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|  | Government of PakistanMinistry of Information Technology & Telecommunications NATIONAL INFORMATION TECHNOLOGY BOARD (NITB)\*\*\*\*\* |  |

Government of Pakistan

NATIONAL INFORMATION TECHNOLOGY BOARD (NITB)

Ministry of Information Technology & Telecommunications

**INVITATION FOR BIDS**

**SELECTION OF HUMAN RESOURCE (HR) OUTSOURCING SERVICE PROVIDER FOR PROVISION OF SERVICES OF SKILLED IT HUMAN RESOURCES (HR) TO NITB**

Tender No. NITB/Act(XVII)-2022/BOD/

**26th May, 2023**

[www.nitb.gov.pk](http://www.nitb.gov.pk/)

#### Plot no 24-B, Street No 6, Sector H-9/1, Islamabad

**1 |** P a g e T e n d e r D o c u m e n t s - N I T B

**TABLE OF CONTENTS**

[EXECUTIVE SUMMARY: 3](#_bookmark0)

1. [About Bidders 3](#_bookmark2)
2. [Terms and Conditions 4](#_bookmark12)
3. [Preparation of Bids 5](#_bookmark13)
4. [Pre-Bid Meeting 6](#_bookmark14)
5. [Submission of Bids 6](#_bookmark15)
6. [Opening, Evaluation and Rejection of Bids 6](#_bookmark16)
7. [Disqualification and Blacklisting of suppliers and contractors 7](#_bookmark17)
8. [Acceptance of Bids and Award of Procurement Contract 7](#_bookmark18)
9. [Amendment of Bidding Documents 8](#_bookmark19)
10. [Performance Guarantee 8](#_bookmark20)
11. [Renewal of Contract 9](#_bookmark21)
12. [Debarment / blacklisting of firm 9](#_bookmark22)
13. [Implementation & Payment Schedule 10](#_bookmark23)
14. [Joint Ventures 11](#_bookmark24)

[Evaluation Criteria: ANNEXURE-I 46](#_bookmark26)

[Preliminary Evaluation Criteria: ANNEXURE-II 47](#_bookmark27)

[Technical Evaluation: ANNEXURE-III 48](#_bookmark28)

[FINANCIAL Evaluation: ANNEXURE-IV 50](#_bookmark29)

[Financial Proposal: Annexure V 51](#_bookmark30)

[LETTER OF INTENT: BID FORM-01 54](#_bookmark31)

[DOCUMENTARY EVIDENCE: BID FORM-02 55](#_bookmark32)

[FIRM’S PAST PERFORMANCE: BID FORM-03 56](#_bookmark33)

[SECURITY DEPOSIT: BID FORM-04 57](#_bookmark34)

## BRIEF INTRODUCTION OF NITB:

**National Information Technology Board (NITB)** is an autonomous organization enforcing the vision & policy of Federal Government to serve the public in more effective and efficient manner through due advisories and consultancies and provision of e-Governance software applications to public sector organizations so as to focus on cross-cutting e-Governance applications and initiatives that can be replicated across multiple public organizations for better Government to Government (G2G) and Government to Citizens (G2C) services and communication.

* 1. The vendor/firm will be selected in accordance with the policy guidelines of Public Procurement Regulatory Authority (PPRA).
	2. The vendor/firm should have capacity to provide Services of IT skilled Human Resources.

# About Bidders

* 1. The bidder must be registered with **Sales Tax** and **Income Tax Department** and should be in possession of a **valid NTN certificate**. Copies of the certificates must be provided with the bid document and bidder must be on the **Active Tax Payer List of FBR**.
	2. The bidder must provide following on their letterhead:
		1. Name of Organization
		2. Details of offices across Pakistan
		3. Location of Head office
		4. Size of company (number of employees along with the list and their designations)
		5. Company Profile along with Organizational Chart
		6. Number of years of being incorporated (at least last **07 years in existence**)
		7. List of dedicated recruitment team/staff (recruitment team of minimum 5 in numbers employed on fulltime basis for at least last 1 year). These are the employees of the bidder that will manage the service provision process for NITB.
		8. Bidder are expected not to be engaged in any active litigation case. The bidder must disclose all litigation cases (Current / Past)
	3. The bidder must provide information as per templates available at **Annexure-I**, **Annexure-II**, **Annexure-III**, **Annexure-IV** and **Annexure-V**.
	4. Bidder must be in relevant business /services for at least **last seven (07) years**.
	5. The Bidder must provide the list of customers with similar services (Third Party HR) in similar IT based organizations provided in **last seven (07) years**. The duration of each provided services MUST be mentioned along with the number of HR/Headcounts provided and the name, and contact information of the beneficiary organization.
	6. Financial capability and yearly growth rate (annual financial turnover) in last **seven (07) years**.
	7. The bidder must provide proposed Monthly Rate in terms of percentage in the format mentioned in **Annexure – I (Financial Evaluation Criteria)**.
	8. The bidder shall be responsible for payment of any duties/taxes etc. which are imposed by the Government of Pakistan (GOP). The proposed monthly rate MUST be inclusive of all taxes. The bidder is hereby informed that the Government shall deduct tax at the rate prescribed under the Tax Laws of Pakistan, from all payments for services rendered by any bidder who signs a procurement contract with the Government.
	9. **Affidavit** (on stamp paper of Rs. 100) that the documents/details/information submitted is true and liable to be rejected if proven false and, in that case, legal action is liable on that company.
	10. **Affidavit** (on stamp paper of Rs. 100) that the Bidder has never been blacklisted by any Government/Semi-Government/ Autonomous organization.
	11. **Affidavit** (on stamp paper of Rs. 100) from the Bidder that Services provided by the Human resources MUST fulfil the technological experience, expertise of tools as mentioned in “Schedule of Requirements” against each category for any future requirements during the life of the contract.
	12. **Affidavit** (on stamp paper of Rs. 100) from the Bidder that Human Resources provided through this tender will keep the confidentiality of all the projects, code, and initiatives performed under this contract during and after the contract expiry.
	13. The Bidder shall be fully responsible for the provision of hardware or required application licenses to use their hardware, required by the Skilled IT Human Resource (provided under this contract).
	14. Skilled IT service providers deputed by the successful Bidder for the provision of services must have their own hardware (laptops, smartphones, or other relevant equipment) during their engagement at NITB.
	15. Bidder must provide the organizational chart for their own firm covering management structure and key personnel (technical, administrative, and managerial).

