



**RFP For Selection Of Training Firm to Deliver IT
Trainings/Certifications**



Request for Proposal

**SELECTION OF TRAINING FIRMS FOR PSDP PROJECT
TITLED “CERTIFICATION OF IT PROFESSIONALS”**

A (01) /PSEB/2024-41

PAKISTAN SOFTWARE EXPORT BOARD



Sélection of Training Company



Table of Contents

Sr. #	Description	Page #
1	Pakistan Software Export Board (G) Ltd	1
2	Major Functions of PSEB	1
3	Introduction of project	1
4	Objectives of the Project	2
5	Purpose of this Document	2
6	General Instructions	2
7	Undertaking	12
8	Process of Evaluation	12
9	Contact information	12



RFP For Selection Of Training Firm to Deliver IT Trainings/Certifications



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

Pakistan Software Export Board (PSEB) is the government agency mandated to promote the Pakistani IT industry locally & internationally.

PSEB is a guarantee limited company totally owned and funded by the Government of Pakistan. It is under the administrative control of the Federal Ministry of Information Technology and Telecommunications, and has a non-executive Board of Directors that is chaired by the Federal Minister of IT and Telecommunications.

Through its many support programs, PSEB aims to help Pakistani companies and professionals in obtaining a greater share of the domestic as well as the global IT and ITeS market place.

2 Major Functions of PSEB

Since 1995, PSEB has been facilitating the overall development of the IT industry in general, and the export of software as well as IT enabled services in particular. Major functions are as follows;

1. Formulate and implement policy frameworks and incentive packages for the IT industry.
2. Act as an interface between the Government and the IT industry.
3. Interact with the relevant regulatory bodies to develop the enabling infrastructure.
4. Conceptualize and execute projects for the development of the Industry.
5. Enhance the quality of IT education.
6. Resolve problems/concerns of the IT industry with relevant government quarters.
7. Address queries by overseas companies or direct them to the appropriate channels.
8. Maintain the competitiveness of the local IT industry in the international market by creating a viable domestic environment.
9. Bring IT companies under one platform.
10. Market Pakistan as a viable IT Destination
11. Monitor developments within the global IT sector and formulate / implement policies to adjust for the changed environment.
12. Accelerate the growth of the domestic IT Sector.

3 Introduction to the project Certification of IT Professionals

PAKISTAN SOFTWARE EXPORT BOARD (PSEB) has been entrusted for the execution and implementation of PSDP funded project titled “Certification of IT Professionals”. Through this request for proposal (RFP), PSEB intend to hire the services of interested training firms (national / international) to deliver following trainings/certifications for the capacity building of IT graduates, IT professionals working in the IT Industry and IT organizations/departments of public sector.



Sélection of Training Company



Name of the Training/ Certifications and respective Certification Body

S. No.	IT Training/ Certifications	Certification Body
1	AWS Certified Solution Architect (Associate)	Amazon
2	Azure Data Scientist Associate	Microsoft
3	Certified Associate in Python programming	Python Institute
4	Certified Ethical Hacker (CEH)	EC-Council
5	Digital Marketing	Relevant Body
6	Games Development	Relevant Body
7	Mean/Full Stack Development	Relevant Body
8	Mobile App development	Relevant Body
9	PMP	PMI

S. No.	City wise distribution of total number of training and certifications as follows.					Total Training /Certifications
	Lahore	Karachi	Islamabad	Peshawar	Quetta	
1	910	885	785	410	400	3390

- Base on the demand and availability of fund PSEB reserves the right to change the number of the training and certifications mentioned in above table (total as well as city wise).

4 Objectives of the Project

The objective of this project is to provide state of the art ICT trainings/certifications to young IT graduates, industry and public sector staff.

5 Purpose of this Document

The purpose of this document is to specify the approach that PSEB will use to evaluate and select Trainer Company for this program. This document also describes the requirements that the company has to fulfill in order to be selected.

