

RFP for IMS Development and Hosting Services

Request For Proposal (RFP)

for Development of
**Integrated Labour Management System
(ILMS) and Hosting Services**

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1 Pakistan Software Export Board (G) Ltd, An Introduction

Pakistan Software Export Board (PSEB) is an entity mandated to act as one-stop-shop on behalf of the Government of Pakistan and ensure sustainable growth, development of the industry, enhancement of IT & ITeS exports and making Pakistan a preferred TechDestination. Pakistan Software Export Board (PSEB) is an entity under the Ministry of IT & Telecom mandated to act as one stop shop on behalf of Government of Pakistan and ensure sustainable growth, development of the industry and enhancing of IT & ITeS exports. One of the objectives of PSEB is availability of skilled resources equipped with the latest technologies for the IT Industry. In order to help increase the employability and to fill the supply gap for industry-ready skilled resource, PSEB under the guidance of Ministry of IT and consultation with IT Industry is initiating a series of HR development program, one of the said programs is equipping of the IT professionals and ICT & Non-ICT graduates with latest technologies by the ICT Industry Professionals which will help in enhancing the number and quality of HR workforce available to Pakistan IT & ITeS industry.

One of the objectives of PSEB is the availability of skilled resources equipped with the latest technologies for the IT Industry and as well as to promote entrepreneurship in the field of IT. In order to help increase employability and to fill the supply gap for industry-ready skilled resources, PSEB under the guidance of Ministry of IT & Telecom and in consultation with IT Industry undertakes various HR development programs to build a pool of highly skilled and quality human resources.

2 Purpose of this Document

This document is to specify the deliverables and the procedure/approach to be followed towards assessment, evaluation and selection of firm(s)/company(s) capable of providing the required solution i.e., a fully functional state-of-the-art, **“Integrated Labour Management System”** (called ILMS hereinafter).

This document contains the requirements, procedure, conditions, pre-requisites and other related details which shall be adhered to, towards completion of the task.

2.1 Concept of the Project

PSEB intends to deploy an all-encompassing portal for registration of IT professionals, freelancers and others related to the IT Industry including CEOs, Management, HR Departments and others (collectively called Professionals or Members) from across the world.

The aim is to provide a central virtual space for interaction and development of Professionals enabling them to support national IT industry as a whole, provide a platform to enhance their skills, reach opportunities and markets individually or collectively, explore and exploit options, share knowledge and skills and as a whole

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form a sound backbone that builds up the national capacity and capability toward enhancing Software vis-à-vis IT and related exports.

The portal would allow IT professionals to showcase their profiles for soliciting opportunities in the ICT sector and thus function as a viable platform to connect, interact, help, assist, support, lean and team up IT professionals with the IT companies, organizations and institutions.

The portal should in the process form a vibrant and active job market with outreach providing alerts to the suitable registered individuals (called members) and apply for jobs through the portal. Same to include, headhunting and recruitment by the hiring bodies.

It will be an all-encompassing platform (and portal) on the lines of other professional networking portals with exceeding capabilities aimed at providing individuals, recruiters, industry, professional vis accreditation bodies, training institutions, advertisers and all others a single common place to connect for networking.

ILMS is envisioned to be a state-of-the-art innovative platform attracting international firms, investors, collaborations, individuals and service providers in terms of enabling the overall professional ecosystem in an all-encompassing and wholesome manner.

2.1.1 Objectives of the Project

Integrated Labour Management System (ILMS) is planned to provide a fully automated, agile, progressive, self-contained and evolving platform with functionalities to include:

- a. Showcase profiles of IT graduates, professionals, freelancers and IT related service providers, individuals and others related to and serving the industry as a whole through registration on the portal. This includes Industry, organizations (including those offering HR / employment services) and institutions registering as employers, service providers, trainers and likewise i.e., in multiple capacities. All registered entities (legal persons) to be collectively called Members.
- b. Form a national database of professionals, organizations, institutions and related service providers to enable forming networks of professionals for all practical purposes including sharing of ideas, experiences, insights, learnings, opinions and more.
- c. Provide a platform for authentication of the credentials of the individuals including educational degrees, certificates, courses and qualifications, experience and more. Therein industry / previous employers, peers, institutions and others related to be able to provide their recommendations, input, feedback, testimonials, comments and opinions on the individuals and organizations. Likewise, individuals, organizations and institutions able to seek input from the previous employers, peers, institutions and organizations on profiles (by referring these) in a readily available manner with due provision of Blacklisting Individuals for misconduct, etc.

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- d. Provide opportunities for Skill Enhancement of IT practitioners of all levels through integration with different Learning Management Systems, institutions, various training and certification programs of PSEB and internships etc. In essence, enabling professionals to access personal development opportunities from across all possible means.
- e. Integrate, in due course, envisaged **Industry Readiness Assessment Exam (IRAX)**. This is intended to calibrate skill sets of individuals through different levels of exams for the industry to hire them accordingly. IRAX is intended to rank individuals commensurate with the level of their attained skill sets, education, experience, training and overall abilities determined by this certification exams system.
- f. Provide for integration of related new programs in a seamless manner while ensuring functionalities as contained in the ensuing paras.
- g. Enable Career Management and Career Progression of all registered professionals / members through a host of methods as explained above and through enabling access to the opportunities.
- h. Integrate PSEB's AI based career counselling module with the possibility to integrate other such modules as and when needed. This to be ensured through putting in place an Open API architecture and implementation with more focus on using open sources.
- i. Provide for offering of renowned local and international trainings and certification programs (either free of cost or at highly subsidized rates to upskill and upgrade the members' qualifications and career enhancement). Platform to serve both individuals and as well as organizations to obtain, improve, and retain the skills, knowledge, tools and other resources needed to do their jobs competently or to a greater capacity to obtain better results.
- j. Integration with data lake and BI Platform for analysis.
- k. Primary focus to be the provision of a professional environment where member could advance their career and increase their online visibility.
- l. Serve as a technology training, awareness and capacity building platform for all the members from across the whole and allied sectors.
- m. Assist beginners and mid-level career professionals build professional grade standard CV compliant to the standard templates and regulations of developed countries, leading to greater overseas job opportunities.
- n. Provide functionality for the members to conduct research on current and future trends of HR, skillsets and technological requirements and be able to identify gaps to be addressed by the relevant stakeholders.
- o. Provide a readily available and authentic information to the hiring organization about the applicant for a position containing all possible

