



**GDPR Compliance of IT/ITeS Companies
Through ISO27001 & ISO27701
Certifications**



Selection of ISO27001 & ISO27701 Consultancy Firm

(LOT #3)

March 2023

**Pakistan Software Export Board (Guarantee) Limited
Ministry of Information Technology & Telecom**



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Introduction

Pakistan Software Export Board (PSEB), Ministry of Information Technology is the apex body of the Ministry of Information Technology, Government of Pakistan, to provide an enabling environment and take measures for growth of Information Technology / Information Technology Enable Services (IT/ITES) exports and thus support IT/ITES industry. In this respect, PSEB is providing support to the local IT/ITES companies in reaching out to their potential clients abroad, attracting and facilitating foreign IT/ITES firms to establish their development facilities in Pakistan. PSEB also arranges the participation of Pakistani IT/ITES Industry in domestic and international IT/ITES events, provides protocol, hosting and match-making facilities for foreign delegates and investors with a purpose to accelerate the growth of IT/ITES exports.

With the implementation of the European Union's General Data Protection Regulation (GDPR) on May 25, 2018, a new regulatory regime for business in Europe and beyond is becoming more and more challenging specially for Pakistani IT companies. Governments outside Europe are introducing new data-protection regulations or enhancing existing rules to make them complaint to the GDPR in order to retain and expand business in the EU region.

In a major step towards ensuring sustainable growth of Pakistan's IT/ITES industry in European Market, Pakistan Software Export Board (PSEB) intends to facilitate IT/ITeS companies to comply with General Data Protection and Regulation (GDPR) compliance which is adopted by the European Parliament to do business in Europe. The most cost effective way to comply with GDPR is by achieving ISO27001 and ISO27701 certifications. Implementing both ISO 27001 and ISO 27701 will enable businesses to meet the EU GDPR's requirement for "appropriate technical and organizational measures", as well as helping them to comply with many other data protection regulations.

PSEB aims to certify (50) IT/ITES companies on ISO27001 and ISO27701 standards in next three years for the purpose of GDPR compliance. PSEB shall bear 70% of consultancy and audit cost of ISO27001 and ISO27701 certifications and 30% will be paid by the selected IT/ITeS companies. The successful implementation of the proposed project would give Pakistan IT industry a global recognition as a front-liner country in implementing data security laws and complied with GDPR regulations for enhancing IT exports to EU in particular.

For the purpose of execution of this project, PSEB intends to select ISO consultancy firm to provide ISO27001&ISO27701 consultancy services to 10 IT/ITeS companies in Lot-3. The bidder selected in one lot will not be eligible to participate in the subsequent lots.



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Terms of Reference:

Key Objectives

The key objectives of this assignment is mentioned as follows:

Key Objectives
To facilitate 10 IT & ITeS companies to achieve ISO27001 and ISO27701 certifications.
To enhance Pakistan's IT exports to European Union market through implementing ISO27001&ISO27701 standards by increased number of IT companies to comply GDPR

Responsibilities of the Consultancy Firm

The Consultancy Firm will be responsible for the following:

S. No.	Responsibilities of the Consultancy Firm
1	Implementation of ISO27001 and ISO27701 standards at client offices for 10 companies
2	Provide all necessary documents, templates, standards guidelines and practicing of standards at the client organization/company
3	Ensuring that clients successfully secure the ISO27001& ISO27701 certifications after external audit by the independent qualified audit body
4	Execution of the assignment covering the Scope of Work defined below



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Scope of Work

The Consultancy Firm should note that this section identifies only certain tasks that should be undertaken by consultant as minimum and should not in any way be construed as an exhaustive list of the matters to be addressed by the consultant. Consultancy Firm should, therefore, submit proposals that are not only compliant with the requirements of the TORs but also demonstrate their understanding of the overall scope of work required for similar assignment.