# Terms and Conditions

* 1. Provision of Services of Skilled IT HR contract will be awarded for two (02) years only.
	2. The request for Services under this tender/contract shall be demand-driven and at the sole discretion of NITB as needed.
		1. Month will be calculated as per timing observed in NITB within one calendar month.
		2. Attendance of the resources (Skilled IT HR) and leaves will be approved and managed by NITB during the time of their service engagement with the organization. However, biometric recording of attendance and its monthly presentation to the NITB shall be the responsibility of the bidder.
	3. Successful bidder will provide technical skilled services and charge service provision fee as defined in Annexure I (Financial Evaluation Criteria).
	4. Successful bidder is liable to abide all applicable labor laws in provision of skilled IT HR.
	5. Successful bidder is liable to pay gratuity for the completed number of years served by an individual.
	6. Successful bidder is liable to pay 10% annual increments to all individual service providers. Contract margin shall not increase with this incremental change. Increment amount should not be included in the bid price.
	7. Successful bidder is liable to provide comprehensive medical coverage for spouse and parents to all service providers. NITB requires the Bidder to provide the standard medical insurance policy (OPD, IPD, Maternity, etc.).
	8. Successful bidder is liable to arrange boarding and lodging facilities to all service providers on official intimation of NITB (as and when required and without fail). In case an incumbent is deputed outside Pakistan, all his/her boarding, lodging and travelling cost will be mentioned in the invoice along with the original bill and NITB will bear this cost. These expenses may be claimed as per the actual in upcoming payroll payment to the vendor by the NITB.
	9. When requesting services, NITB shall specify the required service category(ies); the allocable monthly cost (agreed under the contract) for each specified position; and the duration of service applicable to the request.
	10. NITB shall have sole discretion to establish the minimum qualification necessary for the performance of any services to be rendered under and pursuant to this contract/letter.
	11. If at any time and in its sole discretion, NITB determines that the services performed under and pursuant to this contract by any of the provided resources is not satisfactory or unavailable due to unforeseen situation, NITB will notify the bidder in writing and the firm shall immediately withdraw such resource and, at NITB’s option, furnish an alternative with equivalent and better skills resource who meets the requirements/qualifications within ten (10) days.
	12. Successful bidder must maintain strong backup of readily available resources for all positions and must ensure to provide the replacement of any technical resource within ten (10) days in case any technical service provider is not available due to leaves or any other personal / professional issue.
	13. Final settlement of the relieving resource will be the responsibility of the successful bidder and it must be done once NITB has officially released the resource after completion of the proper handing taking over process. Bidder may not release/change/induct any provided service provider without prior approval of NITB.
	14. Bidders will be solely responsible to obtain police clearance, and academic and professional background checks of resources before engaging their services. Any failure in doing so may lead NITB to terminate the contract of service provider without paying any liability whatsoever and all responsibility should be borne by the bidder.
	15. In case of any litigation from any individual provided by bidder, the bidder will be responsible to respond, manage and resolve the matter without involving NITB at all. This also includes attending to the matter at external forums such as courts, police etc.
	16. Any software customization, development, innovation, upgradation performed by the technical resources engaged under this contract will be sole proprietary / IPR of the Government of Pakistan with clear guidelines of the confidentiality of the content and platform.
	17. NITB may depute services of skilled IT individuals at its discretion to any office at any place of working requirements in and outside of the national boundaries.
	18. The Bidder is liable to mention the service charges of all above-mentioned services in terms of percentage margin on top of the resources bill (Cost of individual). The Bidder will provide complete visibility into all expenses related to service providers including remuneration and benefits and bidders margin. Successful bidder will be selected based on the selection criteria set out in this RFP.
	19. When requesting services, NITB shall specify the required service category(ies); the allocable monthly cost (agreed under this contract) for each specified category; and the duration of services applicable to the request.
	20. NITB reserves its sole discretion to obtain the minimum number of resources from successful bidder i.e., 00 (Nil) up to the number of resource requirements as per operational/project needs.
	21. EOBI compliance is mandatory for all provided resources.

