

# Request for Proposal (RFP)

for

**THE PROVISIONING OF TECHNICAL & SUPPORT STAFF  
FOR DATA NODE OPERATIONS AT SOFTWARE TECHNOLOGY  
PARKS IN PAKISTAN**

**A (01)/PSEB/2024-38**

August, 2024

**PAKISTAN SOFTWARE EXPORT BOARD**  
MINISTRY OF INFORMATION TECHNOLOGY  
GOVERNMENT OF PAKISTAN

**Table of Contents**

1. PAKISTAN SOFTWARE EXPORT BOARD (G) LTD, AN INTRODUCTION.....	3
2. INTRODUCTION TO THE WORK.....	4
3. DELIVERABLES.....	4
4. SUBMISSION OF BIDS:.....	6
5. SELECTION CRITERIA.....	7
Financial Bid and Earnest money shall be submitted as under:.....	9
<b>Financial Bid Evaluation Criteria.....</b>	<b>9</b>
<b>The bidders must have to submit the financial proposal on the     basis of monthly services charges (quoted amount) including sales     taxes and all other applicable taxes.....</b>	<b>9</b>
6. TERMS & CONDITIONS.....	10
7. MAILING ADDRESS / CONTACT INFORMATION.....	11



## **1. PAKISTAN SOFTWARE EXPORT BOARD (G) LTD, AN INTRODUCTION**

Pakistan Software Export Board (PSEB) was established by the Government of Pakistan for the facilitation and development/advancement of the local IT industry globally. It is a guaranteed limited company totally owned and funded by the Government of Pakistan working under the Federal Ministry of Information Technology & Telecommunication. The company has its own Board of Directors, which is chaired by the Federal Minister of IT and Telecommunications.

Since the date of its inception, being the apex body within the Government charged with the task of accelerating/enhancing Pakistan's IT and IT enabled services (ITeS) industry PSEB has done a tremendous job by providing timely and relevant policy input and by supporting the IT industry through the introduction of several projects and programs in the areas of Infrastructure Development, Human / Intellectual Capital Development, Company Capability Certification, International Marketing and Image Building, etc.

### **Major Functions of PSEB**

Since its inception, PSEB has been facilitating the overall development of the IT/ITeS industry and accelerating exports of software and IT-enabled services in particular. Major functions are as follows:

- o Formulate and implement policy frameworks and incentive packages for the IT/ITeS industry.
- o Act as an interface between the Government and the IT/ITeS industry.
- o Interact with the relevant regulatory bodies to develop the enabling infrastructure.
- o Conceptualize and execute projects for the development of the Industry.
- o Enhance the quality of IT education and carry out HR capacity development programs.
- o Resolve problems/concerns of the IT/ITeS industry with relevant government quarters.
- o Address queries by overseas investors or direct them to the appropriate channels.
- o Maintain the competitiveness of the local IT/ITeS industry in the international market by creating a viable domestic environment.
- o Market Pakistan as a viable and preferred Tech Destination globally.



## Technical & Support staff for Data Node Operations in Pakistan

- o Monitor developments within the global IT/ITeS sector and formulate/implement policies to adjust to the changing environment.
- o Accelerate the growth of the domestic IT/ITeS Sector.

### 2. INTRODUCTION TO THE WORK

To manage Data Node Operations in the STPs located in different cities of Pakistan, PSEB intends to hire technical and support staff through outsourcing. In lieu of this, proposals are invited for the provision of technical & support staff to provide round the clock technical/customer support to the valued customers of bandwidth services under the mission statement of "Zero Tolerance to Down Time".

### 3. DELIVERABLES

The deliverables are categorized as follows;

**Provisioning of Technical Support Staff :** The contractor firm will provide the required 24/7 qualified staff/resources deputed at PSEB and reporting to PSEB's designated officer. The responsibilities are to provide;

- a. 24x7x365 Technical assistance to PSEB bandwidth clients.
- b. Technical information service
- c. Answering technical queries.
- d. Trouble ticketing, fault diagnostic service, problem identification and rectification.

