failure of individual officials involved in different stages of procurement.

PPT does not provide with any guide line for Tele Talk regarding the nature and type of reward/ incentive or punishment/penalty to be executed up on individual official against every success or failure. However, PPT suggests that the management of Tele Talk should take the matter in to consideration and take necessary steps in order to bring discipline in procurement.

**PPT 10.2.1 ASSESSMENT OF PROCUREMENT EXERCISE:**

PPT only concerns whether the purpose of procurement has been achieved or not. Therefore, to assess the procurement exercise, IA&BE department will consider the following table as assessment guide line:

**TABLE – 58**  
**GUIDE LINE FOR ASSESSMENT OF PROCUREMENT EXERCISE**

Variables	Achievement	Grade	Remark
PP	Properly identified	A	A = Achievement F = Failure
	Failed to identify	F	
	Purpose achieved	A	
	Purpose not achieved	F	
ASP	With in ASP+ 15%	A	In case of failure IA&BE will identify Point of failure based on different stages of Procurement and take following Actions:  Recommendation  Identify officials  Reporting  Follow up the execution  Ensure stop of Similar mistake In future.
	Above ASP+ 15%	F	
PF	History used	A	
	History not used	F	
PD	Selection: Realistic	A	
	Selection: Unrealistic	F	
	Achieved	A	
PS	Failed to Achieve	F	
	Identified as per the given rule	A	
PM	Identified with out using the given rule	F	
	Identified as per matrix & given rules	A	
Publication	Identified with out using matrix & given rules	F	
	PPT followed	A	
Documentati on	PPT not followed	F	
	PPT followed	A	
	PPT not followed	F	
CS	Rules Followed	A	
	Rules partially followed	F	
	Rules not followed	F	

Variables	Achievement	Grade	Remark
TS			
BF	Properly described	A	
	Not properly described	F	
	Evaluated as per given rule	A	
	Evaluated not as per given rule	F	
	Received as per BF	A	
	Not Received as per BF	F	
EF	Properly described	A	
	Not properly described	F	
	Evaluated as per given rule	A	
	Evaluated not as per given rule	F	
	Received as per BF	A	
	Not Received as per BF	F	
AEF	Properly described	A	
	Not properly described	F	
	Evaluated as per given rule	A	
	Evaluated not as per given rule	F	
	Received as per BF	A	
	Not Received as per BF	F	
AF	Properly described	A	
	Not properly described	F	
	Evaluated as per given rule	A	
	Evaluated not as per given rule	F	
	Received as per BF	A	
	Not Received as per BF	F	
OF	Properly described	A	
	Not properly described	F	
	Evaluated as per given rule	A	
	Evaluated not as per given rule	F	
	Received as per BF	A	
	Not Received as per BF	F	
ASF	Properly described	A	
	Not properly described	F	
	Evaluated as per given rule	A	
	Evaluated not as per given rule	F	
	Received as per BF	A	
	Not Received as per BF	F	
Payment	PaT followed	A	
	PaT not followed	F	
PDT	Followed	A	
	Not followed	F	

**PPT 10.2.2 CRITERIA & POINTS IN ASSESSMENT FOR OFFICIALS INVOLVED:**

**TABLE – 59**

**CRITERIA & POINTS FOR ASSESSMENT**

CRITERIA	+VE PTS	-VE PTS	TOTAL POINS	REWARD/PUNISHMENT ON TOTAL POINTS/ANNUM
Code of Ethics	0	-10	With evidence: - 10 With out evidence: - 5	Management of Tele Talk will decide. But PPT strongly suggest to ensure some sort of reward & punishment system.
Violation of PPT	0	-10	-10	
Performance	50	-50	50	

**PPT 10.2.3 CRITERIA & POINTS FOR ASSESSMENT OF PERFORMANCE OF INDIVIDUALS:**

**TABLE – 60**

**CRITERIA & POINTS FOR ASSESSMENT OF PERFORMANCE**

CRITERIA	+VE PTS	-VE PTS	TOTAL POINS	REWARD/PUNISHMENT ON TOTAL POINTS/ANNUM
OP < ASP	10	0	10	50 =
OP = ASP	5	0	5	40 =
OP = ASP+ 15%	0	0	0	30 =
OP > ASP+ 15%	0	-5	-5	20 =
OP > ASP+ 25%	0	-10	-10	10 =
DELIVERY < PDT	10	0	10	05 =
DELIVERY = PDT	5	0	5	-5 =
DELIVERY > PDT	0	-5	-5	-10 =
DELIVERY > PD	0	-5	-5	-20 =
DELIVERY < PD	10	0	10	-30 =
TS	10	-5	10	-40 =
MIN. OFFER:				-50 =
> 3	10	0	10	
< 3 (Tender Only)	0	-5		

It is recommended that the management of Tele Talk will give utmost importance to the assessment of procurement exercise and will consider all elements and rules under the assessment process as important as those rules mentioned under PPT of other aspects of procurement policy.

It is also recommended that IA&BE department will make reports on assessment of procurement exercise as follows:

1. Provisional report on assessment of procurement exercise which will cover all aspects of procurement exercise up to signing of contract and submit the report immediately to the FAC.
2. Final report on procurement exercise which will cover the complete report on the particular procurement exercise as some procurement require longer time to complete the job (supply or service).

It is also recommended that the authority should always check before approving any procurement whether assessment report (provisional or final) on previous/last procurement is enclosed and the proposed recommendations and suggestions mentioned in the last report are properly reflected/ incorporated in the present procurement.

**Good and proper procurement policy along with appropriate practice will always ensure the growth and development of Teletalk Bangladesh Limited.**