



**Enhancing IT Exports**  
**Through Industry Support**  
**Programs**



**REQUEST FOR PROPOSAL (RFP)**  
**SELECTION OF APPRAISAL COMPANIES/FIRMS FOR**  
**CMMI LEVEL- 2**

**Version 1.0**

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## Enhancing IT Exports Through Industry Support Programs



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## Enhancing IT Exports Through Industry Support Programs



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

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

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

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

### 2 Major Functions of PSEB

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

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

### 3 Introduction to the Project (Standardization of Pakistani Software Industry)

The Capability Maturity Model Integration (CMMI) is globally regarded as the most authentic quality standard for the software industry. It has been developed by the Software Engineering Institute (SEI) of Carnegie Mellon University (CMU) to improve software development processes. Since its establishment in 1987, the model has gained popularity throughout the world and it has become the de facto international standard for software process improvement and software capability evaluation.



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PSEB has already assisted 110 companies in achieving ISO 9001, 11 companies in ISO27001, 27 companies on CMMI level 2, Level 3 & Level 5.

PSEB is now looking forward to assist 10 more companies at CMMI Level-2.

### 4 Objectives of this advertisement

The objective of this advertisement is to provide Appraisals to 10 companies at CMMI Level-2.

PSEB shall bear 70% cost associated with the final assessment of the company, whereas remaining cost shall be borne by the company being consulted/assessed.

### 5 Purpose of this Document

The purpose of this document is to specify the approach that PSEB will use to evaluate and select the appraisal companies/firms for Level-2. This document also describes the requirements that the applicant company has to fulfill in order to be selected as appraisal company.

### 6 General Instructions

#### **1.1 Proposal Submission**

- a. All proposals must be accompanied by a bid security (refundable) @2% of the bid value in the form of a Pay Order/Demand Draft in favor of "PSEB" (cheques will not be accepted).
- b. Proposals will be accepted and evaluated using a single stage two envelopes process. The bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal. The envelopes shall be marked as "FINANCIAL PROPOSAL" and "TECHNICAL PROPOSAL" in bold and legible letters to avoid confusion. Initially, only the envelope marked "TECHNICAL PROPOSAL" shall be opened and evaluated by the evaluation committee. The envelope marked as "FINANCIAL PROPOSAL" shall be retained without being opened. FINANCIAL PROPOSALS of those firms/companies shall be opened whose "TECHNICAL PROPOSALS" are accepted by the technical evaluation committee. Final assignment award will be done on the basis of combined technical and financial score in the following manner:

<b>Proposal</b>	<b>Weight</b>
Technical	50%
Financial	50%



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- c. Proposals shall be submitted in English language.
- d. The proposals shall be clear and elaborate.
- f. Bidders may request in writing, for clarification of any of the provisions of the RFP up till 05 (five) days before the submission date. All queries may be sent to [industryprograms@pseb.org.pk](mailto:industryprograms@pseb.org.pk). Responses to queries will be emailed.
- e. The costs of preparing the proposal and of negotiating any subsequent funding, including visits for discussion with the PSEB are not reimbursable.
- f. Each bidding firm must provide an undertaking that it has not been blacklisted by any other firm/company/organization or Government department(s) in the past.
- g. Each bidding firm must also provide details of any commercial litigation that it is currently involved in or has been involved in during the last five years.

### **1.2 Technical Proposals**

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

- a. A covering letter from the head of the applicant firm or his authorized representative.
- b. Table of Contents with page numbers
- c. Profile of the applicant firm including outline of work experience with focus on similar assignments, name of major clients & details of similar assignments etc.
- d. Details of Core Assignment Team (including the project lead, domain experts, field supervisor(s), analysts, etc.) clearly identifying the role of each core team member. Resumes of the core assignment team are to be provided. Each resume must not be more than three A4 pages (single spaced, font size 12). The resumes must contain details of educational qualifications, professional experience, nationality, experience of relevant assignments and nature of association of the team member with the applicant firm (full time, part time, etc.), and percentage of time committed to the project.