# Preparation of Bids

* 1. As per PPRA rules, Single Stage –Two envelope procedure will be used for the said procurement.
	2. The bids shall be submitted in a sealed package/packages in such a manner that the contents are fully enclosed and cannot be known until duly opened.
	3. **Technical Proposal:** The envelope for Technical Proposal shall be marked **“TECHNICAL PROPOSAL”** clearly in bold and legible letters to avoid confusion. It must contain two (02) hard copies and two (02) soft copies of the technical proposal (each being physically separated, sealed, and labeled as “Technical Proposal”). Each envelope should contain similar supporting documents.
	4. **Financial Proposal:** The envelope for Financial Proposal shall be marked **“FINANCIAL PROPOSAL”** clearly in bold and legible letters to avoid confusion. It must contain two (02) hard copies of Financial Proposals sealed and marked separately.
	5. ***Soft copies of both Technical and financial proposals must be provided along with bid envelopes in unerasable format.*** In case of any difference between hard and softcopy, the hard copy will prevail.
	6. **Bid Bond/Security**: A Bid Bond in the shape of a Bank Draft/Pay Order in the name of **Deputy Director (Admin),** National Information Technology Board, equivalent to **Rs. 1 million (exact)** as per **Annexure-V** must be submitted along with the proposal.
	7. The Bid Bond is to be enclosed in a **SEPARATE ENVELOPE**, labeled as **“BID BOND”**, and should be **SEALED**. **It must be ensured by the Bidder that the bid bond should not be in the envelope of the Financial OR technical proposal**. ***In the technical bid, Bidder must confirm on the company’s letterhead that the Bid Bond is being submitted separately as required by NITB.***
	8. Bidder should duly fill in and submit the **Bid Forms** (01, 02, 03 and 04)
	9. Bidder must provide at least three (03) performance and backup support certificates from previous customers.
	10. All bids and percentages must remain valid for a period of **120 days** from the closing date of the submission of tender documents. However, the Bidders are encouraged to state a longer period of validity of the bids.
	11. The currency in the bids shall only be quoted in Pakistan Rupees (PKR).
	12. The Bidder shall bear all costs associated with the preparation and delivery of its Bid, NITB will in no case be responsible or liable for those costs.
	13. The bid prepared by the Bidder and all correspondence and documents relating to the bid exchanged by the bidder and NITB shall be written in the ‘English’ language. Any printed literature furnished by the bidder may be written in another language, provided that this literature is accompanied by an English translation, in which case, for purposes of interpretation of the bid, the English translation shall govern.
	14. The bidder is required to stamp every page of the bid document along with a signature on the required pages and submit back along with the bid.

# Pre-Bid Meeting:

* 1. A Bidders’ meeting will be held in the premises of the National Information Technology Board (NITB) **on 2nd June, 2023 at 11:00 AM, Plot no 24-B, Street No 6, Sector H-9/1, Islamabad. Phone: 051-9265063**.
	2. All queries relating to Tender Notice should be e-mailed to imran.hyder@nitb.gov.pk at least days (02) days before the meeting. Answers to the submitted queries shall be given on a priority basis in the meeting.

# Submission of Bids

* 1. Bids shall be delivered by hand or courier in a **SEALED CONFIDENTIAL COVER** and must reach to **Deputy Director (Admin)** National Information Technology Board (NITB), Plot no 24-B, Street No 6, Sector H-9/1, Islamabad (Phone: 051-9265063) on or before the last date indicated in Tender Notice i.e., **20th June 2023 at 11:00 am**. **BIDS/PROPOSALS RECEIVED BY FAX OR EMAIL SHALL NOT BE ACCEPTED.**
	2. All bids submitted after the time prescribed in the tender notice/documents shall be rejected and returned without being opened.

# Opening, Evaluation, and Rejection of Bids

* 1. Technical bids will be opened on the same date at NITB (above-mentioned address) at **11:30 AM** in front of

bidders or their representatives who may choose to be present.

* 1. Details of evaluation criteria are attached in **Annexure-I, Annexure-II, and Annexure-III.** Preliminary Evaluation/screening will be done as per **Annexure-II;** whereas, technical evaluation as per **Annexure-III** and Financial Evaluation of Technically qualified bidders will be as per **Annexure IV.** Bidder should provide all details in the required templates as provided under:
		1. Annexure-II for Initial Screening
		2. Annexure-III for technical evaluation (technical proposal envelope)
		3. Annexure-IV for financial evaluation criteria.
		4. Annexure-V for financial proposal (The complete Annexure-V may be collected from DD Admin NITB office on request of the interested bidder).
		5. Annexure-VI for CV evaluation criteria.
	2. Date and time for the opening of the Financial Bids, after a thorough technical evaluation of the bids, shall be communicated to the technically qualified bidders only, whereas the Financial bids of technically disqualified bidders shall be returned unopened. In this connection, see PPRA Rule: 36(b) in general and PPRA Rule: 36- b(viii) in particular.
	3. The procuring agency shall read aloud the quoted percentage of the financial bid and shall record minutes of the bid opening. All bidders in attendance shall sign an attendance sheet.
	4. NITB may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. The procuring agency shall upon request communicate to any supplier or contractor who submitted a bid or proposal, the grounds for its rejection of all bids or proposals, but is not required to justify those grounds.
	5. NITB shall incur no liability, solely by virtue of its invoking sub-rule (1) towards suppliers or contractors who have submitted bids or proposals.
	6. In the above case notice of the rejection of all bids or proposals shall be given promptly to all suppliers or contractors that submitted bids or proposals.