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- b. **Functionalities: LinkedIn** to serve as reference as well as guidelines to include but not limited to the following functionalities.
 - a) On tabs: Home, Jobs, My Network, Messaging, Notifications
 - b) Dropdown Menus: Me, Work
 - c) Others: My Pages, My Items, My Jobs, My Learning, Add to Your Feed, Advertising and others.
- c. AI for career counseling, profession planning, matching training to level-up the job career and matching candidates and jobs.
- d. Two Factor Authentication with Single Sign On linked to other PSEB platforms.
- e. Data Completeness checks with inclusion of more and more data as of LinkedIn and other similar / HR Recruitment / Collaboration platforms.
- f. All the Look and Feel Essentials of a modern portal with user control overlook and feel i.e., Theme Selection.
- g. Addition and Customization of different sections
- h. Auto Profile detection from LinkedIn, Indeed, Xing, Opportunity, FB etc. and capabilities of importing data.
- i. Ranking facility of individuals by the recruiters for hiring purposes from amongst all the applicants.
- j. Auto suitability detection through learning and attributes formation associated with the jobs and experiences of roles.
- k. Ratings, Comments, Recommendations, Attributes and other features.
- l. Blacklisting/grey listing features for member individuals and organizations.
- m. Connections making with hierarchy of connections like 1st, 2nd and 3rd etc.
- n. Promotion facility by Picture, Video, Animation, Poster, link etc.
- o. Maximum provision of verification of qualifications, experience and other details provided by the individuals on the portal with due functionality of cross-check with future integration with blockchain exchange layer.
- p. Rating by ex-employers and display of stars etc. on the profiles of highly ranked individuals/professionals.
- q. Rating by ex-clients or expressions like satisfied as on Freelancing Platforms. Auto improvement of search results based on rankings.
- r. Forming up of communities, groups, workgroups, teams and likewise.

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- s. Job Hunting facility.
- t. Facilitate the employer and candidate for effective job-candidate matching capability.
- u. Resource Hunting Facility.
- v. Business Hunting Facility.
- w. API integration with different online training portals for skill enhancement opportunities.
- x. AI assisted Search to assist both individuals & companies in searching suitable candidates for different positions i.e., matching qualifications, certifications and experience of an individual to the required position while helping in discarding irrelevant applicants, etc.
- y. Add posting/wall.
- z. User Personalization in terms of display priorities.
- aa. Admin Dashboards to include user and option for user to customize his/her dashboard.
- bb. Interactive Homepage.
- cc. A comprehensive Content Management System to amend and update the portal contents.
- dd. Self-Service Tools for the user enabling content addition
- ee. Latest News Feeds & Bulletin Board.
- ff. Feature to get Interactive Reports and Analysis.
- gg. Users/Members should be able to form groups for certain types of information-sharing activities amongst the group members. Standard group functionality to include naming the group sharing media in the group and exchanging information in text may be allowed.
- hh. Integration using Open API standards
- ii. Effective Search (Ease of information access / using strings and keywords etc)
- jj. Excellent Self-Service Capabilities to include;
 - a) Self-help via access to FAQs and other helpful information
 - b) Status Update / checking
 - c) Auto Broadcast alerts and individual notifications / changes with option availability
 - d) A password reset capability
 - e) The ability to quickly log issues and service requests for resolution by IT personnel.

- kk. System for Peer-to-Peer Interaction
- ll. Robust Security Features (HTTPS & SSL) complying with the required standards.
- mm. Notices & Acknowledgements Feature
- nn. Single Sign-On (SSO)
- oo. Emotionality
- pp. Reduction of Complexity in terms of Ease of Use, facilities like where to go next / relevance adoption / content / browsing suggestions and more. It may include locating relevant links and information in an easier / guided / suggestive manner using AI etc and streamlining website structures to enhance user navigation across related or required links.
- qq. Structured Architecture of the entire portal.
- rr. Responsive Web Design to provide content parity between mobile devices and desktop channels to enhance user experiences.
- ss. Cookies with all regulatory compliances including GDPR.
- tt. Availability and Scalability for Skills/Business Expansion
- uu. User History maintained. Logs maintained with auditability and trackability.

2.2.2 **Registration Module**

- a. An end-to-end fully automated registration system for the desirous ones (all categories as explained /called Members).
- b. Provisions to attach scanned copies of required documents online including degrees, qualifications, certifications, SECP, PSEB, NTN Registrations etc.
- c. The creation of a new user shall be based on two-factor authentication (2-Step Authentication) via Email and SMS and complete login credentials retention to include Secret Questions for account recovery and other purposes.
- d. Option to sign up with major professional portals, like LinkedIn, through APIs to fetch the profile automatically.
- e. Issue default registration to existing PSEB members using the existing username and password with Single Sign-On (SSO).
- f. Password Recovery System in case of forgetting the password.

2.2.3 **Profile Building and Document Management Module**

- a. Provide Member individuals the ability to upload/view multiple documents (including cover letters, resumes, or other portfolio items, with settings for public/private access).

- b. Provide candidates with tools to build professional resumes compliant with international standards.
- c. Be able to cross-verify credentials by the relevant institutes, co-workers and past employers— **Verified information** will be marked as verified.
- d. Provide candidates with the ability to determine which documents can be viewed by or sent to employers.
- e. The system must support Microsoft Word (.doc), Word Open XML Format (.docx), Portable Document Format (.pdf), and Rich Text Format (.rtf), with a maximum file size not more than 2 MB.
- f. Ability to add Research Reports, White Papers and other such documents to the common good, knowledge sharing and more.
- g. Ability to view and amend profile with section(s) adding/deleting and amending as required with ability to view public view.
- h. Future potential of integration on a blockchain data exchange layer.

2.2.4 **Dashboard**

- a. Have an elaborative graphical and reporting dashboard about the data and activities.
- b. Generate relevant notifications of employers' most recent activity (job postings, training and internships, etc.) and show it in the dashboard as the available opportunity.
- c. Include a complete view of the candidate's bio data.
- d. On the dashboard, there shall be tabs for internship, training, and jobs and every tab should be designed and developed separately.
- e. Notification - Candidate shall be notified about the relevant new jobs, jobs application, viewed by the employer, and latest activities
- f. Messages - Candidates shall be able to communicate with other fellows and employers and create possible general responses within the chat.

2.2.5 **Integration with PSEB Portal and its various Modules using open API.**

ILMS will be integrated with the PSEB Portal and its various modules like registration, techleads, internships, apprenticeship, etc.

2.2.6 **Training Module**

The training portal is dedicated to educating, supporting, and identifying improvements regarding delivering courses of emerging technologies. Services and programs include:

- a. Profile creation settings and personal information (if not already built).
- b. User Administration module.

