



Government of Pakistan
Ministry of Information Technology & Telecommunications
NATIONAL INFORMATION TECHNOLOGY BOARD (NITB)



Government of Pakistan

NATIONAL INFORMATION TECHNOLOGY BOARD (NITB)

Ministry of Information Technology & Telecommunications

REQUEST FOR PROPOSALS (RFP)

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

Tender No. NITB-4(150)-CP-Cabinet/2018

February 13, 2020

(After Corrigendum published in newspapers, NITB and PPRA websites)

www.nitb.gov.pk

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



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EXECUTIVE SUMMARY:

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.

In order to expedite the implementation of e-Office application suite which is the flagship e-government project of MoITT, Federal Cabinet in its meeting dated 15th November 2018, approved the summary sent by MoITT to conduct a centralized/consolidated procurement to speedily meet the ICT infrastructure shortfall across all Federal Ministries/Divisions. For effective implementation of IT infrastructure, smooth running of IT equipment and capacity building of existing IT staff across the Ministries and Divisions Services of Skilled IT HR are required.

1. Categories of Required Services of Skilled IT Human Resources (HR):

- 1.1. Please refer to Annexure-I for “Schedule of Requirements”
- 1.2. The vendor/firm will be selected in accordance with the policy guidelines of Public Procurement Regulatory Authority (PPRA).
- 1.3. The vendor/firm should have capacity to provide Services of IT skilled personnel (services of Network and System Administrators) categories of which mentioned in Annexure-I.

2. About Bidders / Responding Organizations (ROs)

- 2.1. The Responding Organization (RO) 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 RO must be on the Active Tax Payer List of FBR.
- 2.2. The RO must provide following on their letterhead:
 - a) Name of Organization
 - b) Details of offices across Pakistan
 - c) Location of Head office
 - d) Size of company (number of employees)
 - e) Company Profile along with Organizational Chart
 - f) Number of years of being incorporated (at least last **10 years in existence**)
 - g) List of certified and dedicated technical team/Staff with recruitment experience
 - h) Firm’s welfare policies for employees



i) Detail of litigation cases, if any

- 2.3. The RO to provide information as per templates available at **Annexure-II, Annexure-III, and Annexure-IV.**
- 2.4. RO must be in relevant business /supplies /services for **last ten (10) years** at least.
- 2.5. The RO must provide the list of projects/customers with the similar services (Third Party HR) provided in **last ten (10) years**. The duration of each provided services MUST be mentioned along with the numbers of HR/Headcount provided and the name, contact information of the beneficiary organization
- 2.6. Financial capability and yearly growth rate (annual financial turnover) in past **three (03) years**.
- 2.7. The RO to provide Monthly Rate (inclusive of all taxes) against each category in the format mentioned in **Annexure – III**.
- 2.8. The RO shall be responsible for payment of any duties/taxes etc. which are imposed by the Government of Pakistan (GOP). The bid price MUST be inclusive of all taxes. The RO 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 responding organization who signs a procurement contract with the Government.
- 2.9. 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)
- 2.10. Affidavit that the RO has never been blacklisted by any Government/Semi Government/Autonomous organization (on stamp paper of Rs. 100)
- 2.11. Affidavit from the RO 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 (on stamp paper of Rs. 100).
- 2.12. Affidavit from the RO 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 (on stamp paper of Rs. 100)
- 2.13. The RO shall be fully responsible for the provision hardware or required application licenses to use their hardware, required by the Skilled IT Human Resource (provided under this contract).
- 2.14. Skilled IT service providers deputed by the successful RO for provision of services (as per Annexure-I) must have their own hardware (laptops, smart phones, or other relevant equipment) during their engagement at NITB
- 2.15. RO to provide organizational chart covering management structure and key personnel (technical, administrative and managerial)
- 2.16. RO to provide at least two hundred and ten (**210**) resumes (134 for Network Administrator and 76 for System Administrator) against the categories provided in **Annexure-I** “Schedule of Requirements” along with the proposal



