



Ministry of Information Technology
& Telecommunication

DIGITAL PAKISTAN

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



TERMS OF REFERENCE (TOR)

FOR THE PROVISIONING OF TECHNICAL & SUPPORT STAFF FOR DATA

NODE OPERATIONS AT SOFTWARE TECHNOLOGY PARKS IN PAKISTAN

June 2021

PAKISTAN SOFTWARE EXPORT BOARD

MINISTRY OF INFORMATION TECHNOLOGY

GOVERNMENT OF PAKISTAN



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PAKISTAN



SOFTWARE
EXPORT BOARD

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Pakistan Software Export Board (G) Ltd, AN INTRODUCTION:

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

Since the date of its inception, PSEB has done a tremendous job by providing timely and relevant policy input and by supporting the IT industry through the introduction of several projects and programs in the areas of Infrastructure Development, Human / Intellectual Capital Development, Company Capability Certification, International Marketing and Image Building, etc.

1. INTRODUCTION TO THE WORK

To facilitate the development of the local IT industry by extending all possible help to prospective foreign and domestic investors, Pakistan Software Export Board (PSEB) has established Software Technology Parks (STPs). The Software Technology Parks have played a vital role in the growth of IT industry. Data Nodes have been setup in the STPs, equipped with state-of-the-art ICT infrastructure that includes redundant fiber connectivity, routing & switching equipment and well versed technical support staff to manage the ICT services in therein. This fully IT-enabled office space helps IT/ITeS companies greatly for a jump start of their business activities.

Dedicated high-speed data connectivity acts as catalyst for rapid development of software and IT enabled service companies. Following are key features of the Data Nodes Network.

1. All STP(s) are connected with PTCL and Transworld infrastructure through Optic Fiber.
2. International Bandwidth of any capacity on optical fiber backbone through state-of-the-art infrastructure at very market competitive rates.
3. Provision of IP connectivity to the IT&ITeS companies within 24 hours in STPs including Site Survey, Feasibility Report and issuance of D/Note.
4. Infrastructure for the termination of PRI(s)/E1(s) through optical fiber.
5. Graphical Traffic monitoring system available for the subscribers to monitor the bandwidth utilization.
6. Round the clock technical support through an automated **e-ServiceDesk** to provide an efficient and customer oriented service.
7. Last mile through optic fiber and redundancy over DRS links.

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



2. DELIVERABLES

2.1 TECHNICAL SUPPORT REQUIREMENT

1. 24x7x365 Technical Support at Data Nodes

- a. 24 hours technical assistance.
- b. Technical information service
- c. Answering technical queries.

2. Trouble ticketing, fault diagnostic service, problem identification and rectification.

3. Details of Maintenance & Support Service

The bidder is to provide its current profile of maintenance and support services provided to its clients. The bidder shall clearly indicate the points of presence for maintenance/support services.

2.2 THE DELIVERABLES ARE CATEGORIZED AS FOLLOWS;

1. Provision of Technical Services:

The outsourcing company will provide technical services through qualified resources deputing at the Data Nodes established in STPs located in different cities of Pakistan. The technical staff provided must meet minimum criteria as under (A detailed JD is attached as **Annex - A**):

- A 16 years Degree in Computer Science/IT or equivalent with minimum 1-2 years' experience in IP Networks, LAN/WAN, TCP/IP, Networks Troubleshooting, Technical support, Computers Hardware and Software.
- Performing the duties in the shifts to maintain Data Nodes Network operations round the clock.
- Handling of customer's complaints and providing technical support.
- Lease line circuits monitoring, troubleshooting, fault tracing and rectification to the customers' satisfaction.
- Liaison with Bandwidth/Last Mile Provider(s) regarding leased line circuits and link problems.
- Maintaining Complaints' Log.
- Other KPIs/duties assigned by the Supervisor from time to time.

2. Provision of Office Support Staff:

The outsourcing company will provide the office support staff having at least matric certificate with one year relevant experience and understanding of corporate environment. The office support staff will be responsible to keep the office area neat and clean, entertain the guests/visitors, serving the operational staff as per duty roster defined by the head of Data Node Operations.

3. Current requirement of staff

Currently PSEB's requirement of staff is as under which may increase or decrease as per its requirements:



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a. Technical Staff = 14 Nos

Station/City	Head Count
Islamabad	04
Lahore	03
Karachi	02
Hyderabad	01
Abbottabad	01
Peshawar	01
Swat	01
Gilgit	01

b. Support Staff = 04 Nos.

Station/City	Head Count
Lahore	02
Islamabad	02

Note:

- a. PSEB reserves the right to increase or decrease the number of posts depending upon its requirements at the time of issuance of staff requisition.
- b. The vendor is to propose lump sum amount with tentative per month salary of each resource along with suitable service charges including all applicable taxes. (The deduction and submission of income tax on salary, EOBI, etc., if applicable, to Govt treasury shall be the sole responsibility of the vendor).
- c. The provided staff will be on the responsibility of vendor/service provider. Any sort of damage/loss occurred due to manhandling of equipment/assets by the staff of vendor will be the responsibility of vendor to take care and compensate on actual basis.
- d. The deputed staff will be under the administrative control of head of respective Data Node.
- e. The operational expenses like utility bills, stationary, entertainment, network cabling will be borne by PSEB itself. Any expense done by the vendor without prior approval of PSEB will not be reimbursed to the vendor.
- f. Any extra duty performed by the staff will be paid as overtime as per PSEB rules.
- g. Travel/Taxi claims will also be paid as per PSEB rules and regulations
- h. No Medical facility will be provided by PSEB.

3. SELECTION CRITERIA

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

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



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3.1 Technical Bid Criteria

The bidding companies securing 70% or more score will be considered as technically responsive and subsequently selected for financial bid opening.