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- c. Training course library for different technologies and of varying training providers.
 - d. The process to avail the available training.
 - e. Auto reminders should be generated for training tracking.
 - f. Feedback should be asked after every course in form of a survey.
 - g. Keeping a count of trainees, number of courses available, number of trainings completed so far, number of trainings in process, etc., and added in the counters available in the main page.
 - h. Webinars details about training on the side of the page.
 - i. Call-in help desk details in the footer.
 - j. Innovative UI/UX design.
 - k. Vendors' Calendar to schedule trainings for the user.
 - l. User profile visibility on dashboard having all necessary details about the trainee and trainings status (in progress, completed, active, inactive, generating certificates, etc.).
 - m. Statistics and reports and library about training and trainees.
 - n. A separate dashboard for the training providers should be developed to offer and check activities on those trainings and certifications.
 - o. Workshops page with video conferencing information to participate.
 - p. If candidate has passed the exam, data should be updated automatically in the resume.
 - q. The system should be a single point of entry for the training, internship and job portal module. It should facilitate tracking and management of training events, automated collection, analysis, and interpretation of training data.
 - r. Integration and capacity building of the existing training portal.
 - s. Integration with PSEB AI-based career counseling /career management Module.
 - t. Integration with PSEB Payment Gateway for payment of fee etc.
 - u. Integration of third-party training portals using open API on as and when required basis.
- 2.2.7 **Job/Employment Module:** (Standard Functionalities / Behavior with Add-ons)

This module shall consist of at least following features:

a. Job Seekers

- i. Job Seeker should be able to register him/her-self and use the resume created by the CV builder module for application .

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- ii. Applicants can browse through the vacancy details that are posted and can apply for the jobs online.
- iii. Recommended jobs will be shown according to their qualification and experience.
- iv. Applicants will have a summary of the activities related to jobs in their dashboard.
- v. Able to see the response of the company against the post applied.
- vi. If shortlisted, keep the communication over the portal with the employer to proceed further till the final selection

b. Resume

- i. Registered users can log in and view their profile and can edit it.
- ii. A resume builder with the AI based assessment platform will be integrated to assess the candidate's capability and counsel for the relevant field of course or career.
- iii. Job opportunities based on the recommended field and the qualification will be offered to the applicant.
- iv. Conformity and compliance with international standards like EUROPASS where applicants could develop CV of international standards and explore job opportunities in the international arena.
- v. Apply to a job using his/her resume with just two clicks.

c. Employer/Job Provider

- i. In this module, Job Providers will register themselves and search for the most suitable candidates best for the position, interview the shortlisted candidates, and complete the hiring process through this portal.
- ii. Able to add/delete/modify jobs, JDs and other required info.
- iii. The employer shall be able to have all the analytics related to the posted jobs and activities.
- iv. The complete record of the head hunting, selection process and related communication shall be available for PSEB to data analysis, report generation about current hiring trends and help management to be aligned with employers' future requirements.

d. Notification

- i. This module shall send email notifications to the portal administrator(s), portal members, and other relevant stakeholders.
- ii. Notification for all the activities should be generated and notified to the relevant role of the portal
- iii. Provision to customize the notifications as and when required.

2.2.8 BI/ Analytics

- a. There shall be a Business Intelligence and Data analytics feature enabled on all the data and represent in the management dashboard.

- b. PSEB should be able to run statistical tools, like MS Power BI/SAS/R. etc., on this data based on various parameters.
- c. The portal should be able to facilitate Google Analytics.
- d. The members of this portal should also be able to carry out research using the available tools with limited functionality as defined by PSEB from time to time.

2.2.9 **Chatbot/Social Media Integration**

- a. Develop a Chatbot to automate conversations and interact with people through the messaging platform, capable to convert text-to- speech and vice versa. Provisioning of integrating API(s) of popular social media platform(s) like WhatsApp.
- b. The portal must be optimized for search engines and web marketing.

2.2.10 **Mobile App**

To provide a comprehensive, user-friendly, and engaging experience, the following enhancements are required in the existing Mobile App. Current mobile tech stack is flutter. It will serve as a valuable tool for PSEB's stakeholders to stay informed, engaged, and connected with PSEB's programs and initiatives.

1. **Real-Time Event and Seminar Registration:** Integrate a feature for users to register for events and seminars directly through the app, including calendar synchronization and reminders.
2. **Interactive News Alerts and Newsletters:** Allow users to interact with news alerts and newsletters, such as bookmarking articles for later reading, sharing content on social media, and accessing multimedia attachments.
3. **In-App Document Handling:** Facilitate the uploading, viewing, and management of documents necessary for company registration and renewal directly within the app.
4. **Customizable User Dashboard:** Include a personalized dashboard that aggregates relevant information for the user, such as registration status, program involvement, and event participation.
5. **User Engagement Features:** Introduce engagement features like polls, surveys, and feedback forms that users can participate in to voice their opinions on PSEB initiatives and programs.
6. **Offline Accessibility:** Enable key features of the app to be accessible offline, such as viewing registration details and downloaded documents.
7. Any other feature necessary for a mobile app.

2.2.11 **Advanced Search Engine Optimization**

The bidding firm is required to create a strategy that ensures the web portal is search engine friendly and optimized for higher visibility in search engine results. Additionally, the portal should support URL shortening. To further improve its search engine ranking and visibility, following enhancements are required to provide a better user experience, ultimately leading to increased traffic, engagement, and conversion rates

1. **Comprehensive SEO Strategy:** Develop a holistic SEO strategy that includes keyword research, on-page optimization (meta tags, headers, content optimization), technical SEO (site structure, mobile-friendliness, fast loading times), and off-page SEO (link-building, social media strategy).

2. **Content Marketing Plan:** Integrate a content marketing plan that leverages blogs, white papers, case studies, and video content to drive organic traffic and engage users.
3. **SEO Analytics and Reporting:** Implement advanced SEO analytics tools to track performance metrics such as click-through rates (CTR), bounce rates, and conversions. Regular reporting should be provided to monitor progress and refine the strategy as needed.
4. **URL Shortening and Management:** Provide an in-built URL shortening service within the portal to create user-friendly and manageable links, especially useful for sharing on social media and in marketing materials.
5. **Local SEO:** Incorporate local SEO practices to optimize the portal for local searches, ensuring that the portal reaches the target audience in specific locations.
6. **Mobile Optimization:** Ensure the portal is fully optimized for mobile devices, considering the increasing prevalence of mobile search and Google's mobile-first indexing.
7. **Accessibility and Compliance:** Ensure the portal is accessible to users with disabilities, aligning with web content accessibility guidelines (WCAG), which also contribute to SEO.
8. **Voice Search Optimization:** Optimize content for voice search queries, which are becoming increasingly popular, by including conversational keywords and FAQs.
9. **Continuous SEO Training:** Provide continuous SEO training and support for the portal's content managers to keep them updated on the latest SEO trends and practices.
10. **Secure Sockets Layer (SSL) Certificate:** Ensure the portal has an SSL certificate for secure browsing, which is a positive ranking factor for search engines.
11. **Regular Content Updates:** Implement a content calendar to ensure that the portal has a regular stream of fresh, relevant content, which is crucial for maintaining and improving search rankings.