3. Terms and Conditions

- 3.1. Provision of Services of Skilled IT HR contract will be awarded for one (01) year which may be extended on mutually agreed terms & conditions for another year subject to satisfactory performance by the vendor, available funds with NITB and principal approval by the competent authority for contract extension.
- 3.2. The request of Services under this tender/contract shall be demand driven and at the sole discretion of NITB as per the needs.
 - a) Month will be calculated as per timing observed in NITB within one calendar month
 - b) Attendance of the service providers (Skilled IT HR) and leaves will be approved and managed by NITB during the time of their service engagement with NITB
- 3.3. The cost of such Services should not exceed the limitations of cost set forth in the financial proposal/contract.
- 3.4. 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.
- 3.5. NITB shall have sole discretion to establish the minimum qualifications necessary for the performance of any services to be rendered under and pursuant to this contract.
- 3.6. If at any time and at its sole discretions, NITB determines that the services performed under and pursuant to this contract by any of the service provider (Skilled IT HR) are not satisfactory or unavailable due to unforeseen situation, NITB will notify the firm in writing and firm shall immediately withdraw such service providers and, at NITB's option, furnish a service provider who meets the requirements/qualifications within fifteen (15) working days.
- 3.7. RO/Vendor will be sole responsible to obtain Police Clearance Certificates and Character Certificate from a Gazetted Officer of Service Providers (Skilled IT HR) working under this contract before engaging their services.
- 3.8. Any software customization, development, innovation, upgradation performed by the technical resources engaged under this contract will be the sole proprietary/IPR of Government of Pakistan with the clear guidelines of the confidentiality of the contents and platform.
- 3.9. NITB may depute services of Skilled IT HR at its desecration to any Federal Ministry/Division/Department.

4. Preparation of Bids

- 4.1. As per PPRA rules, Single Stage –Two envelope procedure will be used for the said procurement.
- 4.2. 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.
- 4.3. **Technical Proposal:** 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 labelled as “Technical Proposal”). Each envelope should contain similar supporting documents.

- 4.4. **Financial Proposal:** 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.
- 4.5. **Soft copies of both Technical and financial proposals must be provided along with bid envelopes in inerasable format.** In case of any difference between hard and soft copy, the hard copy will prevail.
- 4.6. **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 2% of the total cost of the quoted bid must be submitted along with the proposal.
- 4.7. The Bid Bond to be enclosed in a **SEPARATE ENVELOPE**, labelled as **“BID BOND”**, and should be **SEALED**. **It must be ensured by the RO that bid bond should not be in the envelope of financial OR technical proposal. In the technical bid, RO must confirm on company's letter head that the Bid Bond is being submitted separately as required by NITB.**
- 4.8. RO should duly fill in and submit the **Bid Forms** (01, 02, 03 and 04)
- 4.9. RO must provide at least three (03) performance and backup support certificates from the previous customers.
- 4.10. All bids and prices must remain valid for a period of **150 days** from the closing date of the submission of tender documents. However, the ROs are encouraged to state a longer period of validity of the bids.
- 4.11. The currency in the bids shall only be quoted in Pakistan Rupees (PKR).
- 4.12. The RO 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.
- 4.13. The Goods/Services to be quoted/supplied under the Contract shall have their origin in eligible member countries (if applicable). Whereas “origin” shall be considered to be the place where the Goods are produced or from which the Services are provided.
- 4.14. The bid prepared by the RO 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.
- 4.15. Bidder is required to stamp every page of the bid document along with signature at the required pages and submit back along with the bid.

5. Pre-Bid Meeting:

- 5.1. A Bidders’ meeting will be held in the premises of National Information Technology Board (NITB) **on 4th February, 2020 at 11:00 AM, Plot no 24-B, Street No 6, Sector H-9/1, Islamabad. Phone: 051-9265054.**
- 5.2. All queries relating to Tender Notice should be e-mailed to ddadmin@nitb.gov.pk at least days (02) days before the meeting. Answers to the submitted queries shall be given on priority basis in the meeting.

6. Submission of Bids

- 6.1. 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: 051-9265059) on or before the last date indicated in Tender Notice i.e. **3rd March, 2020 at 11:00 am. BIDS/PROPOSALS RECEIVED BY FAX OR EMAIL SHALL NOT BE ACCEPTED.**

- 6.2. All bids submitted after the time prescribed in tender notice/documents shall be rejected and returned without being opened.