# Disqualification and Blacklisting of suppliers and contractors

* 1. NITB shall disqualify a supplier or contractor if it finds, at any time, that the information submitted by him concerning his qualification as supplier or contractor was false and materially inaccurate or incomplete.
	2. Suppliers and contractors who either consistently fail to provide satisfactory performances or are found to be indulging in corrupt or fraudulent practices shall face permanent or temporary bar, from participating in procurement proceedings.

# Acceptance of Bids and Award of Procurement Contract

#### Acceptance of Bid and Award Criteria

The bidder after qualifying through the given criteria in **Annexure II** will qualify for technical evaluation as per **Annexure III.** Marks obtained as per the evaluation through **Annexure III** will then be calculated as per the formula given in **Annexure IV** keeping in view the financial proposal (as per **Annexure V**). Technically qualified firms having the highest evaluated marks/points (combined Firm’s Technical Capacity & Financial Proposal) shall be awarded the contract, if not in conflict with any other law, rules, regulations, or policy of the Government of Pakistan, within the original or extended period of bid validity.

#### Procuring Agency’s Right over Quantities at the Time of Award

The Procuring Agency reserves the right at/after the time of award of the procurement contract to increase or

decrease, the quantity of goods/services without any change in percentage or other terms and conditions. Payment will be made for the items/services actually delivered as per the rate (percentage) provided by the bidder.

#### Notification of Award

* + 1. Prior to the expiration of the period of bid validity, the Procuring Agency shall notify the successful Bidder in writing that the bid has been accepted.
		2. The notification of award shall constitute the formation of the Contract between the Procuring Agency and the successful Bidder.
		3. The enforcement of the Contract shall be governed by Rule 44 of the PPRA-

#### Signing of Contract

* + 1. After the notification of the award, the Procuring Agency shall send the successful Bidder the Contract Form/Document
		2. The Contract shall become effective upon affixation of the signature of the Procuring Agency and the selected Bidder on the Contract document.
		3. If the successful Bidder, after completion of all codal formalities shows an inability to sign the Contract then its Bid Security shall stand forfeited and the firm may be blacklisted and debarred from future

participation, whether temporarily or permanently. In such a situation, the Procuring Agency may award the contract to the next lowest evaluated Bidder or call for new bids.

* + 1. The Bid Security submitted by the successful bidder at the time of submitting its bid shall be returned to the Bidder upon signing of the contract, successful delivery of goods, furnishing of the performance/security Deposit and confirmation of the performance/Security Deposit by the NITB with the Bank of the successful bidder.
		2. The successful bidder will be required to give satisfactory assurance of its ability and intention to supply the Goods / Services pursuant to the Contract, within the time set forth therein.
		3. Successful bidder shall sign Non-Disclosure Agreement (NDA)

# Amendment of Bidding Documents

* 1. At any time prior to the deadline for submission of the bid, the Client/procuring agency may, for any reason, whether at its own initiative or in response to a clarification requested by the prospective bidder, modify the bidding documents by amendment.
	2. The amendment shall be part of the bidding documents and will be notified through the website.
	3. In order to afford the prospective bidder reasonable time in which to take the amendment into account in preparing its bid, the Client may, at its discretion, extend the deadline for the submission of the bid.

# Performance Guarantee

* 1. The successful Bidder shall be required to deposit in the form of a Bank Guarantee, as a Performance Bond upon execution of the procurement of services contract, amounting PKR 2 Million. This Bank Guarantee shall be issued by a scheduled bank operating in Pakistan and shall be kept valid from the date of issue, and should cover the performance of services during the contractual period, which will not be less than 01 year.
	2. Failure to provide a Performance Guarantee by the successful Bidder is sufficient ground for annulment of the award and forfeiture of Bid Security. In such an event, the Procuring Agency may award the contract to the next highest evaluated marks/points or call for re-tender.
	3. Performance Guarantee shall be released after the closing of the contract.

# Renewal of Contract

* 1. The contract is not renewable by any means. In case of any time extension, a new contract will be made through a competitive tender process.