2.2.12 Other Features and Functionality

The website portal requires dynamic architecture, scalability, cross-platform compatibility including cloud platform, and an integrated content management system (CMS). It should embrace Web 3.0 aesthetics and functionality, including lightboxes to minimize page refreshes and present content attractively. Additionally, the portal is expected to minimize server resource usage to reduce operational costs. To offer a state-of-the-art user experience that aligns with the latest web technologies while being cost-effective and environmentally conscious in its server resource utilization, the following enhancements in the current features/functionality are required:

1. **Dynamic and Responsive Design:** Utilize responsive web design principles to ensure the portal adapts seamlessly across all devices, providing a consistent user experience whether accessed via desktop, tablet, or mobile.
2. **Advanced Web 3.0 Features:** Incorporate interactive Web 3.0 features beyond lightboxes, such as parallax scrolling, dynamic content loading, and personalized user experiences based on behaviour and preferences.
3. **Efficient Resource Utilization:** Optimize backend code and implement server-side rendering for faster load times, and reduced server load. Leverage caching, content delivery networks (CDN), and database optimization to decrease resource demands.

4. **Progressive Web App (PWA) Capabilities:** Enhance the portal with PWA features for offline access, background syncing, and near-native app experience without the need for app store downloads.
5. **Green Hosting Solutions:** May Consider partnering with a green hosting provider that utilizes renewable energy sources to further reduce the environmental impact and potentially operational costs.
6. **Scalable Cloud Infrastructure:** Implement a cloud-based infrastructure that scales automatically based on traffic demands to handle peak loads efficiently and reduce idle resources during off-peak times.
7. **Intuitive Content Management System:** Integrate a robust CMS that offers ease of content update, version control, and modular design for easy expansion as the portal grows.
8. **Comprehensive Analytics Integration:** Embed advanced analytics tools for real-time user interaction tracking, allowing data-driven decisions for content and design updates.
9. **Security Protocols:** Employ the latest security protocols, including SSL/TLS, web application firewalls, and regular security audits to safeguard against cyber threats.
10. **AI Optimization:** Utilize AI for predictive loading of content and resources, personalizing the user experience and conserving resources by anticipating user actions.
11. **Automated Performance Testing:** Establish automated testing routines for continuous performance monitoring, ensuring that the portal operates optimally at all times.
12. **Integration of PSEB's other Portals through APIs:** PSEB is operating a bunch of small portals like internship, cloud, training & certifications, industry co-opt, and STPs. The successful bidder will integrate these portals with techdestination.com through APIs, ensuring performance optimization.
13. **User Behaviour Analytics (UBA):** Incorporate UBA to track and analyse user interactions with portal, and facilitation desk facilitating an understanding of how users engage with the platform and how to improve the user experience and to identify the pain points of portal users.
14. **Multi-language Support:** To cater to the diverse portal users, introduce multi-language support for the portal, facilitating easier navigation and engagement for non-English speakers.

2.2.13 **Addition / Creation of Modules**

The architectural design of the portal shall be flexible enough to incorporate the addition of more modules as per the requirements of PSEB in future.

3 Hosting Service – A minimum set of Requirements

The successful bidder must ensure that the hosting infrastructure for the revamped TechDestination portal aligns with PSEB's objectives and meets stringent security requirements. This includes implementing scalable infrastructure for efficient resource allocation based on traffic demands, prioritizing green hosting solutions to reduce environmental impact, and

employing robust security protocols such as SSL/TLS encryption, web application firewalls, and regular security audits to safeguard sensitive data against cyber threats. Additionally, high availability and reliability measures should be in place to minimize downtime, while performance optimization techniques such as server-side rendering and content delivery networks ensure fast load times and responsive user experience. Integration with PSEB's other portals via APIs and multi-language support further enhances accessibility and interoperability. By addressing these hosting needs comprehensively, the bidder will contribute to the seamless operation and success of the TechDestination platform in promoting Pakistan's IT industry.

A minimum set of requirements is as follows:

3.1 Hosting General Requirements:

- a. Mirrored Server, Back-up & Disaster Recovery at a different site, DNS Hosting.
- b. Managed local cloud-based hosting and/or datacenter based hosting and associated services like NFS, Database etc.. The hosting provider will be responsible for platform configuration, schedule backups, disaster recovery and optimization of the configuration from time to time as per required by the application to run smoothly and to ensure the high availability of the database.
- c. Web-based portal performance monitoring tools.
- d. Web-based service management tools like cPanel or Plesk Panel.
- e. Tier-I bandwidth connectivity as per portal requirements.
- f. SLA with 99.9% uptime and infrastructure guarantee.
- g. CDN Integration on server level or a third-party service like., Cloudflare. This will be the hosting service provider's responsibility to arrange required licensing if required.
- h. SSH and SFTP Access to root user to all machines.
- i. All application and database servers will be interacting with each other through private network IPs rather than public IPs.
- j. SSL Certificates for the portal.
- k. SMTP service to deliver emails to internal and external customers of the portal.
- l. 24/7 Technical Support of the managed hosting and infrastructure.
- m. Hosting of multiple domains and sub-domains.

Email Service incl. SMTP management, API Interfaces and IP Pooling (to avoid spamming) with detailed tabular and graphical reporting i.e., Delivery Status, Unsubscribes etc. (If a paid solution is quoted then the price must be mentioned separately)

3.2 Hosting Security Requirements

- a. Virus and Malware Protection
- b. IPS (DoS/DDoS Mitigation) – Network + Server level
- c. Spyware Control
- d. Web Server Security Protocols
- e. Database Protection
- f. Server-Side Scripting Protection
- g. Firewall Protection
- h. Ransomware protection
- i. To keep the OS and other platform applications updated with security patches as per the requirements of the Application vendor.
- j. Regular Security Audits and Vulnerability Assessments
- k. Backup and Disaster Recovery Plan
- l. Cross-Site Scripting (XSS) Protection

3.3 Hosting Hardware Requirements

A comprehensive solution to host PSEB Portal either on Local cloud Platform or in Data Center environment please be proposed. The procuring agency requests proposals for both platforms, i.e., Local cloud Platform as well as Data Center environment. The procuring agency will decide the hosting platform as per its requirements.

3.4 Proposal Costing

Please provide separate costing of hosting solution with cost breakup of each component/service. The costing sheet shall only be the part of financial proposal and shall not be disclosed in technical proposal in any way failing which will lead to the disqualification of the bid.

4 Development Methodology

The portal shall be developed using Agile Methodology.

5 Technical Specification

5.1 Technology

(As per guideline, to be finalized in accordance with the approved architecture and functionality vis-à-vis future prospects and interoperability of existing modules).