6 General Instructions

1.1 Proposal Submission

a. Interested firms including local or international, Universities, Training Institutions, Development Organizations, Corporate Entities, and other Institutes with relevant experience who



Sélection of Training Company



can deliver the proposed trainings/certifications within the agreed timeline are invited to submit their proposals through EPADS to PSEB in response to this RFP.

b. A single-stage two envelope bidding process will be followed. The technical and financial bids shall be in English language and must be submitted online thorough E-Pad (which is mandatory otherwise bid will not be considered). **Earnest money amounting to Rs. 7.50 Million in the shape of Bank Draft / Pay Order shall be in the favor of “PSEB (Guarantee) Ltd. CERT OF IT PROF” must be delivered through courier or dropped at the PSEB office on or before the closing date and time of the bid, copy of the same must be uploaded on E-Pad along with the technical & Financial proposal.**

c. FINANCIAL PROPOSALS of those firms/companies shall be opened whose “TECHNICAL PROPOSALS” are accepted by the technical evaluation committee. Final assignment award will be done on the basis of combined technical and financial score in the following manner:

Proposal	Weight
Technical	70%
Financial	30%

d. The proposals shall be clear and elaborate.

e. Bidders may request in writing, for clarification of any of the provisions of the RFP up till 05 (five) days before the submission date. All queries may be sent to kashraf@pseb.org.pk, Responses to the queries will be emailed.

f. The costs of preparing the proposal and of negotiating any subsequent funding, including visits for discussion with the PSEB are not reimbursable.

g. Each bidding firm must provide an undertaking that it has not been blacklisted by any other firm/company/organization or Government department(s) in the past.

h. Each bidding firm must also provide details of any commercial litigation that it is currently involved in or has been involved in during the last five years.

i. The bidding firm must be the training partner of the principals e.g. Microsoft, Oracle, Cisco etc.

1.2 Technical Proposals

Technical Proposals shall be in compliance with the requirements laid down in the RFP. The technical proposals shall include the following:

- a) Information about the organization
- b) Eligibility Requirements and declarations
- c) Financial & Human Resource Capacity
- d) Course content
- e) Applicant declaration
- f) List of attached documents
- g) Trainers resume.
- h) Training methodology with duration.
- i) International firms must also provide details of their local arrangements/partnerships that will be utilized for completing the assignment. However, they can participate independently as well.
- j) Training Work Plan must be submitted.



Sélection of Training Company



k) Contact List

1.3 Submission

a. Proposals 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.

b. The proposals must be prepared and submitted in accordance with the instructions in the detailed RFP along with bid security instrument & Proof of Eligibility documents through EPADS latest by **October 29th, 2024 at 03:00 pm**, and 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.

**Pakistan Software Export Board
6th Floor, Plot no 61 State Life Tower Blue Area, Islamabad**

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

**Mr. Kaleem Ashraf
Project Officer
Certification of IT Professionals
Pakistan Software Export Board
6th Floor, Plot no 61 State Life Tower Blue Area, Islamabad
kashraf@pseb.org.pk**

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

e. Financial proposal must indicate price per candidate.

1.4 Evaluation Criteria

Procurement committee appointed by PSEB will evaluate the technical proposals on the basis of their compliance with RFP and by applying the evaluation criteria and the point system as specified below. A technical proposal shall be rejected at this stage, if it fails to achieve the minimum score indicated in table below:



Sélection of Training Company



S. No.	Component	Sub Section	Subtotal	Total
1	Mandatory	A certificate that the company/institute is neither blacklisted nor involved in litigation with any Government Department, Agency, or Organization locally and internationally etc. (The bidder shall provide undertaking on Rs. 200 stamp papers.)		
2	Mandatory	International training provider must partner with the local service provider so as develop capacity of local firms i.e. transfer of technology to local service providers. (The bidder shall provide copy of partnership contract / agreement between local and international firm for undertaking PSEB project for IT trainings and certifications.)		
3	Mandatory	<p>The local interested Firms must be registered with the SECP and international participants must be registered with the legal entity of their country of operations.</p> <p>The bidder shall provide the following documents:</p> <ol style="list-style-type: none">1. Copy of Certification of Incorporation.2. Copy of Memorandum & Articles of Association.3. Copy of Form-29.4. Copies of CNIC of Director(s).5. Copies of valid NTN & GST certificates issued by competent authority. <p>In case of international firms, copy of incorporation from the respective authority.</p>		



Sélection of Training Company



4	Mandatory	The bidding firm must be the training partner of the principals e.g, Microsoft, Oracle, Cisco etc. (The bidder shall provide proof of training partnership of the bidding firm with the principals.)		
5	Company's Profile	Firm/organization's profile (Introduction, Organizational Structure, Type of Incorporation, Contact Details etc.)	20	20
6	Hybrid Training Capability	The interested firms may be able to provide hybrid training (i.e. trainer or the trainees may attend the session remotely). The bidder shall provide detail of (1) infrastructure to conduct on-site and online trainings and (2) detail of online & on-site trainings delivered in the recent past.	25 25	50
7	Exam Proctoring Capability	The interested firms may have the capability to proctor exams locally and remotely. The bidder shall provide detail of proctor exam facilities including digital infrastructure, location and relevant staff.	20	20
8	Infrastructure Facilities	Details of infrastructure facilities (classrooms, labs, workshops, library, accommodation etc.) The bidder shall provide detail of infrastructure facilities of local partner i.e. classrooms, labs, workshops etc.	20	20
9	Learning Programs and Tools	Interested firms must have multiple learning programs & tools including instructor lead classroom training, virtual instructor led, real time cloud-based labs and online training material etc. The bidder shall provide detail of (1) multiple learning programs,	25	50