7. Opening, Evaluation and Rejection of Bids

- 7.1. 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.
- 7.2. Details of evaluation criteria are attached at **Annexure-II**. Preliminary Evaluation/screening will be done as per **Annexure-II-A**; whereas, technical evaluation as per **Annexure-II-B** and Financial Evaluation of Technically qualified bidders will be as per **Annexure II-C**. ROs should provide all details in required templates as provided under:
- Annexure-II-A for Initial Screening
 - Annexure-II-B for technical evaluation (technical proposal envelope)
 - Annexure-II-C for financial evaluation (financial proposal envelope).
- 7.3. Date and time for the opening of the Financial Bids, after 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 un-opened. In this connection, see PPRA Rule: 36(b) in general and PPRA Rule: 36-b(viii) in particular.
- 7.4. The procuring agency shall read aloud the unit price as well as the bid amount and shall record the minutes of the bid opening. All bidders in attendance shall sign an attendance sheet.
- 7.5. 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.
- 7.6. NITB shall incur no liability, solely by virtue of its invoking sub-rule (1) towards suppliers or contractors who have submitted bids or proposals.
- 7.7. 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.

8. Disqualification and Blacklisting of suppliers and contractors

- 8.1. 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.
- 8.2. Suppliers and contractors who either consistently fail to provide satisfactory performances or are found to be indulging in corruptor fraudulent practices shall face permanent or temporary bar, from participating in procurement proceedings.

9. Acceptance of Bids and Award of Procurement Contract

9.1. Acceptance of Bid and Award Criteria

The bidder after qualifying through the given criteria in **Annexure-II-A** will qualify for technical evaluation as per **Annexure II-B**. Marks obtained as per the evaluation through **Annexure II-B** will then be calculated as



per the formula given in **Annexure II-C** keeping in view the financial proposal (as per **Annexure III**). Technically qualified firm having 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.

9.2. Procuring Agency's Right over quantities at the time of Award

The Procuring Agency reserves the right at/after the time of award of procurement contract to increase or decrease, the quantity of goods/services up to 15% as originally specified in the **Annexure-I** (Schedule of Requirements) without any change in unit price or other terms and conditions. Payment will be made for the items/services actually delivered as per rate (per unit) provided by the bidder.

9.3. Notification of Award

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

9.4. Signing of Contract

- a) After the notification of award, the Procuring Agency shall send the successful Bidder the Contract Form/Document
- b) The Contract shall become effective upon affixation of signature of the Procuring Agency and the selected Bidder on the Contract document.
- c) 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 de-barred from future participation, whether temporarily or permanently. In such situation the Procuring Agency may award the contract to the next lowest evaluated Bidder or call for new bids.
- d) The Bid Security submitted by the successful bidder at the time of submitting its bid shall be returned to the Bidder upon signing of 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.
- e) 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.

10. Amendment of Bidding Documents

- 10.1. At any time prior to the deadline for submission of 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.
- 10.2. The amendment shall be part of the bidding documents will be notified by website.
- 10.3. 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 bid.



11. Performance Guarantee

- 11.1. The successful Bidder shall be required to deposit in the form of a Bank Guarantee, as Performance Bond upon execution of the procurement of services contract, a sum equivalent to **PKR 02 Millions**, on the Form and in the manner prescribed by the Procuring Agency. 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.
- 11.2. Failure to provide a Performance Guarantee by the successful Bidder is a sufficient ground for annulment of the award and forfeiture of Bid Security. In such event the Procuring Agency may award the contract to the next highest evaluated marks/points or call for new bid.
- 11.3. Performance Guarantee shall be released after closing of contract.

12. Renewal of Contract

- 12.1. The contract is renewable on mutually agreed terms & conditions for another year subject to satisfactory performance by the vendor, available funds with NITB and principal approval by the competent authority for contract extension. Moreover, on renewal of the contract, contractor will submit renewed Bank Guarantee with same amount ensuing clause 11.1.
- 12.2. The contractor will provide renewed Registration, License/NOC from Government of Pakistan (Federal and Provincial) & confirmed by Ministry of Interior, cleared from Special Branch Police to oblige renewal of the contract (ONLY IF APPLICABLE).

13. Debarment / blacklisting of firm

- 13.1. As per clause-19 of the PPRA rules 2004, NITB reserves the right of debarment 'or' blacklisting of a firm, association, corporation, joint venture, company, partnership or any other legal entity subject to any of the following acts:-
 - a) Consistent failure to provide satisfactory performance.
 - b) Contractor becomes insolvent.
 - c) Existence of judicial decision against a contractor in respect of a corrupt or collusive practice.
 - d) Submission of false and spurious documents, making false statements and allegations to gain undue advantage.
 - e) Commission of fraud.
 - f) Contractor abandons the contract.
 - g) Contractor without reasonable excuse fails to commence the work 'or' suspends the progress of work for 14 days.
 - h) 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.
 - i) 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.
- 13.2. 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



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- 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.
- 13.3. 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 permanent blacklisting of a contractor subject to severity of the corrupt or fraudulent practices.