The portal shall be developed using a secure CMS like Laravel, CodeIgniter or any other latest open-source technology framework and database platform. The portal shall incorporate the following set of technologies/features at a minimum:

- a. Single Sign-On (SSO) for all modules with one user/password based on the defined access rights by the PSEB using Tech Destination SSO

- b. Web 3.0 technology
- c. The portal should be HTML 5 compatible
- d. Search Engine Friendly site
- e. CSS 3 compliant
- f. Fully compliant to Web Content Accessibility Guidelines (WCAG)
- g. Integrate with a secure 2-3 financial transaction systems (online payments/credit/debit card payments)
- h. Code optimization for Search Engine Indexing and Ranking
- i. The technology should be platform-independent and responsive in nature i.e. it should be mobile friendly, user-friendly, and accessed through any computer or handheld mobile device or tablet.
- j. The portal should be compatible with major versions of all known browsers. i.e. IE, Edge, Firefox, Safari and Chrome.
- k. XHTML/CSS/HTML used in the portal must be W3C compliant.
- l. Dynamic and scalable in nature and should support legacy compatibility for the smooth integration.
- m. Login Authentication and Global Reference/Identifier be used through the portal/system as a unique identifier.
- n. Two-factor user authentication via SMS and Email.
- o. Forget Password Option.
- p. Complete logging of each user activity for audit purpose.
- q. Captcha Integration for protection from spamming/hacking.

5.2 Security

The Portal must be completely secure (from internal/external threats) i.e., ensuring CIA² with Non-Repudiation and all Information Assurance Principles defined by NIST and ISO 27000 standards. OWASP Security Knowledge Framework may also incorporate. Some of the aspect include but are not limited to the following:

- a. Cross-site scripting (XSS).
- b. SQL injection flaws and LDAP injection flaws.
- c. Insecure direct object references.
- d. Security misconfiguration including debug enabling in production, directory listing enabled on the server, running outdated software, etc.
- e. Sensitive data exposure prevention.
- f. Missing function level access control.
- g. Cross-site request forgery.
- h. Using components with known vulnerabilities.
- i. Invalidated redirects and forwards.
- j. Ransomware protection
- k. Man in the middle protection
- l. Application layer end to end security

6 What must be included in the proposal?

- a. Prototype presentation with 03 design layouts (3 mockup options to be presented.) The bidding firm should take this cost factor into account. This will part of technical evaluation and carries certain marks.
- b. Cyber Security Audit Plan by 3rd party before the launch of each module/phase, acceptable by PSEB designated committee.
- c. Design and Development Plan including resource assignment at each stage/phase.
- d. Pre-commissioning, Operational and User Acceptance Testing Plan
- e. Delivery and Deployment Plan including resource assignment at each stage/phase.
- f. Training Plan
- g. Post launch Operations, Technical Support and Management Plan during 01 year support tenure.
- h. Creating a source code repository on the PSEB server that is deployable and compile
- i. A deployment document that lists steps to take the source code repository and deploy it on a server/hosting platform of PSEB choice. The selected firm will be responsible for providing specification of hosting platform required for the optimal performance of the portal. This document should include all the list software and tools that need to be on the server (e.g., the version of the development framework, the version and type of web server etc.).
- j. Deployment of mirror site and database at the platform provided by PSEB.
- k. Any other details desired towards making the proposal more viable, pertinent and competitive.

6.1 Miscellaneous Considerations

- a. Optimize the web layout for widescreen monitors having 1024 or more pixel/HD/UHD. Improve font readability and consistency across the website. Split lengthy pages into smaller and more organized multiple pages linked from the main page via a drop-down menu. The use of animated graphics is encouraged.
- b. Language Requirements: English and Urdu. Support for multilingual e.g., Arabic, French, Spanish and Chinese, etc.
- c. Conformance to Level AAA of WCAG 2.1.
- d. Navigation Layout: Design of the website should be original and not copied
- e. Preference would be given to those with most complete and working online samples.
- f. The developer may suggest additional features necessary to promote and strengthen ILMS Portal
- g. The developer shall write/compose suitable content for the site and its arrangement and navigation.

- h. RSS Feeds: Implement RSS feeds for latest news on Pakistani IT industry will be a preferred feature. Integrating RSS feeds with social media. RSS feeds generated should automatically be posted on PSEB twitter and Facebook page, etc.
- i. Integration of up to 3 payment gateways.

Deliverables must be in ready-to-run condition and all other supporting software (including but not limited to any desktop software or software PSEB intends to distribute) must be installed by the developer on the platform(s) specified in this bid request and will be given all necessary permissions to do so. Deliverables include not just the final work but also complete source files as well (so that PSEB can modify them in the future).

7 Timelines

The project will be based on Agile Development Methodology. However, the time to build the overall portal and deploy the initial version for QA and Testing should be **30 weeks or less**. The bidding firm may submit its own time estimates based on the complexity of work, keeping in view the time constraints of 30 weeks and will be finalized at the time of contract signing. A detailed project plan with milestone dates must be included in the technical proposal.

8 Software License

- In case copyright or license is applicable for graphics, images, flash, media content or on any part of the web portal, the vendor shall pass on to the PSEB a perpetual, nontransferable, nonexclusive license/copyrights. PSEB shall not be required to pay the vendor any additional licensing fee or other fees for using the developed web portal throughout the life of this portal. The bidder shall be responsible for any copyright infringement or violation found within the project.
- PSEB shall be the sole owner of the ILMS portal's complete source code developed by the project awardee.

PSEB shall have, possess and be granted all the rights to copy the software for archival, backup, or training purposes. All archival and backup copies of the software are subject to the license provisions, and all titles, patent numbers, trademarks, and copyright and restricted rights notices shall be reproduced in such copies. PSEB shall also be permitted to maintain the software on multiple machines for its own use for back-up purposes. PSEB may, as and when required, add to the software.

8.1 Intellectual Property Rights

The developed platform ILMS shall be owned solely by the PSEB as sole owner.

8.2 Complete Code with Documentation

The complete code with documentation shall be provided by the project awardee to the PSEB beside essential trainings to the admin. A user manual shall also be developed containing essential details of actions to be done by users towards effective utilization of platform. A Q&A may also be provided for self-help of the portal users.

8.3 Software Maintenance Fees

The portal/software maintenance charges for the first year shall be free of any cost. Services provided under ongoing post-implementation software maintenance agreements shall include telephone support, onsite support and software upgrades.

8.4 Software Maintenance Agreement

The contractor must provide a draft software maintenance agreement along with the technical proposal for evaluation purpose. The terms of draft software maintenance agreement will be finalized the successful vendor and signed between PSEB and Project Awardee. The contract will be valid for one year initially starting from the go-live date. This agreement will be renewed for other similar tenures with mutual consents subject the satisfactory performane of 1st year and required approval of PSEB management.

9 Bidding Process



10 Technical and Financial Proposals Points Allocation/Selection Criteria

The technical proposals/bids must be submitted in conformance with the format given under **Clause#10.5** and Technical Bid Criteria. The evaluation shall be carried out keeping in view the following criteria:

1. The weightage of Technical Proposal = 70%.
2. The weightage of Financial Proposal = 30%

10.1 Technical Bid Evaluation Criteria

Bidding Firms / companies securing minimum 70% marks will be considered as technically responsive and subsequent selection towards opening up of financial bids.