**Note:** Please do not provide resumes of the firm's partners or directors, etc. Only provide resumes of core team associated with the assignment.

- e. Details of past appraisal assignments.
- f. Proposed appraisal methodology with duration.
- g. International firms must also provide details of their local arrangements/partnerships that will be utilized for completing the assignment.
- h. Appraisal Work Plan must be submitted.
- i. Contact List



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**1.3 Submission**

- a. Each proposal shall be submitted as two printed copies (one marked as ORIGINAL, the other as COPY).
- b. Proposals must be sealed and clearly marked.
- c. Technical and financial proposals must be sealed separately.
- d. Financial proposal must be accompanied by a bid security (refundable) @2% of the bid value in the form of a Pay Order/Demand Draft in favor of “PSEB” (cheques will not be accepted).
- e. Financial proposal must indicate consulting price per company as per the following format;

Appraisal cost for Small companies (10 – 20 employees)	Appraisal cost for Medium companies (21 – 50 employees)	Appraisal cost for Large companies (51 or more)

- f. Proposals must be delivered at the address given below;

Manager Administration & HR  
 2<sup>nd</sup> Floor, Evacuee Trust Complex Building,  
 F-5/1, Islamabad, Pakistan  
 Tel: 051-9204074

- g. Technical Proposals shall be opened after half an hour upon its receipt on cut-off date in the presence of all bidders who choose to be present.
- h. The technical proposals will be evaluated on the basis of Evaluation Criteria given below.

**1.4 Evaluation Criteria**

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

No	Requirement	Marks
a	Applicant company must have provided CMMI Level 2 appraisal to at-least 15 companies in the past (in case of appraisal of Level-2 companies).	25
b	Applicant company MUST have at-least 02 SCAMPI Lead Appraisals at its panel.	25



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c	Appraisal company must have experience of working with the government in the past.	20
d	Lead consultant must have appraised 15 companies at Level-2	30
<b>Total points</b>		<b>100</b>
<b>Minimum qualification score (70%)</b>		<b>70</b>

(Note: PSEB will only select the companies incorporated in Pakistan (termed as local partner) for this assessment. The interested foreign companies need to apply through a local partner).

### 7 Documents Required

**(These documents are mandatory and will have a strong impact on the selection)**

1. Certificate of incorporation / proof of establishment
2. Detailed profile of the applicant company.
3. Names of client companies appraised so far at level-2 along-with documentary evidences.
4. Names of panel of SCAMPI Lead Appraisers along-with documentary evidences of their appraisal assignments delivered in the past.
5. Reference letter or some sort of other documentary evidence so as to justify that the appraisal company had worked for the government in the past.
6. Experience of lead appraisal must be substantiated with documentary evidences or reference letters from the client organizations.
7. Detailed CV of the lead appraisal and the other project team.

### 8 Declaration Format

I/We declare that the information provided in the “Expression of Interest” is accurate and can be proved whenever required. I/We further declare that if in case the information provided by me/us in this “Expression of Interest” proved to be incorrect at any point, PSEB reserves the right to take any action deemed feasible by the PSEB authorities against me/us. I/We further declare that our company (\*\*\*\*\* Company Name here \*\*\*\*\*) is not black listed by any division, department or organisation of Government of Pakistan.

### 9 Process of Evaluation

All proposals will be verified in the light of information requested in section 6. The financial proposals of the successful companies will be opened in the presence of their representatives. The company with the lowest bid will be awarded the contract subject to its willingness to conduct the work on the dates preferred by PSEB.



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All bids must reach PSEB office addressed to the Director Projects by the time mentioned in the advertisement through courier or hand delivery. PSEB will not entertain the proposals received through email.

**10 Contact Information**

Manager Administration & HR , PSEB  
Pakistan Software Export Board (G) Ltd  
Ministry of Information Technology & Telecom  
2<sup>nd</sup> Floor, Evacuee Trust Complex  
F-5, Agha Khan Road, Islamabad  
Phone: 051- 9204074