S. No.	Scope of Work
1	Understanding of clients and their business for ISO27001&ISO27701 certifications with regard to GDPR compliance
2	Prepare a strategy, timetable, and overall process for implementation of ISO27001 and ISO27701 standards
3	Awareness training of clients team on the ISO27001 and ISO27701 standards
4	Prepare a report on GAP analysis in-line with ISO27001 and ISO27701 standards
5	Aligning the current processes documentation to ISO27001 and ISO27701 standards
6	In-house training and development of organization's team on ISO27001 and ISO27701 standards
7	Provide all necessary documents, templates, standards guidelines and practicing of standards at the client organization/company
8	Improving ISMS and protection of client data
9	Document review and updating as per standards requirements
10	Internal audit training based on applicable ISO standards
11	Pre-audit assessment and submission of report to client and PSEB
12	Corrective action plan documentation
13	Final internal audit assessment for securing ISO27001 & ISO27701 certifications.
14	Ensuring customer successfully secure the ISO27001& ISO27701 certification after external audit by the independent qualified audit body
15	Review NCs of independent external audit body in case company fail to secure ISO27001&ISO27701 certifications and help the company to resolve the NCs for re-audit



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Deliverables for the Assignment

The deliverables of this assignment are mentioned as follows:

S. No	Deliverables
1	GAP analysis and other relevant reports
2	Final internal audit assessment reports
3	Customer Satisfaction Reports duly signed by client after completion of each phase of ISO27001 & ISO27701 certifications

Duration of Assignment

The expected duration of each consultancy assignment is between 120-150 calendar days. However, Applicant firm is encouraged to propose shorter duration for the assignment, without compromising the quality of deliverables.



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Eligibility/ Evaluation Criteria of Consultancy Firm

PSEB shall evaluate the technical proposals in line with the following evaluation criteria. The technical evaluation of only those bidders will be carried out who qualify the mandatory part of technical evaluation.

Mandatory Requirements for Eligibility

Technical Bids must have the following documents attached to be considered as eligible for further technical evaluation:

S #.	Item Description	Documents/Proof
1	Consultancy firm must be in ISO consultancy business for at least the last 03 years.	Company profile and list of verifiable clients
2	Consultancy firm must possess registration of NTN with Federal Board of Revenue (FBR) and having Active Tax Payer status.	Tax Registration Certificates with FBR
3	Consultancy firm must have registration of General Sales Tax (GST) with Federal Board of Revenue (FBR) and having Active Tax Payer status.	
4	Consultancy firm should prove registration as a business entity and should have fully operational office/head office in Pakistan	Certificate of Incorporation from SECP or Registration Certificate of Firms or Proof of Establishment
5	Consultancy firm must provide an Affidavit that it is not blacklisted and involved in any active litigation against Government of Pakistan or provincial governments anywhere.	Notarized Affidavit by Company on PKR 100 stamp paper



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Detailed Technical evaluation scoring criteria

The detailed technical evaluation would be based on bidder's capability. The detailed technical evaluation will be performed by the Procurement Committee and marks given as per following scoring criteria:

Detailed Technical Evaluation Scoring Matrix

Serial No.	Scoring Criteria for Bidders	Maximum Marks	Technical forms to be filled and attached with Bid
1	Consultancy firm Profile and Experience	70	
I	1. Consultancy firm Experience in ISO certification business Marking scheme for this criterion: 5 Years or More – 15 marks 4 Years – 12 marks 3 Years – 10 marks Less than 03 Years- No Marks 2. Company engaged in ISO27001 and ISO20000-1 business = 05 marks (2.5 Marks for each certifications)	20	Tech 1 Tech 2 Tech 3
II	Consultancy firm Experience in ISO27001 consultancies (Minimum 05 consultancies) Marking scheme for this criterion: 10 Completed Consultancies - 30 marks 09 Completed Consultancies - 27 marks 08 Completed Consultancies - 24 marks 07 Completed Consultancies - 21 marks 06 Completed Consultancies - 18 marks 05 Completed Consultancies - 15 marks Less than 05 consultancies- No Marks	30	Tech 4
III	Consultancy firm Experience in ISO27701 consultancies Marking scheme for this criterion: 05 Completed Consultancies - 20 marks 04 Completed Consultancies - 16 marks 03 Completed Consultancies - 12 marks 02 Completed Consultancies - 08 marks 01 Completed Consultancies - 04 marks	20	Tech 5
2	Team Composition and Team Capability	30	
I	Experience of project team		