# Debarment/blacklisting of firm

* 1. As per clause-19 of the PPRA rules 2004, NITB reserves the right of debarment ‘or’ blacklisting of a firm, association, corporation, company, partnership or any other legal entity subject to any of the following acts: -
		1. Any breach of NDA.
		2. Consistent failure to provide satisfactory performance.
		3. Contractor becomes insolvent.
		4. Existence of judicial decision against a contractor in respect of corrupt or collusive practice.
		5. Submission of false and spurious documents, making false statements and allegations to gain undue advantage.
		6. Commission of fraud.
		7. Contractor abandons the contract.
		8. Contractor without reasonable excuse fails to commence the work ‘or’ suspends the progress of work for 14 days.
		9. Contractor is not executing the work in accordance with the contract or is persistently or flagrantly neglecting to carry out his obligations under the contract.
		10. Commission of embezzlement, criminal breach of trust, theft, cheating, forgery, bribery, falsification or destruction of records, receiving stolen property, false use of trademark, securing fraudulent registration with sales tax authorities, Pakistan Engineering council etc., giving false evidence, furnishing of false information of serious nature.
	2. Chief Executive Officer (CEO), NITB will constitute a committee comprising of three NITB officers and they will investigate the matter in connection with allegation of corrupt, fraudulent, coercive or collusive practices or illegally harassment or threat. Moreover, the committee shall also accord adequate opportunity of being heard to the contractor who is to be debarred / blacklisted. The said committee will forward its clear recommendations for the approval of CEO, NITB.
	3. The debarment shall be for a reasonable specified period of time, commensurate with the seriousness of the cause. However, the debarment period shall not exceed from three years. Moreover, NITB also reserves the right of blacklisting of a contractor subject to severity of the corrupt or fraudulent practices.

# Implementation & Payment Schedule

Note: Payments will be made against delivered services only. The time period is defined in this bid document for payments against submitted bills.

|  |  |  |  |
| --- | --- | --- | --- |
| **SR.****NO.** | **MILESTONE** | **TIME PERIOD** | **PAYMENT** |
| 1. | Nomination/Deputation of Skilled Human Resources for NITB | Within three weeks’ time from the signing of the agreement/contract between NITB and the qualified bidder/firm.Performance Guarantee MUST be provided to cover the security period of the contract which will be one (01) year from the date of signing of the contract | Performance Guarantee submitted to NITB |
| 2. | Service Providers (Technical Human Resources) working at NITB | Within three weeks after the written request is initiated from NITB | Payment shall be made on a monthly basis in accordance with the agreed per-month rates under the contractPayment will be processed upon receiving the monthly official invoice from the firm and performance certificates from respective team managers |
| 3. | End of Contract | Issuance of clearance Certificate to the Service Provider | Release of Performance Guarantee/security |

# Joint Ventures

 No Joint Venture is allowed.

  FINANCIAL EVALUATION CRITERIA: ANNEXURE-I

Criteria for the Assessment of Proposal

***Technical Proposal (70%)***

Please refer to below detailed Technical Evaluation Tables

### Financial Proposal (30%)

To be computed as a ratio of the Proposal’s offer to the lowest evaluated bid among the proposals received by NITB.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SR.****NO.** | **DESCRIPTION** | **RELEVENT TABLE / FORM** | **SCORE WEIGHTAGE** | **MAXIMUM SCORE** |
| 1. | Preliminary Evaluation / Screening | Annexure II | MUST provide all the requested information as per **“Annexure-II”** to qualify for the Technical Evaluation. Bidder MUST use **Bid Form 02** as a template to provide information. |
| 2. | Firm’s Technical Evaluation /Capacity |  Annexure III | 70% | 700 |
| 3. | Financial Evaluation |  Annexure IV | 30% | 300 |
| **TOTAL** | **100%** | **1000** |

Please provide your offer with the following breakdown: -

|  |  |  |  |
| --- | --- | --- | --- |
| Sr. No | **A** | **B** | **C** |
| Total monthly Cost of Service Provider (All inclusive, to be paid as per actual) PKR. | All Applicable Taxes (As applicable by the Government) PKR. | Offered percentage of Column A against the service provision |
|  | Against each service category as per Annexure V | As and when revised / announced by the Government | Offered percentage of the total monthly cost of the services provided (ref col A) |

**Note: -** NITB may increase or decrease the number of categories (even beyond the mentioned titles and categories as per requirement) and may increase or decrease the number of service providers against each category depending on the need.

## PRELIMINARY EVALUATION CRITERIA: ANNEXURE-II

Bid evaluation shall be subject to 100% compliance with the following criteria for Vendor’s qualification for Technical and Financial Evaluation. (**Bidder must provide below mentioned information in Technical Envelope, Bid Form 2 will be used as a template to provide the information**)

|  |  |  |  |
| --- | --- | --- | --- |
| **SR.****NO.** | **GENERAL TERMS AND CONDITIONS FOR COMPLIANCE** | **CLAUSE** | **YES****/NO** |
| 1. | The Bidder must be registered with **Sales Tax, and Income Tax Department,** and should be in possession of a valid NTN certificate. Copies of thecertificates must be provided with the bid document and bidder must be on the **Active Tax Payer List of FBR**. | [2.1](#_bookmark3) |  |
| 2. | The firm must provide on letterhead, Name of the organization, details of offices across Pakistan and the location of the Head office, size of the company (number of employees), and number of years of being incorporated (at least the last 07 years in existence). | [2.2](#_bookmark4) |  |
| 3. | The bidder must provide the list of customers with similar services (Third Party Technical HR) provided in the **last seven (07) years.** The duration of each provided service MUST be mentioned along with the numbers of HR/Headcount provided and the name, and contact information of the beneficiary organization | [2.5](#_bookmark5) |  |
| 4. | Financial capability and yearly growth rate (annual financial turnover) in the **past seven (07) years**. | [2.6](#_bookmark6) |  |
| 5. | Affidavit that the documents/details/information submitted is true and liable to be rejected if proven false and, in that case, legal action is liable on that company (on stamp paper of Rs. 100) | 2.9 |  |
| 6. | Affidavit that the bidder has never been blacklisted by any Government/Semi-Government/Autonomous organization (on stamp paper of Rs. 100) | [2.10](#_bookmark7) |  |
| 7. | Affidavit from the bidder that IT HR MUST fulfill the technological experience, the expertise of tools as mentioned in “ToRs” against each category for any future requirements during the life of the contract (on stamp paper of Rs. 100). | [2.11](#_bookmark8) |  |
| 8. | Affidavit from the bidder that IT HR will keep the confidentiality of all the projects, code, and initiatives performed under this contract during and after the contract expiry (on stamp paper of Rs. 100) | [2.12](#_bookmark9) |  |
| 9. | Bidder to provide an organizational chart covering management structure and key personnel (technical, administrative, and managerial) | [2.15](#_bookmark10) |  |
| 10. | A **Bid Bond** in the shape of a Bank Draft/Pay Order in the name of **Deputy Director (Admin),** National Information Technology Board, equivalent to **Rs. 1 million** (exact) as per Annexure-V must be submitted along with the proposal. | 4.6 |  |