Sr. No.	Evaluation Criteria	Max Score	Marks Allocation	
1	Company Profile (company shall be SECP registered and have active NTN and GST numbers)	10	Minimum 05 years	3
			5-10 years	5
			10+ years	10
2	Relevant Experience of Completed projects of similar nature. <i>(Janitorial, Security resources/projects will not be considered for marking/scoring)</i>	15	Successfully complete project of similar nature (01 point = 01 project) Minimum 02 project is mandatory.	15
3	Annual Turnover (Last two Years as Per Audit Report which should be attached).	10	Annual Turnover of up to 20 Million	4
			Annual Turnover of 21 to 50 Million	6
			Annual Turnover of 50+ Million	10
4	Client List of provided such services. (similar resource/positions provisioning)	10	Details shall include details of customer, customer POC, services provided and value of contract (01 point = 1 reference) References are mandatory)	10
5	Timeline for providing of resources	15	Within one week	15
			Within two weeks	8
			Within 3 to 4 weeks.	4
6	Timeline for providing of Replacement of resources	15	Within one week	15
			Within two weeks	8
			Within 3 to 4 weeks.	4
7	No of Employees (Please provide information as per attached form at Annex- I)	10	10-30 Employees in the organization of all three major cities ISB, LHR & KHI	3
			31-60 Employees in the organization of all three major cities ISB, LHR & KHI	7
			60-100+ Employees in the organization of all three major cities ISB, LHR & KHI	10
8	Companies presence in 3 Cities	15	Company Presence in Islamabad	05
			Company Presence in Lahore	05
			Company Presence in Karachi	05
	Grand Total	100		



3.2 Financial Bid Evaluation Criteria

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

The evaluation of financial bids will be calculated as follows:

- The weightage of financial proposal is 30% in total score.
- The financial weightage will be calculated by the formula as given below:
- Financial score= (lowest bid/bid offered) *30

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

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

The contract for the provisioning of Technical & Support Staff shall be awarded to the bidder who achieved the maximum score and shall be considered a **Most Advantageous Bidder**.

The financial bids shall follow following format:

Sr. No.	Description	Salary component (unit cost)	Service charges		Total Amount
			% age of unit cost	Amount	
1	Proposed salary of one (01) technical resource				
2	Proposed salary of one (01) support resource				
3	Total Cost				

4. PROPOSAL SUBMISSION

Single stage two envelope process will be opted. The technical and financial proposals must be enclosed in separate envelopes properly labeled. The both envelopes should further be sealed in a single envelope marked **“Proposal for Provisioning of Technical/Support Staff for Data Node Operations in Pakistan”**. The complete proposal has to be submitted latest by **1500 hours on 22nd June, 2021** at the PSEB Head office in Islamabad as mentioned in section 6. Any proposal received after the closing time for submission of proposals shall not be entertained. The proposals will be opened on the same day at **1530 hours**.

5. TERMS & CONDITIONS

- a. Prices quoted must remain firm for acceptance up to 90 days from the date of its opening.
- b. PSEB management will select the candidates for relevant positions through interviews.
- c. Quoted price shall be in Pak rupees and inclusive of all applicable taxes. Prices quoted without any tax remarks will be treated as inclusive of tax. Any change in Government duties or taxes shall be borne by the successful bidder(s).
- d. The vendor shall have to provide 2 % earnest money of the total annual salary of all the staff mentioned in serial# 2 (3 a. & b) including service charges in form of Bank Draft / Pay Order in favor



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- of “Pakistan Software Export Board” and shall be enclosed in financial proposal. Any sort of financial information shall not be disclosed in technical proposal which may lead to the rejection of proposal.
- e. The initial contractual period will be for 03 years with 10% annual increase, subject to satisfactory performance. The contract is extendable with mutual consents for maximum one year as per rules and regulations. The contract can be terminated the by PSEB at any time by serving sixty (60) days advance notice and without assigning any reason.
 - f. The bidder shall be registered with Income Tax and Sales Tax Departments and active tax payers on FBR website for eligible to provide services.
 - g. The Technical Proposals will be opened in the presence of all those bidders/ companies that wish to attend the bid opening meeting.
 - h. The proposal without/short of earnest money will be directly rejected.
 - i. PSEB reserves the right to reject all bids and cancel this invitation at any stage of the bidding process as per PPRA rule 33.
 - j. It is very important that bids should be submitted carefully with right information and document, in case any document or information is fake/wrong in the submitted bid then bid security shall be forfeited in favor of PSEB.
 - k. Bids shall be evaluated as per evaluation criteria prescribed in serial # 3.
 - l. Affidavit that the document/information/details submitted is true and liable to be rejected if proven false and, in that case, legal action on that bidder can be initiated.
 - m. Affidavit on legal paper that the bidder has never been blacklisted by any National /International organization.
 - n. The bidder is to provide an undertaking stating that he/she is not a current employee of PSEB and none of his/her immediate family members or company Directors have relation / business association with the procuring agency (PSEB).
 - o. The bidder should provide an undertaking that he/she is not a partner of any employee of procuring agency (PSEB).

6. MAILING ADDRESS / CONTACT INFORMATION

Following address will be used for all correspondence;

Manager Administration/HR

Pakistan Software Export Board (G) Limited
2nd Floor, Evacuee Trust Complex, F-5 Aga Khan Road
Islamabad.

Telephone: + 92-51-111-333-666

Fax: 051-9204075

E-mail rarif@pseb.org.pk

URL: <http://www.pseb.org.pk>



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Annex -1

<Name of the Company>

Employees Record

Sr.#	Name of Employee	Designation	Date of Joining	Contract Period	Contact Info
1					
2					
3					
4					
5					