Sr#	Description	Max. Score	Marks Allocation		
1	Firm/Bidder Profile of Lead bidder and hosting partner individually	15	01 mark per year from the date of registration with SECP and FBR. Certificates to be provided for the purpose. (Max. 15 Marks)	15	
			10	Number of Employees 100 +	10
				Number of Employees 80 to 100	06
				Number of Employees 60 to 80	04
			Number of Employees 40 to 60	02	
2	Financial Position (Audited reports of last 02 years)	10	Annual turnover 100+ mil	10	
			Annual turnover 50 - 100 mil	06	
			Annual turnover 30 - 50 mil	04	
3	Relevant Experience: Past experience working on similar projects with strong and innovative design and ideas. Expertise in development of similar type of integrated digital platform. (a minimum of 7 references preferably from government department / public sector / private sector/organizations)	30	Successfully completed project of similar nature, size and financial worth of 2.0 million and above. (1 Project = 1.0 Marks) Minimum 07 projects are mandatory.	15	
			Successfully Completed Project in Business Intelligence, AI, Data Research & Analytics, portals and comprehensive data intensive websites. (1 Project =3.0 Marks) Minimum. 01 projects are mandatory.	15	

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4	Qualification and Competence of the proposed Members (Full Time)	70	<p>Project Lead/Architect (01) Qualification: MS-CS/IT (15 Marks) BS-CS/IT (10 Marks)</p>	15
			<p>Experience: 05 - 08 Years' Experience: 08 Marks 08 – 10 Years: 12 Marks Above 10 Years: 15 Marks</p> <p>Minimum 05 years of proven experience in handling large scale software design and development projects of similar nature.</p>	15
			<p>Deployed Team Experience: Shall have experience in handling the large-scale software design and development projects of similar nature. A proposed composition of minimum team members is:</p> <ol style="list-style-type: none"> 1. System analyst (01) 2. web developer (02) 3. System Architect (01) 4. UI/UX designer (01) 5. QA/QC engineer (01) 6. Content writer (01) 7. App Developers (03) 8. SEO Expert (01) 9. Security Expert (01) <p>02 mark for each team member 03 mark for each member with more than 05 years of experience 05 marks for members with exceptional experience</p>	40

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5	<p>Work Plan:</p> <p>a. Presentation & sequencing of activities in logical, timely and technically realistic manner</p> <p>b. Efficient implementation of the proposed project that demonstrates flexibility?</p>	30	<p>Project Plan (05)</p> <p>WBS with timelines (05)</p> <p>Addressing all Requirements (05)</p>	15
			<p>Tools and techniques to be used to keep the project tracked and monitored.</p>	15
6	Conceptual Design of ILMS	40	Look and Feel	05
			Security Techniques	05
			Functionalities	05
			Layout / Ease of Use / Structure	05
			Data Flow Concept	05
			ER Concept	05
			Innovation	05
			Integration Techniques	05
7	Methodology for PSEB Portal development, Implementation and hosting	40	<p>Project Implementation Methodology</p> <p>Quality of the proposed project implementation methodology will be taken into account while awarding score</p>	10
			<p>Software Development Methodology</p> <p>Quality of the proposed software development methodology will be taken into account while awarding score.</p>	10
			<p>Support & Maintenance and hosting Plan.</p> <p>Quality of the proposed support and maintenance plan will be taken into account while awarding score</p>	10
			QA Plan and Methodology	10
8	Transfer of Knowledge	20	Submission of a training plan for PSEB's designated staff	10

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			Technical / user manuals* (samples from previous projects must be submitted with the proposal)	10
9	Proposed solution of website Security	20	User Authentication <ul style="list-style-type: none"> ● Password (like password criteria, encrypted/simple text, captcha, etc.) ● Role Based (like user, module, reports, field based, etc) 	05
			Data Security <ul style="list-style-type: none"> ● Encryption (Symmetric, Asymmetric, DES, AES, Two fish, etc.) ● Secure exchange of data over the network/internet (like SSL, TLS, e2ee techniques, etc.) 	05
			Data Integrity <ul style="list-style-type: none"> ● Creation of User Logs (including user name, date/time, user activity, etc.) ● Detection & Prevention of Tempering (like request parameters, headers, regular expressions, etc.) 	05
			Application Security Details of security applied to the project (like SSL, TLS, session expiry, e2ee techniques, etc.)	05
10	Disaster Recovery Management Plan for hosting	10	Submission of Disaster Recovery Plan (like scope and objective, role and responsibilities of key personals, action plan, etc.)	10
11	Design Samples of Proposed ILMS and Compliance with Requirement	15	Storyboards of at least 03 different and innovative designs 6 marks for each design.	15
12	Technical Completeness Bid	10	Technical bid completeness in accordance with the RFP	10

13	Presentation/Demonstration of the Proposed Solution	50	Onsite/Online presentation of proposed solution by participating bidder	50
G. Total		370		

Note: It is imperative to mention here that, Presentation/Demonstration (Serial # 13 of evaluation criteria) is very important in the evaluation process. If the evaluation committee concludes that the bidder is incapable of delivering the project, it may disqualify the bidder.

10.2 Financial Bid Evaluation Criteria

Financial bids of only technically qualified Firms / companies will be opened. Quoted prices shall include all applicable taxes.

Evaluation of financial bids / Score will be calculated as following:

- The weightage of financial proposal is 30% in the total score.
- The financial weightage will be calculated by the following formula:

$$= (\text{lowest bid/bid offered by this firm}) * 30$$

The score achieved by a bidder will be aggregated as follows:

Total score obtained by a bidder = Technical weightage + Financial weightage

The contract for PSEB Web Portal development shall be awarded to the bidder who achieved the maximum score and shall be considered a **Most Advantageous Bidder**.

10.3 Payment Plan

The project costing shall be based module-wise (each module cost shall be quoted separately. PSEB shall have the right to choose the modules as per its requirements and accordingly, work order of only selected modules will be issued to the selected bidder). Tentative payment plans will be as follows:

Sr. #	Payment	Amount	Terms & Condition
1	Mobilization Advance	20%	Optional i.e., if desired by the successful bidder an advance equal to the 20% of the project estimates can be obtained against bank guarantee/Bank Draft and completion of required codal formalities. This will be apart from the 10% performance guarantee provided by the successful bidder.

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2	1 st Release	20%	Phase I: Discovery, Requirements Planning & Site Definition. SRS and FRS developed, finalized and accepted by the PSEB.
3	2 nd Release	20%	Phase II: Development of portal design prototypes. Display of all modules, BI/AI Dashboards, plan for SEO Implementation and any subsequent dependent modules (where required). A functionally complete model in place.
4	3 rd Release	40%	Phase III: Using Agile Methodology, this 40% payment will be divided into number of tranches equal to number of modules approved as final design.
5	Final Release	10%	Phase-IV: On Go-live of complete ILMS Portal and successful penetration testing performed by the firm at their own cost. Followed by successful pen-testing done independently by PSEB.
6	Close of the Project	10%	On Completion / post obtaining completion certificate.