## TECHNICAL EVALUATION: ANNEXURE-III

***Detailed evaluation*** will be done for the firms who qualify the preliminary evaluation stage. The qualification means “yes” to all the mentioned clauses along with the valid supporting document required in the preliminary evaluation as per **Bid Form-02.**

In detailed evaluation*,* the **Procurement Committee** will verify the compliance with the criteria/specifications mentioned in the following table: **Firm’s Technical Capacity**

|  |
| --- |
| **FIRM’S TECHNICAL CAPACITY** |
|  **TERMS AND CONDITIONS** |  **MAX MARKS** |
| The number of relevant HR Staff (with recruitment experience) to handle hiring/recruitment.\*Firm MUST provide evidence; list of relevant HR staff on company’s letterhead (NITB may verify the facts through internal or external sources or may ask for additional information if required.)***Calculation Criteria: 1-5 resources – 05 marks*** ***6-10 resources – 15 marks*** ***10+ resources – 25 marks*** | **25** |
| Number of similar services (Third Party skilled IT HR) provided within the Public Sector, MNCs or other industries such as or Telecom Operators or ISPs or Banks etc (last 07 years only)\*Firm MUST provide evidence in the form of contract /Agreement/work order for the clients served during last 7 years. \* Multiple contracts with one client will be considered as one client.  **\*** MNC means Large scale Multinational Corporations also operating in Pakistan ***Calculation Criteria:******1-5 Clients – 33 marks 5-10 Clients – 66 marks 11 and above Clients – 100 marks*** | **100** |
|  Similar projects/ Skilled IT HR Outsourcing / IT BPO provided with the minimum project worth of PKR 200 million each:***Calculation Criteria: 1-2 projects – 33 marks*** ***3-4 projects – 66 marks*** ***5+ Projects – 100 marks*** | **100** |
| Number of Years during the past 7 years in which the bidder turnover exceeds PKR 40 million. \*Firm MUST provide Audit report and relevant proof of financial strength***Calculation Criteria:-******15 marks for each year during the past 7 years in which bidder’s turnover exceeds PKR 40 million*** | **105** |
| Registered Offices located in Islamabad \*Firm MUST provide evidence, as Procurement Committee (or anyone nominated by the committee) may visit the office for presentation and discussion with the given team.***Calculation Criteria:******If Islamabad/Rawalpindi– 20 marks******No – 0 Marks*** |  **20** |
| CVs/Resumes: Provision of resumes/CVs against each category (as categories mentioned in **Annexure V**) fulfilling **100%** of the requirements mentioned against each category (as per **Annexure-VI**)\*Procurement committee will evaluate the relevance of the resume. Against each category, a total of six (06) CVs must be submitted with the proposal for evaluation.***Calculation Criteria:******Resumes matching 100% requirements will be given 1.5 mark per resume – resume matching less than******80% requirements will be given zero (0) marks*** |  **200** |
| The procurement Committee may call and check the authenticity of the resume/CVs/profiles. Submitted CVs/Profiles must contain contact information for the resources. Any CV without a contact number or missing information of job duration or employer name will not be accounted for. |
| **Interview scoring of Candidates** Procurement Committee will interview candidates for **any** of the above categories and will evaluate their suitability to technically award the numbers. The interviews will be scheduled by the bidder as and when communicated by the Procurement Committee.  |  **50** |
| Capacity Building for technical training.\*Firm MUST provide verifiable evidence of trainings completion / certifications***Calculation Criteria:******10 certified resources in last 12 months - 15 Marks******20 certified resources in last 12 months – 30 Marks*** ***30 certified resources in last 12 months – 50 Marks******\*only those resources will be considered who were employed of the bidder organization of at least 3 months prior to the commencement of the attained training.*** |  **50** |
| In-House availability of the Project Management (PM) Tool, Attendance Management System (AMS), and Task Management System (TMS) of the Firm.**Calculations Criteria****PMS**Manual PM system - 05 marks Spreadsheet based PM but no specialized solution – 10 Marks Specialized PM System – 15 Marks **AMS**Manual AMS - 05 marks Spreadsheet based AMS but no specialized solution – 10 Marks Specialized AMS – 20 Marks**TMS**Manual TMS - 05 marks Spreadsheet based TMS – 10 Marks Specialized TMS – 15 MarksMarks for PMS + AMS + TMS will be calculated |  **50** |
| **TOTAL** |  **700** |
| **Minimum Qualification Marks Required (60%)** |  |