The technical staff will work in morning, evening and night shifts as per the roster defined by PSEB.

#### No of Positions of Technical Staff

Technical Staff = 09 Nos

Station/City	Head Count
Islamabad	04
Lahore	03
Karachi	02

**Salary:** PKR 60,000

## Technical & Support staff for Data Node Operations in Pakistan

### Basic Requirement:

- A 16 years Degree in Computer Science/IT or equivalent
- Minimum 2-3 years' experience in IP Networks, LAN/WAN, TCP/IP, Networks Troubleshooting, Technical support, Computers Hardware and Software.
- Fluent in both written and spoken English & Urdu Languages.

### Duties & Responsibilities:

- Report to PSEB Designated Officer.
- Performing the duties in the shifts to maintain Data Nodes Network operations round the clock.
- Handling of customer's complaints and providing technical support.
- Lease line circuits monitoring, troubleshooting, fault tracing and rectification to the customers' satisfaction.
- Liaison with Bandwidth/Last Mile Provider(s) regarding leased line circuits and link problems.
- Maintaining Complaints' Log.
- Other KPIs/duties assigned by the Supervisor from time to time.

### Provisioning of Support Staff:

The outsourcing company will provide the office support staff responsible to keep the office area neat and clean, entertain the guests/visitors, serving the operational staff as per duty roster defined by the head of Data Node Operations.

### No. of Positions of Office Support Staff

Support Staff = 03 Nos.

Station/City	Head Count
Lahore	01
Islamabad	01
Karachi	01

**Salary:** PKR 37,000

### Basic Requirement:

Having at least a matric certificate  
Understanding of corporate environment

### Job Description:

- Keep the office area neat and clean,
- Entertain the guests/visitors,

## Technical & Support staff for Data Node Operations in Pakistan

- Serving the operational staff as per duty roster defined by the head of Data Node Operations.

### **Note:**

- a. PSEB reserves the right to increase or decrease the number of posts depending upon its requirements at the time of issuance of staff requisition.
- b. The provided staff will be the responsibility of the vendor/service provider. Any sort of damage/loss that occurred due to manhandling of equipment/assets by the staff of the vendor will be the responsibility of the vendor to take care of and compensate on an actual basis.
- c. The deputed staff will be under the administrative control of PSEB management.
- d. The vendor is to propose a lump sum service charges in percentage inclusive of sale tax (GST) and others all applicable taxes including EOBI Charges. (The deduction and submission of income tax on salary, EOBI, etc., if applicable, to Govt treasury shall be the sole responsibility of the vendor).
- e. The provided staff will be on the responsibility of vendor/service provider. Any sort of damage/loss occurred due to manhandling of equipment/assets by the staff of vendor will be the responsibility of vendor to take care and compensate on actual basis.
- f. The operational expenses like utility bills, stationery, entertainment, and network cabling will be borne by PSEB itself. Any expense done by the vendor without prior approval of PSEB will not be reimbursed to the vendor.
- g. Any extra duty performed by the staff will be paid as overtime as per rules.
- h. Taxi claims will also be paid as per PSEB rules and regulations
- i. Outstation travel will be allowed in case of tasks assigned by the management and expenses will be borne by PSEB.
- j. No Medical facility will be provided by PSEB.
- k. 03 leaves per month will be allowed.

#### **4. SUBMISSION OF BIDS:**

##### **1. Single Stage Two Envelope Bidding Process**

A single stage two envelope bidding process will be followed and bids have to be submitted online through E-Pad as laid down by PPRA Guidelines.

The earnest money in the shape of Demand Draft and Pay Order in the favor of Pakistan Software Export Board with an amounting to Rs. 200,000/-.

## 2. Bid Submission and Opening

Bids should be submitted electronically ONLY through EPADS. For registration and training on EPADS 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.