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	<p>1. The minimum project team shall consist of one project manager, two lead consultants and two team members (Each team members must have completed 16 years of education)</p> <p>Total Marks for this criterion= 10 Marks <i>(CVs will be assessed based on qualification and experience of each team member as per attached format with this proposal, also attach copies of degrees, certifications)</i></p> <p>2. Number of ISO27001 or ISO27701 consultancies completed by each lead consultant (Minimum 02 lead consultants)</p> <p>Marking scheme for criterion for each lead consultant: 05 Completed consultancies – 10 marks 04 Completed consultancies – 08 marks 03 Completed consultancies – 07 marks 02 Completed consultancies – 06 marks Less than 02 consultancies- No Marks</p>	<p>10</p> <p>20</p>	<p>Tech 6 Tech 7</p> <p>Tech 8 Tech 9</p>
3	Work Methodology and Plan	30	
(i)	Understanding of General Data Protection Regulations and its impact on Pakistan IT export business. Effectiveness of compliance to GDPR through ISO27001&ISO27701 certifications and other frameworks and controls required for GDPR compliance = 10 Marks		
(ii)	Methodology, Approach and Work Plan with time duration for each assignment/consultancy per company = 20 Marks	30	
TOTAL TECHNICAL EVALUATION SCORE		130	

Financial Evaluation Scoring Criteria



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The financial scores will be awarded on proportionate basis, with lowest-priced compliant bid getting 100% marks. Provide your financial bids in the attached format form Fin 1 and Fin 2.

Bid Evaluation Terms

1. Any applicant not fulfilling mandatory requirements will be outrightly rejected and not included for technical evaluation.
2. The companies securing 60% or above marks in technical evaluation will be invited for opening of financial bid.
3. The financial bids will be opened in the presence of the authorized representatives of the bidder.
4. The financial bids will then be evaluated by PSEB to check their compliance and calculations of total amounts.
5. The final score will be calculated for compliant firms as follows:

Final Score of Firm = Technical Score * 60% + Financial Score * 40%

Bid Submission Guidelines

1. Single stage two envelope process will be followed.
2. Each proposal shall be submitted as two printed copies of (one marked as ORIGINAL & one as COPY).
3. Technical and Financial proposals must be sealed separately and clearly marked Technical Proposal & Financial Proposal.
4. Financial proposal must be accompanied by a bid money (refundable) @ 2% of the Financial Bid Amount (inclusive of all applicable taxes) in the form of a Pay Order/Demand Draft in favor of "PSEB" (cheques will not be accepted).
5. Advance payments if requested shall be made only against equal amount of unconditional bank guarantee from first class Pakistani bank to the satisfaction of PSEB authorities.
6. All required documents must be attached with the bid and if any required document is not found with the proposal, PSEB reserves the right to reject the proposal at its discretion.

Contact Information:

Mr. Shoaib Sarwar

Project Manager

Pakistan Software Export Board

6th Floor, New State Life Tower

Plot No #61 Jinnah Avenue, Islamabad.

Phone 051-9212368

FORM TECH 1 – PROPOSAL SUBMISSION COVER LETTER

To



**GDPR Compliance of IT/ITeS Companies
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Director Projects

Pakistan Software Export Board
6th Floor, New State Life Tower
Plot No #61 Jinnah Avenue, Islamabad.
Phone 051-9212368

Dear Sir,

We, the undersigned, offer to act as ISO consultancy firm for services of ISO27001&ISO27701 consultancy to the 10 IT/ITES companies, in accordance with your Request for Proposal dated [Insert Date] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and a Financial Proposal sealed under a separate envelope.

We declare that all the information and statements made in our proposals are true and accept that any misinterpretation contained in it may lead to our disqualification.

Our proposals are binding upon us.

We understand you are not bound to accept any proposal you receive.

Yours sincerely,

Authorized Signature [In full and initials]: _____

Name and Title of Signatory: [insert]

Name of Firm: [insert]

Address: [insert]



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FORM TECH 2 – BIDDER’S INFORMATION

All individual Bidders are requested to complete the information in this form.

Sr. NO	Description	Response
1	Legal name of the bidder	
2	Nature of Business: (Whether the firm is a Corporation, Partnership etc.)	
3	Head Office and sub-office Address	
4	Place of Incorporation / Registration	
5	Year of Incorporation / Registration	
6	Name of the CEO	
7	Applicant’s authorized representative	
8	Telephone numbers	
9	Fax numbers	
10	E-mail address	



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FORM TECH 3 – BIDDER’S EXPERIENCE AS ISO CONSULTANT

Clients Contact Details (Name, address, phone and email)	Country	ISO Standards Consultancy Provided	Bidder’s Role	Contract Value	Date of Award of Contract and Year of Completion



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FORM TECH 4 – BIDDER’S EXPERIENCE AS ISO27001 CONSULTANT

Note: Each consultancy assignment will only be evaluated for scoring if the Customer Satisfaction Report (CSR) or any solid proof of completion of assignment is attached.