14. 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 Resource for NITB	Within three weeks' time from the signing of agreement/contract between NITB and the qualified vendor/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 Resource) working at NITB	Within three weeks' after the written request is initiated from NITB	Payment shall be made on monthly basis in accordance to the agreed per month rates under the contract Payment will be processed upon receiving the monthly official invoice from the firm
3.	End of Contract	Issuance of clearance Certificate to service provider	Release of Performance Guarantee/security

15. Joint Ventures

Bids submitted by a joint venture of two or more companies or partners shall comply with the following requirements:



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- a) The Bid, and in case of successful Bid, the Contract form, shall be signed by all so as to be legally binding on all the partners;
- b) One of the partners shall be authorized to be in charge; and this authority shall be evidenced by submitting a power of attorney signed by legally authorized signatories of all the partners;
- c) The partner in charge shall be authorized to incur liabilities, receive payments and receive instructions for and on behalf of any or all partners of the joint venture;
- d) All partners of the joint venture shall be liable jointly and severally for the executing of the Contract in accordance with the Contract terms, and a relevant statement to this effect shall be included in the authorization mentioned under (6.1.2) above as well as in the Bid Forms and the Form of Agreement (in case of a successful Bid); and
- e) A copy of the agreement entered into by the joint venture partners shall be submitted with the Bid.



SCHEDULE OF REQUIREMENTS: ANNEXURE-I

Category	I				
Service Category Title	Network Administrator	Minimum Qualification of Service Provider	16 years of qualification in Computer Science / Information Technology / Information Security / (IT related to Science and Engineering disciplines)	Required Certifications	Certification of CCNA etc
Total Experience in relevant technology / or provision of relevant Services	Minimum of 3 years	Services of Minimum Number of Skilled IT HR	67 Nos.	Service Engagement Duration	12 Months
Service Required with area of Expertise / Skills	<ul style="list-style-type: none"> Configure and maintain Active Network through Network Management System (NMS) Configure and maintain Active Network Layer 2 and 3 Active Switches Configure and maintain Firewall Management / Operations of all IT equipment's used for connectivity of WAN / Intranet / LAN Connectivity with E-office Configure and maintain Passive Network i.e. Fiber and CAT-VI more than 300 points/cables Configure and monitoring of active equipment through CCTV cameras Configure and maintain Biometric Machines for Attendance Management Generate daily and customized Attendance reports and direction of higher management whenever required Operations of bio metric devices & security equipment's. Management of e-attendance (enrolment, data fetching, report generations) Report and follow up with NTC for E-Office Application and Internet connectivity issues Coordinate with NITB, MOIT and NTC for E-Office Application/Suite and Internet issues Managing and handling technical issues of Biometric machines and its software. Managing and handling technical issues of NVR, IP Cameras and its software. Configure/manage all the networking equipment (routers, Switches, DSL Modems, Firewalls, IDS, IPS etc.) Management and troubleshooting of the Network applications, equipment and infrastructure. To ensure reliability and smooth running of secure network system. Designing of effective and efficient system. To keep pace with changes in technology and users needs. 				



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Category	II				
Service Category Title	System Administrator	Minimum Qualification of Service Provider	16 years of qualification in Computer Science / Information Technology / Information Security / (IT related to Science and Engineering disciplines)	Required Certifications	Certification of Microsoft Certified System Engineer (MCSE), MCSA, MCITP etc.
Total Experience in relevant technology / or provision of relevant Services	Minimum of 3 years	Services of Minimum Number of Skilled IT HR	38 Nos.	Service Engagement Duration	12 Months
Service Required with area of Expertise / Skills	<ul style="list-style-type: none"> • IT support to all sections of the Ministries/Division and is responsible to maintain IT Network Infrastructure of the Ministry • Identifying the hardware problems of PCs, Printers and other IT equipment and giving recommendations • Installation, Configuration and Troubleshooting of Operating Systems i.e. MS Windows 10, 8.1, 7, XP based LAN network and around 300 PCs/Workstations • Installation / configuration of e-office digital certificates • Resolving the problems of individual printers installed in various sections. • Maintaining and resolving the problems of Domain Controller, Backup Domain Controller, File Server, DHCP Server and Cisco Firewall and Switches. • Data backup for all users/PCs • Maintaining shared folders which are running in LAN. • Maintaining File/Antivirus Server • To ensure the regular system backups and updating of users accounts. • Formatting of presentations • Handling technical issues of E-Office Application. • Providing technical specifications/ input for IT procurement. • Management and troubleshooting of Software and Hardware related issues in the system. • Interaction with end users to provide support regarding network related issues like connectivity with Servers, PCs and other equipment. • Timely help to user regarding working/operation of system. • Monthly system checking/ updation for its smooth functioning. • To ensure proper implementation of IT solution as per user satisfaction. • Designing of effective and efficient system. 				