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 undersigned must be submitted through EPADS by **04<sup>th</sup> September, 2024 at 03:00 pm** Technical bids only 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 desires to attend the bid opening session. The financial bids will be opened only of those bidders who qualifies in 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 shall be strictly adhered, and it will be bidders' responsibility to ensure the submission of bid at given date and time.

Note: Original Bid Security instrument MUST BE submitted to the undersigned before closing hours of the bids submission time.

Only those bids will be entertained who applied through EPADS <https://eprocure.gov.pk>

## 5. SELECTION CRITERIA

The evaluation shall be carried out keeping in view the following criteria:

The weightage of Technical Proposal = 80%.

The weightage of Financial Proposal = 20%

Sr. No.	Evaluation Grounds	Max. Score	Marks Allocation	
1.  1.a	Company Portfolio. The profile shall include details of services being offered, clients portfolio, success stories, etc.	10	Registered Age - Relevant field Less than 5 years	02
			Registered Age - Relevant field 5 to 10 years	05
			Registered Age - Relevant field 10+ years	10
	For Pvt Ltd or SMC-Pvt Ltd Companies		Article of Associations / Form 29	01
			Memorandum	01



## Technical & Support staff for Data Node Operations in Pakistan

	<b>(Documents are mandatory)</b>	5	Certificate of Incorporation	01
			CNIC of director/directors	01
	For Partnership firms <b>(Documents are mandatory)</b>		NTN, STN certificates	01
			Partnership deed (For partnership firms only)	03
			CNIC of director/directors/ Partners	01
			NTN, STN certificates of firm	01
2.	Relevant experience of completed projects with similar resources/ positions. <b>Unrelated projects or resource deployment will not be considered for marking /scoring.</b>	15	Successfully completed projects of similar nature / provisioning of relevant outsourced staff (02 Point=1 Project) Minimum 03 projects are mandatory. The size of project shall be comparable to the being contested.	15
3.	Client List of current or ongoing projects with similar resources/ positions. <b>Unrelated projects or resource deployment will not be considered for marking /scoring.</b>	10	References required of ongoing project of similar nature / provisioning of relevant outsourced staff (Contact person name, designation, email, land line No. and cell No. (01 Point=1 Reference) References are mandatory.	10
4.	Annual Turnover of last two 02 financial years (The turnover will only be calculated and scored from audit reports, audit report must be attached).	10	Annual Turnover of up to 50 Million	04
			Annual Turnover of 51-100 Million	06
			Annual Turnover of 100+ Million	10
5.	Timeline for providing of resources	15	Within 7 days	15
			8 to 14 days	10
			15 to 20 days	05
6.	Timeline for providing replacement of resources	15	Within 5 days	15
			6 to 10 days	10
			11 to 15 days	05
7.	No. of Employees	05	10-30 employees in Islamabad.	02
			31-60 employees in Islamabad.	03
			61-100+ employees in Islamabad.	05
8.	<b>Presentation</b>	15	Presentation on the solution proposed	15
<b>Grand Total</b>		100		



**Technical & Support staff for  
Data Node Operations in Pakistan**

**Note:**

Achieving 70% marks is mandatory to qualify for financial bid opening. Financial bids of technically compliant companies will be opened on an informed day in the presence of company representatives of short-listed companies.