The payment plan will be finalized at the time of contract signing. All costs associated with the delivery of the project shall be presented in a flat rate, fee for service format. In case of any arithmetic error in the total tender amount, quoted item rate will be taken as touchstone to work out the correct tendered amount. The 20% Mobilization advance may be adjusted against any payment phase or as defined under formal contract signed between PSEB and the project awardee.

10.4 Incurred Cost

Those submitting proposals do so entirely at their expense. There is no expressed or implied obligation by the PSEB to reimburse any individual or firm for any costs incurred in preparing or submitting proposals, providing additional information when requested by the PSEB or participating in any selection demonstrations or interviews, including contract negotiations. Furthermore, at their own cost, finalists

will be required to complete a detailed **Statement of Work** that will be part of the implementation contract before contract signing.

10.5 Detailed Submittal Requirements

To facilitate the analysis of responses to this RFP, vendors must prepare their proposals following the instructions outlined in this part. Proposals should be prepared as simply as possible and provide a straightforward, concise description of the vendor's capabilities to satisfy the requirements of the RFP. Emphasis should be concentrated on accuracy, completeness, and clarity of content. All parts, pages, figures, and tables should be numbered and clearly labeled. The proposal found in the form of loose paper/untied will be returned at the time of bid opening.

Vendor responses shall be in the following format and numbered with tabs as shown:

Section	Title
Sr.#	Title Page
1	Table of Contents
2	Executive summary
3	Business profile of the bidder
4	Copies of Income Tax and Sales Tax registration certificates
5	PSEB Membership certificate.
6	Exemption certificate (if applicable).
7	Company background and detail of completed projects
8	Detailed CVs of the proposed project team as per Annexure-I
9	Proposed Methodology for Portal development, Implementation and hosting
10	Design Samples/storyboard of proposed website and compliance with requirement
11	Maintenance and Support Programs
12	Undertaking on the stamp paper that the firm/company is not blacklisted by any other firm and/or government department.
13	In case of a representative of a company, an authorization letter from the firm/company represented.
14	Client References List along with contact details as per Annex-II
15	Any other document required by PSEB

10.6 Pre-Bid Meetings

To understand PSEB requirements and address the queries of participating companies, PSEB will hold two pre-bid meetings through the Zoom platform and onsite at PSEB Office to be participated by the desirous firms, as per the following schedule:

First Pre-Bid Meeting: To be held on July 18, 2024 at 03:00 PM on the following zoom link: <https://zoom.us/j/93707567692?pwd=jafeS93LMw7MHbMFbsX5iNJf429Fc1.1>

Second Pre-Bid Meeting: To be held on July 23, 2024 at 03:00 PM on the following zoom link: <https://zoom.us/j/97773304291?pwd=JSSMA7benW55BmlWzwAM8Ju7S6lkaw.1>

All the intended companies are encouraged to join Pre-Bid Meetings.

11 Penalty

For failure to comply with the agreed delivery schedule, liquidated damages will be levied. If the awarded work is not completed within the agreed timelines, the procuring agency (PSEB) reserves the right to cancel the contract and to get the remaining work completed from elsewhere at the risk and cost of the defaulting vendor/firm (Project Awardee)

Sr. #	Major Area	Parameter	Requirements	Penalty
1	Application System Development, Implementation and go live.	Major milestone during development and implementation as per project plan document.	Agreed timeframe (in Weeks)	Delay up to 4weeks after the scheduled date @0.5% and beyond 4weeks penalty will be 1% of the development cost per week. Week means full week (7 days). If the delay is more than 8 weeks from the scheduled date, the authority reserves right to cancel the order.
2	Resolution Time (Only for Bug fixing)	Time taken by the bidder to fix the problem	Within 01 hour of reporting	As per Escalation Chart under SLA to be signed between PSEB and Project Awardee
3	Hosting SLA must mention clear escalation charts along with the penalties			

12 Terms and Conditions

12.1 Submission of Bids

- Single Stage Two Envelope** bidding process will be followed. The procurement will be done in a Single Stage Two Envelope procedure. The technical and financial bids should be submitted electronically ONLY through EPADS. The bids, prepared in accordance with the instructions in the bidding documents along with bid security instrument (Copy) & Proof of Eligibility documents as specified in bid documents in favor of the PSEB must be submitted through EPADS by 30th July, 2024 at 03:00 pm. Technical bids only will be opened on the same day at 03:30 pm at below mentioned address in

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- the presence of vendors/bidders or their authorized representatives who desires to attend the bid opening session.
2. For registration and training on EAPDS or in case of any technical difficulty in using EPADS, prospective bidders may contact PPRA Team, Director MIS Room No.109, 1st Floor, FBC building Sector G-5/2, Islamabad. Contact Number 051-111-137-237.
 3. Note: Original Bid Security instrument MUST BE submitted to the undersigned before closing hours of the bids submission time.
 4. Only those bids will be entertained who applied through EPADS <https://eprocure.gov.pk>
 5. The earnest/bid money of PKR 500,000/- shall also be included in the proposal.
 6. **Technical and Financial proposals for The Development of Integrated Labour Management System (ILMS)"** containing the financial proposal, soft copy in USB drive.
 7. The earnest money PKR 500,000/- in the shape of Bank Draft / Pay Order shall be in favor of "**Pakistan Software Export Board**" and shall be included in Technical Proposal.
 8. Complete Bid documents shall be submitted on or before **30th July, 2024 at 03:00 pm**. Only technical bids will be opened on the same day at 03:30 pm at below mentioned address in the presence of vendors/bidders or their authorized representatives who desire to attend the bid opening session. The financial bids will be opened only of those bidders who qualify in the Technical Proposals evaluation. The opening of financial bids will be notified separately once technical evaluation has been completed. Please note that submission date and time will strictly be adhered and it will be bidders' responsibility to ensure the submission of the bid at given date and time.
 9. Prices quoted must remain firm for acceptance up to 90 days at least from the date of bid opening. Quoted price(s) should be in Pak Rupees and inclusive of all applicable taxes. If required, the bidder(s) agrees to extend the bid validity period as well.
 10. Prices quoted without any tax remarks will be treated as inclusive of all applicable taxes. Any change in Government duties or taxes shall be borne by the successful bidder(s).

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11. The bidding company should be a registered with Income Tax and Sales Tax departments.
12. The company selected to award the contract shall submit 10% of the total amount as a Performance Bond.

Note: - Any proposal received after the closing date and time for submission will not be accepted/entertained at all. Companies mentioning financial figures in Technical Proposal shall be disqualified.

12.2 Joint Venture

Joint Venture is allowed between Portal Development and Hosting companies.