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- To keep pace with changes in technology and users needs.
- Technical evaluation of all IT procurement of the division including project procurement.
- To communicate and liaison with web hosting and internet connectivity (bandwidth) provider(s) for reliable, smooth and stabilized web hosting of e-services
- Any other work given by higher authority related to IT.



EVALUATION CRITERIA: [ANNEXURE-II](#)

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.

SERIAL NO.	DESCRIPTION	RELEVANT TABLE / FORM	SCORE WEIGHTAGE	MAXIMUM SCORE
1.	Preliminary Evaluation / Screening	Annexure II-A	MUST provide all the requested information as per " Annexure-II-A " to qualify for the Technical Evaluation. Bidder MUST use Bid Form 02 as template to provide information.	
2.	Firm's Technical Evaluation /Capacity	Annexure II-B	70%	700
3.	Financial Evaluation	Annexure II-C	30%	300
TOTAL			100%	1000

PRELIMINARY EVALUATION CRITERIA: ANNEXURE-II-A

Bids evaluation shall be subject to 100% compliance to 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 template to provide the information)**

SR. NO.	GENERAL TERMS AND CONDITIONS FOR COMPLIANCE	CLAUSE	YES/NO
1.	The Responding Organization (RO) 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 RO must be on the Active Tax Payer List of FBR.	2.1	
2.	The firm must provide on letter head, Name of organization, details of offices across Pakistan and location of Head office, size of company (number of employees), number of years of being incorporated (at least last ten 10 years in existence).	2.2	
3.	The RO must provide the list of projects/customers with the similar services (Third Party HR) provided in last 10 (10) years . The duration of each provided services MUST be mentioned along with the numbers of HR/Headcount provided and the name, contact information of the beneficiary organization	2.5	
4.	Financial capability and yearly growth rate (annual financial turnover) in past three (03) years .	2.6	
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 RO has never been blacklisted by any Government/Semi Government/Autonomous organization (on stamp paper of Rs. 100)	2.10	
7.	Affidavit from the RO that IT HR 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 (on stamp paper of Rs. 100).	2.11	
8.	Affidavit from the RO 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	
9.	RO to provide organizational chart covering management structure and key personnel (technical, administrative, and managerial)	2.15	
10.	RO to provide at least two hundred and ten (210) resumes (134 for Network Administrator and 76 for System Administrator) against the categories provided in Annexure-I “Schedule of Requirements” along with the proposal	2.16	
11.	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 2% of the total cost of the quoted bid must be submitted along with the proposal.	4.6	



TECHNICAL EVALUATION: ANNEXURE-II-B

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 criteria/specifications mentioned in the following table: **Firm’s Technical Capacity**

FIRM’S TECHNICAL CAPACITY	
TERMS AND CONDITIONS	MAX MARKS
Number of relevant HR Staff (with recruitment experience) to handle hiring/recruitment. *Firm MUST provide evidence; list of relevant HR staff on company’s letter head (NITB may verify the facts through internal or external sources or may ask additional information if required.) <i>Calculation Criteria: 1-10 resources – 15 marks -- 11-20+ resources – 30 marks</i>	30
Number of similar services (Third Party HR) provided in Pakistan (last 10 years only) *Firm MUST provide evidence in the form of copy letter from customer/contract copy/work order copy. <i>Calculation Criteria: 1-3 Projects – 10 marks (5 extra marks for each Govt. Customer) = Total 25 marks 4-6 Projects – 20 marks (5 extra marks for each Govt. Customer) = Total 50 marks 7-9 Projects – 55 marks (5 extra marks for each Govt. Customer) = Total 100 marks</i>	100
Worth of projects of similar nature (i.e Outsourcing of Human Resource) in last 3 years <i>Calculation Criteria: 200 to 300 Million=25 marks, 300+ to 400 million=50 marks,400+ million=100 marks</i>	100
Financial strength of the firm in last three (3) years – Annual Turnover (PKR) *Firm MUST provide Audit report and relevant proof of financial strength <i>Calculation Criteria: Upto 100 Million per year – 50 marks, upto 125 Million per year – 75 marks, Upto 150 Million or + per year 100 marks</i>	100
Permanent Office located in Islamabad / Rawalpindi *Firm MUST provide evidence, as Procurement Committee (or anyone nominated by the committee) may visit office for presentation and discussion with the given team. <i>Calculation Criteria: Yes – 25 marks -- No - 0 marks</i>	25