<b>Financial Evaluation to be filled in Bid submission form</b>
Service charges inclusive of Sale Tax/GST and others applicable taxes on gross invoice amount paid by the PSEB. <b>Note: - Sales Tax as applicable will be charged on gross amount of the Invoice.</b>

**Financial Bid and Earnest money shall be submitted as under:**

<b>S. No.</b>	<b>Description</b>		<b>Remarks/Clarity</b>
A	Total Gross Monthly Salary of all positions		
B	Quoted Percentage Rate of the services charges inclusive of sales tax and others all applicable taxes.	%age	Should be quoted in Percentage (%)
C	Quoted Amount of the Services Charges against quoted percentage rate inclusive of Sales tax and others all applicable taxes.		C= B x A
D	Total amount inclusive of salary plus services charges		D=C+A
E	Total amount per annum charges (Inclusive of salary +service charges)		E=D x 12
F	Amount of earnest money to be deposited by the bidder		PKR 200,000-

**Financial Bid Evaluation Criteria**

**The bidders must have to submit the financial proposal on the basis of monthly services charges (quoted amount) including sales taxes and all other applicable taxes.**

The financial bids of only technically qualified companies will be opened. The pricing shall include all applicable taxes.

The evaluation of financial bids will be calculated as follows:

- o The weightage of financial proposal is 20% in total score.
- o The financial weightage will be calculated by the formula as given below:

$$= (\text{lowest bid/bid offered}) * 20$$

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

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

The contract will be awarded to the bidder who achieved the maximum score and shall be considered a **Most Advantageous Bidder**.

## **6. TERMS & CONDITIONS**

- Prices quoted must remain firm for acceptance up to 180 days from the date of its opening.
- Quoted service charges should be in Pak rupees and inclusive of all applicable taxes. 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).
- The initial contractual period will be for a period of one (01) year and extendable for other similar tenures subject to the satisfactory performance.
- Annual 10 % increase in total value calculated on the basis of staff working at that time. Will be provided after the completion of each year.
- The contract can be terminated by PSEB at any time with sixty (60) days advance notice and without assigning any reason.
- The company should be registered with Income Tax and Sales Tax Departments.
- The HR hired under the subject RFP shall ensure compliance with PSEB's administrative policies such as punctuality of office timings, code of conduct and ethics policies, communication protocols and assigned responsibilities.
- The Service Provider/Company shall submit an invoice on monthly basis along with a list of deployed HR with payment acknowledgement made to the deployed HR each month.
- The Technical Proposals will be opened in the presence of all those candidate companies that wish to attend the bid opening meeting.
- Must ensure timely payments to deployed HR according to contract.
- PSEB may reject all the bids and cancel the invitation at any stage of bidding process as per PPRA rule 33.
- It is very important that bids should be submitted carefully with right information and document, in case any document or information is fake/wrong in the submitted bid then earnest money shall be forfeited in favor of PSEB.
- Bids shall be evaluated as per evaluation criteria prescribed in bidding document /RFPs.
- The proof of companies/firms as a legal entity.

## Technical & Support staff for Data Node Operations in Pakistan

- The vendor /company will keep close liaison with PSEB HR department in the whole selection process of the candidates including shortlisting, evaluation and final selection.
- Bidder must have to submit following on stamp paper of Rs. 100/-, failing which the bid shall be rejected: -
  - Affidavit that the document/information/details submitted is true and liable to be rejected if proven false and, in that case, legal action on that bidder.
  - Affidavit that the bidder has never been blacklisted by any National/ International organization.
  - The bidder is to provide an undertaking stating that he/she is not a current employee of PSEB and none of his/her immediate family members or company Directors have relation/ association with the procuring agency (PSEB).
  - The bidder should provide an undertaking that he/she is not a partner of any employee of procuring agency (PSEB).
- In case of false information, PSEB reserves the right to initiate a legal action.

### **7. MAILING ADDRESS / CONTACT INFORMATION**

The following address will be used for all correspondence;

#### **Manager Administration**

Pakistan Software Export Board (G) Limited  
6<sup>th</sup> Floor, New State Life Tower (Adjacent to Saudi Pak Tower),  
Jinnah Avenue, F-7/4, Islamabad  
Islamabad.

Telephone: + 92-51-9202295

Email: rarif@pseb.org.pk

URL: <https://www.techdestination.com>

Annexure-I - Undertaking for Bidders

**(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".

**a. 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.

**b. 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.