



Sélection of Training Company to Conduct ISO 20000 Lead Auditor Trainings



Request for Proposals (RFPs)

Ver. 1.2

Dated: August 2016



Sélection of Training Company to
Conduct ISO 20000 Lead Auditor
Trainings



PAKISTAN SOFTWARE EXPORT BOARD

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

Pakistan Software Export Board (PSEB) is the government agency mandated to promote the Pakistan's IT industry 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;

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

3 Introduction to the project

The need for an international standard for IT service management has been evident for many years. As information technology has evolved, and quality service has become a prime business differentiator, it was surely only a matter of time before such a standard evolved.

a) ISO20000 is the formal Specification and defines the requirements for an organization to deliver managed services.

The scope includes:



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- Requirements for a management system.
- Planning and implementing service management.
Service delivery process.
- Relationship processes.
- Resolution process.
- Control processes and
- Release processes.

b) ISO 20000 is the Code of Practice and describes the best practices for Service Management Processes within the scope of ISO20000. The code of Practice will be of particular use to organizations preparing to be audited against ISO 20000 or planning service improvements.

PSEB plans to train 10 ISO20000 lead Auditors. Proposals are invited from the training Companies that are interested to provide ISO20000 IRCA registered Lead Auditor trainings to PSEB selected individuals.

4 Objectives of the Project

The objective of this project is to provide ISO20000 Lead Auditor trainings to 10 individuals selected by PSEB.

5 Purpose of this Document

The purpose of this document is to specify the approach that PSEB will use to evaluate and select company to conduct IRCA registered ISO20000 lead Auditor trainings. This document also describes the requirements that the training 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.



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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%

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. 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 covering letter from the head of the applicant firm or his authorized representative.
- Table of Contents with page numbers
- Profile of the applicant firm including outline of work experience with focus on similar assignments, name of major clients & details of similar assignments etc.
- 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.



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

Description		Remarks
1	Company must have at least five years of experience of conducting ISO20000 Lead Auditor trainings	Mandatory
2	Lead Trainer must be authorized Lead Tutor for conducting ISO20000 Lead Auditor Training	Mandatory



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3	Either of the Lead Trainer or Co Trainer must have an experience of conducting at least 5 audits as lead auditor on any standard in Pakistan (5 points against each verified audit)	25 points
4	Lead Trainer must be IRCA certified Auditor for ISO20000	Mandatory
5	Number of verified ISO20000 Lead Auditor trainings conducted by the Lead Trainer or a co-lead trainer (10 points against each verified training)	50 points
5	Lead Trainer must have completed 16 years of formal education	Mandatory
6	Lead Trainer must have a commercial experience of at least 5 years experience with IT companies.	25 points
	Total points	100 points
	Minimum qualification score (70%)	70 points

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

FINANCIAL EVALUATION

Please note that PSEB will not make ANY payments not quoted in the bid, afterwards. All bids must be accompanied by a bid bond equivalent to 2% of the bid value.

Financial proposal must cover the following:

- Workshop fee of 10 individual selected by PSEB
- Training material & Certificates for 10 individuals
- Boarding & lodging for Trainers
- IRCA registration charges

7 Documents Required

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

1. List of IRCA registered ISO20000 Lead Auditor Trainings conducted by the company with proof.
2. Certificate of Incorporation / Proof of Establishment
3. Company's proof of registration with IRCA
4. Copy of valid IRCA Lead Auditor registration Card for any standard.
5. List of ISO Audits conducted by the team as Lead Auditors in Pakistan. Please provide reference letters to back your claim.
6. 2 page CV including details of the Lead Trainer's education and commercial experience. Please attach copy of highest education level achieved.



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7. List of ISO20000 Lead Auditor trainings conducted by the nominated Lead Trainer. Please attach references.
8. Undertaking

8 Undertaking

(This must be provided on a Rs. 100 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 organization of Government of Pakistan.

Signature & Seal

9 Process of Evaluation

All proposals will be verified in the light of requested information 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 workshop 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
Pakistan Software Export Board (G) Ltd
2nd Floor, Evacuee Trust Complex
F-5, Agha Khan Road, Islamabad
Phone: 051- 9211094
Fax : 051-9204075
Email: skorai@pseb.org.pk