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<p>Resumes: Provision of resumes against each category (as per annexure I) fulfilling at least 80% of the requirements mentioned against each category (as per annexure I)</p> <p>*Procurement committee will evaluate the relevance of the resume</p> <p>Calculation Criteria: Category –I (Network Administrator) = 134 resumes with 80% matching requirements or above will be given 201 Marks (1.5 mark per CV) – CVs not matching 80% requirements will be given zero (0) marks</p> <p>Category –II (System Administrator) = 76 resumes with 80% matching requirements or above will be given 114 Marks (1.5 mark per CV) - CVs not matching 80% requirements will be given zero (0) marks</p> <p>Procurement Committee may call and check the authenticity of the CVs/profiles. Submitted CVs/Profiles must contain contact information of the resources.</p>	315
<p>Capability for Capacity Building preferably for technical trainings including on job training</p> <p>*Firm MUST provide verifiable evidence of conducting trainings</p> <p>Calculation Criteria: Capacity Building preferably for technical trainings including on job training: Yes – 30 marks, No – 0 marks</p>	30
TOTAL	700



FINANCIAL EVALUATION: [ANNEXURE-II-C](#)

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

EVALUATION OF FINANCIAL PROPOSAL													
TERMS AND CONDITIONS	MAX MARKS												
<p>Example of a Bid Cost Evaluation</p> <p>When the total cost of each bid has been established, these costs should be converted to a score out of 300. Since the lower the cost the better, the lowest cost should be awarded a score of 100.</p> <p>All other bids should be scored using the formula:</p> $\text{Bid's Score} = 300 \times (\text{lowest total cost} / \text{bid cost})$ <p>Example:</p> <p>Three bids are received. The total cost for each is:</p> <table style="margin-left: 40px;"> <tr><td>Bid A</td><td>Rs 120</td></tr> <tr><td>Bid B</td><td>RS 124</td></tr> <tr><td>Bid C</td><td>Rs 142</td></tr> </table> <p>The cost score for each bid is:</p> <table style="margin-left: 40px;"> <tr><td>Bid A = $300 \times 120/120 =$</td><td>300</td></tr> <tr><td>Bid B = $300 \times 120/124 =$</td><td>290.32</td></tr> <tr><td>Bid C = $300 \times 120/142 =$</td><td>253.52</td></tr> </table>	Bid A	Rs 120	Bid B	RS 124	Bid C	Rs 142	Bid A = $300 \times 120/120 =$	300	Bid B = $300 \times 120/124 =$	290.32	Bid C = $300 \times 120/142 =$	253.52	300
Bid A	Rs 120												
Bid B	RS 124												
Bid C	Rs 142												
Bid A = $300 \times 120/120 =$	300												
Bid B = $300 \times 120/124 =$	290.32												
Bid C = $300 \times 120/142 =$	253.52												
Total	300												



FINANCIAL PROPOSAL: [ANNEXURE III](#)

QUOTATION

NAME OF THE FIRM: _____

SR. NO.	Category #	Services of:	Cost per month per Service Provider (Skilled IT HR) *inclusive of all taxes and/or other cost (if any)
1	I	Network Administrator	
2	II	System Administrator	
TOTAL			



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**

LETTER OF INTENT

Dear Sir,

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 prices described in the price 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 Price 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 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)**



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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 Firm's last ten (10) years Performance (Services of similar nature)	2.5			
7.	Annual Financial Turnover of Past three (03) 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 "Schedule of Requirements"	2.11			
11.	Affidavit of Confidentiality	2.12			
12.	Bid Bond/Security	4.6			
13.	Bid Validity period of 150 days	4.10			
14.	Original Bidding documents duly signed/stamped	4.15			



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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

Note: 1. Bidders may use additional Sheets if required.
2. All certificates are to be attached with this form

Signature: _____

Name: _____

Designation: _____

Official Stamp: _____



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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 two (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___, 2020

Signature and Seal of the Firm

Address: _____

Date: _____