## FINANCIAL EVALUATION: ANNEXURE-IV

|  |
| --- |
| **EVALUATION OF FINANCIAL PROPOSAL** |
| **TERMS AND CONDITIONS** | **MAX MARKS** |
| Example of a Bid Cost EvaluationWhen the total percentage of each bid has been established, these percentages will be converted to a score out of 300.Since the lower the percentage the better, the lowest percentage amount should be awarded a score of 300. All other bids should be scored using the formula:Bid's Score = 300 x (lowest total percentage/bid percentage) Example:Three bids are received. The total percentage for each is:Bid A 12%Bid B 15%Bid C 17%The cost score for each bid is:Bid A = 300 x 12/12 = 300Bid B = 300 x 12/15 = 240Bid C = 300 x 12/17 = 211 |  300 |
| **Total** |  **300** |

Technically qualified firms having highest evaluated marks (Combined Firm’s Technical Capacity & Financial Proposal) shall be awarded the contract.

## FINANCIAL PROPOSAL: ANNEXURE V

**\*\*Note:** **The complete Annexure-V may be collected from Deputy Director Admin Office, NITB on request of the interested bidders. Interested bidders may also make their request through their official email IDs.**

|  |  |
| --- | --- |
| **Sr. No.** | **Service Category Title** |
| **1** | **Programmer / Web Developer / Software Developer** |
| **2** | **Mobile App Developer** |
| **3** | **Sr. Programmer / Web Developer / Software Architect / Principal Software Engineer** |
| **4** | **Programmer – iOS** |
| **5** | **Programmer – Android** |
| **6** | **Programmer – Unity** |
| **7** | **Programmer - HTML Front End** |
| **8** | **Programmer - React Native/JS/Vue JS/Angular** |
| **9** | **Programmer - MEAN/MERN/Full Stack** |
| **10** | **Programmer - Backend Developer** |
| **11** | **Programmer – Java** |
| **12** | **Programmer - .NET** |
| **13** | **Programmer - Python** |
| **14** | **Programmer – Ruby** |
| **15** | **Programmer – Node** |
| **16** | **Programmer - PHP/Laravel/Code Ignitor/Yii**  |
| **17** | **Programmer - C++** |
| **18** | **Programmer - Embedded Firmware Developer** |
| **19** | **Programmer - Microsoft Dynamics AX** |
| **20** | **Programmer - Microsoft SharePoint** |
| **21** | **Sr. Software Engineer** |
| **22** | **Database Developer/Administrator** |
| **23** | **GIS Specialist** |
| **24** | **Graphic Designer** |
| **25** | **QA Specialist/Tester** |
| **26** | **Information Security Specialist**  |
| **27** | **Project Coordinator** |
| **28** | **Legal Executive** |
| **29** | **Digital Media Executive** |
| **30** | **Business Intelligence (BI) Engineer** |
| **31** | **Business Analyst** |
| **32** | **Cyber/Network Security Specialist** |
| **33** | **Network/System Engineer** |
| **34** | **Sr. Mobile App Developer** |
| **35** | **Sr. Graphic Designer** |
| **36** | **Data Scientist** |
| **37** | **Data entry operator** |
| **38** | **Team Lead** |
| **39** | **2D Animator**  |
| **40** | **3D Animator**  |
| **41** | **Photographer** |
| **42** | **Inbound call support** |
| **43** | **Program Coordinator** |
| **44** | **Team Lead Data Centre** |
| **45** | **Power Team Lead** |
| **46** | **Sr. System Administrator** |
| **47** | **Sr. Network Admin** |
| **48** | **System Administrator** |
| **49** | **Network Administrator** |
| **50** | **Network Security Administrator** |
| **51** | **App & Sys Security Administrator** |
| **52** | **Network and System Support Officer** |
| **53** | **Power Technician** |
| **54** | **AC Technician** |
| **55** | **Solution Architect** |
| **56** | **Sr. Team Lead/Software Architect** |
| **57** | **ERP Architect** |
| **58** | **Sr. Technology Architect / Scrum Master / Agile Specialist** |
| **59** | **BPR Specialist / Big Data Specialist**  |
| **60** | **UI/UX Specialist** |
| **61** | **Program Manager** |
| **62** | **Help Desk/ Technical Support/Customer Help Service** |
| **63** | **Implementation Manager** |
| **64** | **Master Trainer** |
| **65** | **Document/FRD/BRD/SRS Specialist** |
| **66** | **Artificial Intelligence Engineer** |
| **67** | **R&D Engineer** |
| **Accumulative****Percentage** |  |