Sélection of Training Company



		instructors, tools, etc. and (2) detail of number of cloud-based labs and associated facilities available.	25	
10	Feedback Mechanism	Feedback mechanism, system for using feedback for estimation of success rate of the programs. The bidder shall provide mechanism in place to record feedback of trainees and how this mechanism is used to improve the quality of trainings delivery.	20	20
11	Analytical Evaluation of Employability Statistics	Employability statistics in the local and global economy for the respective skills for which training will be offered. The bidder shall provide analytical report that shows employability statistics in the local and global economy for the respective skill for the trainings undertaken by the bidder.	20	20
12	Strategic Framework for Optimal Training Outcomes	Identify and develop indicators that will ensure that desired program output is achieved both on individual basis and collective level and preparing assurance mechanism for ensuring serious participation from trainees. Propose measures for effectiveness in order to get the desired outcome from the training program. The bidder shall provide baseline indicators/parameters & mechanism for ensuring desired number of trainees enrolment and successful completion of trainings and passing of certification exam.	20	20
13	Employability Plan	Propose and share plan / mechanism to ensure that trainees will get jobs based on trainings delivered for skill enhancement.	20	20
14	Support Services	Suggesting possible support services for	20	20



Sélection of Training Company



	and Value-Addition	<p>trainees and respective mechanism. Such service will be responsible for development of overarching support services to be provided to trainees during training cycle in order to enhance engagement of trainees for effective participation and completion of the modules.</p> <p>The bidder shall provide actionable plan for effective engagement of trainees for successful trainings and certification.</p>		
		Any value addition specific to this project in terms of investment, long-term sustainability, re-export opportunities, etc.	10	10
15	Financial Capacity of the Organization	<p>Total Annual Credit as per Audit Report or Bank Statement</p> <p>Minimum Rs.50.00 million = 10 marks & More than Rs.50.00 million = 20 marks)</p>	20	20
16	Human Resource Capacity	<p>Qualification of Trainers</p> <p>(a) Relevant Certifications & Experience 5 marks)</p> <p>(b) Number of available Trainers (0.5 marks for each trainer)</p>	05 40	45
17	Company's Capability	<p>Relevant Experience in years</p> <p>Minimum 03 years = 03 marks 03 or more years = 05 marks</p>	05	65
		<p>No of professionals trained in the past in similar trades</p> <p>1,000 Trainees = 10 Marks 1,500 = 15 marks 1,501 or more = 30 marks</p> <p>Note:</p> <p>(i) Work orders must be attached otherwise no marks will be allocated against this section.</p> <p>(ii) International experience shall be</p>	30	



Sélection of Training Company



	preferred.		
	Course outlines effectiveness (10 marks) and innovation delivery of training (10 marks)	20	
	Presentation on training methodology	10	
	Total (Minimum Qualifying marks are 70%)		400

NOTE: The training proposal must be submitted on turnkey basis. Partial or incomplete proposals shall be rejected.

FINANCIAL EVALUATION

a) The trainings shall be delivered in **Islamabad, Lahore, Karachi, Peshawar and Quetta**. PSEB will not make ANY payments not quoted in the bid. All bids must be accompanied by a bid bond security (refundable) amounting to Rs.7.50 Million. Financial proposal must cover the followings:

- 1. Training cost per participant**
 - 1.1 Training fee per participant
 - 1.2 Training material and certificate cost per participant
 - 1.3 Certification fee per participant
- 2. Lunch and Tea cost**
- 3. Venue cost**

b) The quoted prices must remain valid for acceptance up to 120 days from the date of its opening.

c) The quoted prices should be in Pak Rupees and inclusive of all applicable taxes.

d) Financial proposal must indicate price per candidate.