12.3 Disqualifications

Without prejudice to other rights of the company; bidder shall be disqualified if:

1. They are or have been at any time during the last five years involved in cronic litigation, arbitration or any other dispute or event that may in the company have material adverse effects on the bidders' ability to perform the contract.
2. Its past conduct or execution of work under contract with PSEB has been poor.
3. The specification and other requirements of the assignment are not properly adhered to or different from the one's mentioned against each deliverable.
4. The firm/company is not registered with the Income-tax and Sales Tax authorities.
5. Any other major discrepancy found in the proposal and/or non-compliance of the terms and conditions of RFP's and/or tender notice.
6. The firm has been blacklisted by any other firm/company and/or government department.
7. The portal development company is not a valid member of PSEB.

12.4 Change of Terms and Conditions:

To the extend of Technology / Platform for development / architecture, addition of modules / components / functionalities and inclusion of innovation, PSEB may change in sole interest of getting the best value for money and providing best services to the users i.e., public interest. LinkedIn has already been indicated to serve as design baseline. Any change in terms and conditions of the this RFP shall be will be publicly announced as per ruls and regulations permit.

PSEB reserves all thes rights to accept or reject all the bids without assigning any reason as per Rule 33(1) of Public Procurement Rules 2004.



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Contact Information

Manager Administration

Pakistan Software Export Board

Ministry of Information Technology and Telecommunication.

Government of Pakistan

Plot # 61, 06th Floor, New State Life Tower, Near Saudi Pak Tower, Jinnah Avenue,
Blue Area, Islamabad Phone # +92-51-9215098

Email: ILMS@pseb.org.pk

Annex-I - FORMAT OF CURRICULUM VITAE

Name of Company:	
Name of Staff:	Job Designation:
Qualification:	Certifications:
Role in this project:	Total years of experience:
Years with Company:	Nationality:
Membership in Professional Societies:	

- **Key Qualifications:**
(Give an outline of staff member's experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations)

- **Educational Qualification**
- **Certifications**
- **Employment Record:**

(Starting with present position, list in reverse order every employment held. For experience in last ten years, also give types of activities performed and client references, where appropriate.)

- **Description of the projects and individual's role in those projects**

Sr. No	Name and details of project	Role in the project

- **Experience relevant to the assignment** (provide information on experience in relation to Web Portal Development and number of projects completed).

Signature: _____ (Staff Member)

OR

Signature: _____ (Authorized Representative)

Date: _____

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Annex- II - Reference Form

WEB PORTALS/ILMS DEVELOPMENT ASSIGNMENTS/PROJECTS COMPLETED DURING LAST 05 YEARS

Please provide references for Web Portal development assignments/projects that closely reflect similar project to the scope of work that has already been completed in the last 05 years. Please use the following format in submitting references and attached evidence/support documents in favor of the record provided below:

Sr. #	Name of Customer	Brief Description of Project	Technology Platform	URL	Project Cost (Million PKR)	Project Completion Duration	Customer POC Details (Designation, Cell, Email)	Copy of Work Orders/Evidence
1								
2								
3								
4								
5								
6								
7								

(Please add records as many as are required)



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Annexure-III - Integrity PACT

(To be submitted on Legal Stamp Paper for successful EMF only)

Affidavit

Tender Number: _____

Date: _____

Tender Value: _____

Tender Title: _____

[name of Firm] hereby declares that it has not obtained or induced the procurement of any contact, right, interest, privilege or other obligation or benefit from Government of Pakistan or any administrative subdivision or agency thereof or any other entity owned or controlled by it Purchaser through any corrupt business practice.

Without limiting the generality of the foregoing, [name of firm] represents and warrants that it has fully declared the brokerage, commission, fees etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of contact, right, interest, privilege or other obligation or benefit in whatsoever form from Purchaser, except that which has been expressly declared pursuant hereto.

[The Firm/Contractor] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with the Purchaser and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty / support. [The Firm/Contractor] accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty / support. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to the Purchaser under any law, contract or other instrument, be voidable at the option of the Purchaser.

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

Authorized Signature & Stamp

Subscribed and sworn to me this _____. Day of _____ 20____

Verified by the Notary Public

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Annexure-IV-Undertaking for EMFs

(To be Provided on Judicial Stamp Paper)

It is hereby solemnly confirmed that the undertaking is submitted in respect of PSEB's tender titled "IT Industry Readiness Bootcamp".

Declaration

It is to certify that I have read, clearly understood, and agreed upon to all the terms and conditions mentioned in the tender documents. Further, I certify that all of the information provided e.g. (certificates, etc.) in our bid is true and accurate and genuine. If at any stage the information provided is found to be false than I/We and my firm shall be held accountable, and our bid shall be rejected.

Statement for Non-Blacklisting

I, _____ s/o Mr. _____, Designation of M/s _____ holding CNIC # _____ hereby confirms that our firm/company is not blacklisted by any Ministry / Division / Department of the Government / Semi government / Autonomous body of Federal or Provincial Government in Pakistan.

Annexure-V-Format for Performance Security Bond

PERFORMANCE BOND GUARANTEE

Date _____

To: Pakistan Software Export Board (PSEB)
2nd Floor, Evacuee Trust Complex, F-5/1
Islamabad.

SIR,

Bank Guarantee Number:

Contract/Purchase Order No:

Name of Guarantor:

Address of Guarantor:

Amount of Guarantee in relevant currency:

Amount in words:

Date of Expiry of Guarantee:

Whereas your good self have entered into Contract/Purchase Order No. with (EMF name with address) of hereinafter referred to as our customer and that one of the conditions of the Contract/Purchase Order is the submission of unconditional Bank Guarantee by our customer to your good self for a sum of (Amount in figure and words). In compliance with this stipulation of contract/Purchase Order, we hereby agree and undertake as under: -

To pay you unconditionally on demand and/or without any reference to our customer an amount not exceeding the sum of Rs/or relevant currency (amount in figure) as would be mentioned in your written Demand Notice.

To keep this Guarantee in force till (expiry date).



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That we shall inform your office regarding termination of the validity of this Bank Guaranty one clear month before the actual expiry date of Guarantee.

That with the consent of our customer you may amend/alter any term/clause of contract/Purchase Order or add/delete any term/clause to/from this contract/Purchase Order without making any reference to us. We do not reserve any right to receive any such amendment/alteration or addition/deletion provided such like actions do not increase our monetary liability under this Bank Guaranty which shall be limited only to Rs/or relevant currency (Amount in figure and words).

That the Bank Guarantee herein before given shall not be affected by any change in the constitution of the Bank or Customer/Seller or EMF. That this is unconditional

Bank Guarantee, which shall be en-cashed on sight on presentation without any reference to our customer/seller or EMF. Bank Guarantee will not be released unless No Objection Certificate (NOC) is provided by Headquarter PSEB Procurement Department.

Authorized Signature/Stamp

Date_____