Clients Contact Details (Name, address, phone and email)	Country	Bidder’s Role	Contract Value	Date of Award of work	Date of Completion of work	Customer Satisfaction Report



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FORM TECH 5– BIDDER’S EXPERIENCE AS ISO27701 CONSULTANT

Note: Each consultancy assignment will only be evaluated for scoring if the Customer Satisfaction Report (CSR) or any solid proof of completion of assignment is attached.

Clients Contact Details (Name, address, phone and email)	Country	Bidder’s Role	Contract Value	Date of Award of work	Date of Completion of work	Customer Satisfaction Report



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FORM TECH 6 – TEAM COMPOSITION

Name	Position Assigned	Qualification/ Degree	Certifications



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FORM TECH 7 – FORMAT OF CURRICULUM VITAE (CV) FOR PROPOSED TEAM

Proposed Position [*only one candidate shall be nominated for each position*]: _____

Name of Firm [*Insert name of firm proposing the staff*]: _____

Name of Staff [*insert full name*]: _____

Date of Birth: _____

Nationality: _____

Educational Qualification: [*Summarize college/university and other specialized education of staff member, giving names of schools, dates attended and degrees obtained*]:

Trainings/Certification [*indicate significant training since degrees were obtained*]:

Countries of Work Experience: [*list countries where staff has worked*]:

Languages [*for each language indicate proficiency: good, fair, or poor in speaking, reading and writing*]:

Employment Record:

[*Starting with present position, list in reversed order, every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, position held*]:

From [Year]: To [Year]:

Employer:

Position held:

Detailed Tasks Assigned [*List all tasks to be performed under this assignment*]:



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**FORM TECH-8: LIST OF ISO27001 OR ISO27701 CONSULTANCIES PROVIDED BY THE
LEAD CONSULTANT**

Note: Lead consultant experience only be evaluated for scoring if the completion certificates/CSR or any solid proof of completion of each consultancy assignment is attached.

Clients Contact Details (Name, address, phone and email)	Country	CONSULTANT's Role	Date of Start of Work	Date of Completion of Work	Customer Satisfaction Report



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FORM TECH-9: CONSENT LETTER

To

**Director Projects
Pakistan Software Export Board**

Subject: Consent Letter to Work on PSEB Project Titled “GDPR Compliance of IT/ITeS Companies Through ISO27001 & ISO27701 Certifications”

I, hereby consented to work with M/s -----(bidding firm name) as Lead Consultant on PSEB project titled “GDPR Compliance of IT/ITeS Companies Through ISO27001 & ISO27701 Certifications” for provisioning of consultancy services to 10 IT/ITeS companies on ISO27001&ISO27701 standards.

**Regards,
Name and Signature #
Cell No #
Email Address #**



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FORM FIN 1 – FINANCIAL PROPOSAL STANDARD FORM

To

Director Projects

Pakistan Software Export Board
6th Floor, New State Life Tower
Plot No #61 Jinnah Avenue, Islamabad.
Phone 051-9212368

Dear Sir,

We, the undersigned, offer to provide the ISO27001&ISO27701 consultancy services to **PAKISTAN SOFTWARE EXPORT BOARD (GUARANTEE) LIMITED** in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal. Our attached Financial Proposal is for the sum of [Insert amount(s) in words and figures] for 10 companies.

Our Financial Proposal shall be valid for 90 days from the date of submission of proposal.

Yours sincerely,

Authorized Signature [In full and initials]: _____

Name and Title of Signatory: [insert]

Name of Firm: [insert]

Address: [insert]



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FORM FIN 2 – CONSULTANCY COST

Description	A	B	C
	Small Size Company (10-50 Employees) (Rs.)	Medium Size Company (51-100 Employees) (Rs.)	Large Size Company (100+ Employees) (Rs.)
A) ISO27001 Consultancy Services per company			
B) ISO27701 Consultancy Services per Company			
Total cost per company (A+B)			
Number of companies	3	5	2
Total cost for number of companies under each category			
Total cost/value of bid for 10 companies			

1. Bidder is required to quote their fee structure in the format shown above.
2. Taxes should be included in the price
3. The prices mentioned above includes all the fees including travel, boarding and lodging of the consultants
4. The companies number may change subject to availability of number of applications received from three categories.