RFP For Selection Of Training Firm to Deliver IT Trainings/Certifications



FINANCIAL ESTIMATION

S. No.	Training/Certification, Training Locations & Number of Trainees	Training Cost		Certification Cost	
		Duration	Cost per participant	Duration	Cost per participant
1	Name of the Training/Certification				
	Location	No. of Trainees			
	Islamabad				
	Lahore				
	Karachi				
	Peshawar				
	Quetta				
	Total				
2	Name of the Training/Certification				
	Location	No. of Trainees			
	Islamabad				
	Lahore				
	Karachi				
	Peshawar				
	Quetta				
	Total				
3	Name of the Training/Certification				
	Location	No. of Trainees			
	Islamabad				
	Lahore				
	Karachi				
	Peshawar				
	Quetta				
	Total				
4	Name of the Training/Certification				
	Location	No. of Trainees			
	Islamabad				
	Lahore				
	Karachi				
	Peshawar				
	Quetta				
	Total				



Sélection of Training Company



5	Name of the Training/Certification					
	Location	No. of Trainees				
	Islamabad					
	Lahore					
	Karachi					
	Peshawar					
	Quetta					
	Total					
6	Name of the Training/Certification					
	Location	No. of Trainees				
	Islamabad					
	Lahore					
	Karachi					
	Peshawar					
	Quetta					
	Total					
7	Name of the Training/Certification					
	Location	No. of Trainees				
	Islamabad					
	Lahore					
	Karachi					
	Peshawar					
	Quetta					
	Total					
8	Name of the Training/Certification					
	Location	No. of Trainees				
	Islamabad					
	Lahore					
	Karachi					
	Peshawar					
	Quetta					
	Total					



Sélection of Training Company



9	Name of the Training/Certification					
	Location	No. of Trainees				
	Islamabad					
	Lahore					
	Karachi					
	Peshawar					
	Quetta					
	Total					

7 Undertaking

(This must be provided on a Rs. 200 stamp paper as an affidavit)

I/We declare that the information provided in the request for proposal (RFP) is accurate and can be proved whenever required. I/We further declare that if in case the information provided by me/us in this request for proposal (RFP) proved to be incorrect at any point, PSEB reserves the right to take any action deemed feasible by the PSEB authorities against me/us. I/We further declare that our company (***** Company Name here *****) is not blacklisted by any division, department or organization of Government of Pakistan.

Signature & Seal

8 Process of Evaluation

All proposals will be verified in the light of requested information. The financial proposals of the successful companies will be opened in the presence of their representatives. The companies securing minimum 70% marks or more shall be invited for financial bid opening and shall be considered for award of contract if they are agreed to match their prices with the lowest bidder. However, each selected service provider shall not be awarded more than 2,000 trainee(s) at one time.

All bids must be submitted online on E-PAD on or before (October 17th, 2024) at 03:00 pm. which shall be opened on the same day at 3:30 p.m. in the presence of the bidders. PSEB will not entertain the proposals received through email.

Pre-Bid Meeting

Pre Bid Meeting will be held on October 15th, 2024 at 1100 hrs with the zoom link <https://us06web.zoom.us/j/89705145600?pwd=z9htGscEDrTcjbN8qreFmI7vKta3BZ.1>

9 Contact Information

Director Projects
Pakistan Software Export Board
6th Floor, Plot no 61 State Life Tower Blue Area, Islamabad



Sélection of Training Company



agilani@pseb.org.pk

Phone # 051-9202183



RFP For Selection Of Training Firm to Deliver IT Trainings/Certifications



Annex-I

Reference Form

TRAINING /CERTIFICATIONS REFERENCE FORM FOR COMPANY

Please provide references for trainings/certifications closely reflect similar projects to the scope of work which have already been completed within the past five (5) years. Please use the following format in submitting references. Please attached evidence/support documents in favor of record provided below:

Sr. #	Year	Name of Client	Details of Trainings/Certifications Delivered (*)	Technology Platform used for onsite or online trainings	Regions of Strength	Number of Trainees Trained /Certified	Project Cost (Rs. Million)	Project starting Date	Project completion Date	POC Details (Designation, Cell, Email)
1										
2										
3										
4										
5										

(Please add records as many as are required)

(*) Please clearly mention whether assignment carries only trainings or training and certifications both

Certification of IT Professionals

Annex-II

Reference Form

TRAINING /CERTIFICATIONS REFERENCE FORM OF TRAINER'S

Please provide references for trainings/certifications closely reflect similar projects to the scope of work which have already been completed within the past five (5) years.
Please use the following format in submitting references. Please attached evidence/support documents in favor of record provided below:

Sr.#	Name of Trainer	Education	Experience	Certifications	Name of Training Delivered	No. of students trained	Name of Clients	Contact Details
1								
2								
3								
4								
5								

(Please add records as many as are required)