 **Annexure – VI CV EVALUATION CRITERIA**

|  |  |
| --- | --- |
| **Category** | **All Categories** |
| **Minimum Qualification of Service Provider** |  Minimum Bachelor’s HEC-recognized degree for **all categories** *Except for the following categories mentioned below where a relevant diploma is required:* **AC Technician, Data Entry Operators, Inbound Call Support, Photographer, Power Technician.** |
| **Total Experience in relevant technology****/ or provision of relevant Services** | **Only** Post-qualification experience will be considered in the relevant field.  |

## LETTER OF INTENT: BID FORM-01

Bid Ref No.:

Date: Date of the Opening of Technical Bid Name of the Tender:

#### To,

**DEPUTY DIRECTOR (ADMN)**

#### National Information Technology Board (NITB) Plot no 24-B, Street No 6

**Sector H-9/1, Islamabad**

Dear Sir,

**LETTER OF INTENT**

Having examined the tender documents, we offer to supply and deliver the Goods/Services under the above-named tender in full conformity with the said bidding documents/rules and at the rates/unit percentages described in the percentage schedule provided in Financial Bid (Annexure-III) or such other sums as may be determined in accordance with the terms &conditions of the said tender. The above amounts are in accordance with the Percentage Schedules attached herewith and are made part of this bid.

We undertake, if our Financial Bid is accepted, to deliver the Goods/Services in accordance with the delivery schedule specified in the Schedule of Requirements.

If our Financial Bid is accepted, we undertake to provide a Performance Security Deposit in the form, in the amounts, and within the times specified in the tender documents.

We agree to abide by this bid, for the Bid Validity Period specified in the tender documents and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.

Until the formal final procurement contract is prepared and executed between us, this bid, together with your written acceptance of the bid and your notification of the award of the contract, shall constitute a binding Procurement Contract between us.

We understand that you are not bound to accept the lowest or any Financial Bid you may receive. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in Pakistan.

#### Dated This:

**Signed:**

**In the capacity of: (title or position) Duly authorized to sign this bid for and on behalf of: (name of Bidder)**

## DOCUMENTARY EVIDENCE: BID FORM-02

Name of the Firm:

Bid Reference No: Date of opening of Bid:

Documentary evidence for determining eligibility of the bidders &evaluation of bids. Bidders should only initial against those requirements that they are attaching with the form. Bidders are required to mention the exact page number of relevant document placed in the Bid. Bidders are advised to attach all supporting documents with this form in the order of the requirement as mentioned in column-2.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **SR.****NO.** | **REQUIRED DOCUMENTATION** | **CLAUSE NO.** | **SIGNATURE OF BIDDER** | **SUPPORTING DOCUMENT’S NAME** | **PAGE NUMBER IN THE BID** |
| 1. | NTN Certificate | 2.1 |  |  |  |
| 2. | GST Certificate | 2.1 |  |  |  |
| 3. | On Active Tax Payers List of FBR | 2.1 |  |  |  |
| 4. | Registration/Incorporation/Business Certificate | 2.2 |  |  |  |
| 5. | Complete Company profile and Organizational Chart | 2.2 |  |  |  |
| 6. | Evidence of the Firm’s last seven (07) years Performance (Services of similar nature) | 2.5 |  |  |  |
| 7. | Annual Financial Turnover of the Past seven (07) years | 2.6 |  |  |  |
| 8. | Affidavit: documents/details/information is true | 2.9 |  |  |  |
| 9. | Affidavit: bidder is not blacklisted by any Federal, Provincial Public sector organization | 2.10 |  |  |  |
| 10. | Affidavit of compliance with “ToRs” | 2.11 |  |  |  |
| 11. | Affidavit of Confidentiality | 2.12 |  |  |  |
| 12. | Bid Bond/Security | 4.6 |  |  |  |
| 13. | The bid Validity period of 120 days | 4.10 |  |  |  |
| 14. | Original Bidding documents duly signed/stamped | 4.15 |  |  |  |

## FIRM’S PAST PERFORMANCE: BID FORM-03

Name of the Firm:

Bid Reference No: Date of opening of Bid:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **NAME OF THE CLIENT/INSTITUTION** | **PURCHASE ORDER NO.** | **DESCRIPTION OF ORDER** | **VALUE OF ORDER** | **DATE OF COMPLETION** | **WORK COMPLETION CERTIFICATE BY****CLIENT** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
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|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

Note: 1. Bidders may use additional Sheets if required.

2. All certificates are to be attached with this form

Signature:

Name:

Designation:

Official Stamp:

## SECURITY DEPOSIT: BID FORM-04

#### To,

**DEPUTY DIRECTOR (ADMN)**

#### National Information Technology Board (NITB) Plot no 24-B, Street No 6

**Sector H-9/1, Islamabad**

Whereas [Name of Supplier+ (hereinafter called “the Supplier”) has undertaken, in pursuance of Contract No.\*number+ dated \*date+ to supply \*description of goods/services+ (hereinafter called “the Contract”). And whereas it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a scheduled bank for the sum of **PKR twoS (02) Millions** as a Security for compliance with the Supplier’s performance of services and obligations in accordance with the Contract.

And whereas we have agreed to give the Supplier a Guarantee:

Therefore, we here by affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total of [Amount of the Guarantee in Words and Figures] and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavil or argument, any sum or sums within the limits of [Amount of Guarantee] as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This Security Deposit is valid until the day of , 2023

Signature and Seal of the Firm

Address:

Date: