



**Enhancing IT Exports Through Industry
Support Programs**



**REQUEST FOR PROPOSAL (RFP)
SELECTION OF ISO20000 AUDITING BODIES**

Version 2.0

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Enhancing IT Exports Through Industry Support Programs



Table of Contents

Sr. #	Description	Page #
1	Pakistan Software Export Board (G) Ltd	3
2	Major Functions of PSEB	3
3	Introduction of project	3
4	Objectives of the Project	4
5	Purpose of this Document	4
6	General Instructions	4-7
7	Documents Required	7
8	Undertaking	7
9	Contact Information	8



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 Pakistan's 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

ISO/IEC 20000 is the first international standard for IT service management. ISO/IEC 20000 reflect best practice guidance contained within the ITIL (Information Technology Infrastructure Library) framework (reference needed).

ISO 20000 is the Code of practice and describes the best practices for Service Management Processes within the scope. The code of Practice will be of particular use



Enhancing IT Exports Through Industry Support Programs



to organizations preparing to be audited against ISO 20000 or planning service improvements.

PSEB has already assisted 110 companies in achieving ISO9001, 11 companies in achieving ISO27001/BS7799 and 23 companies in CMMI Level-2, Level-3 & Level-5.

PSEB is now looking forward to assist 25 more companies on ISO20000 in next four years.

4 Objectives of the Project

The objective of this advertisement is to Audit 18 companies on ISO20000. PSEB shall bear 80% Auditing cost of ISO20000 and remaining 20% shall be borne by the company being Audited.

5 Purpose of this Document

The purpose of this document is to specify the approach that PSEB will use to evaluate and select Software Companies for enrollment into this program. This document also describes the requirements that the company has to fulfill in order to be selected.

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:

Proposal	Weight
Technical	50%
Financial	50%



Enhancing IT Exports Through Industry Support Programs



Note: Total score = 50% x technical score + 50% x lowest bid/bidder's bid

- 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 till 05 (five) days before the submission date. All queries may be sent to 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 auditing assignments.
- f. Proposed auditing methodology with duration.
- g. International firms must also provide details of their local arrangements/partnerships that will be utilized for completing the assignment.
- h. Auditing Work Plan must be submitted.



Enhancing IT Exports Through Industry Support Programs



i. Contact List

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 auditing price per company as per the following format:

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

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

Director Projects
 Project Department (PSEB)
 2nd Floor, Evacuee Trust Complex Building,
 F-5/1, Islamabad, Pakistan
 Tel: Direct Line 051-9211094, 9204074 (Ext-128)
 Email: skorai@pseb.org.pk

- 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 appointed by PSEB will evaluate the technical proposals on the basis of their compliance with 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	Company profile	10
b	Applicant company must have Audited 10 plus companies on ISO20000. Accreditation with UKAS/PNAC or Any other International	30



Enhancing IT Exports Through Industry Support Programs



	body is must. Note: Marks shall be allocated on the basis of verified clients only	
c	Applicant company's lead Auditors must have 16 years of education and have at least 10 years of Auditing experience	40
D	Applicant Company must have at least 2-3 Lead Auditors in the Auditing panel.	20
Total points		100
Minimum qualification score (70%)		70

Total score = 50% x technical score + 50% x lowest bid/bidder's bid

7 Documents Required

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

- Certificate of Incorporation / Proof of Establishment with detailed company profile
- Proof of partnership (In case of foreign partner)
- List of nominated lead auditors and team members
- Detail of the LOCAL Partner's shareholding (issued by SECP). Provide the copies of CNICs of the Pakistani shareholders. Also provide details about the Nationalities of foreign shareholders.
- Details of ISO20000 auditing assignments. Please provide the evidence of the assignment (copy of contract/work order/client satisfaction letter/job completion certificate). Also provide the contact details of the relevant individuals for independent PSEB verification. Marks will be allocated on the basis of verified clients only.
- CVs of nominated auditors and the team members along-with the copy of their last degree.

8 Undertaking

(This must be provided on a Rs.100.00 stamp paper as an affidavit)

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.



Enhancing IT Exports Through Industry Support Programs



All proposals must reach the office of the undersigned before the time as mentioned in the advertisement.

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.

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

Director Projects, PSEB
Pakistan Software Export Board (G) Ltd
Ministry of Information Technology & Telecom
2nd Floor, Evacuee Trust Complex
F-5, Agha Khan Road, Islamabad
Phone: 051- 9211094