



Standardization of IT Industry



Terms of Reference/ Scope of Work

“Study on Impact of International IT Certifications on IT/ITES Industry”

Introduction

Pakistan Software Export Board (PSEB), Ministry of Information Technology is the prime organization to provide an enabling environment and take measures for growth of IT exports and thus support IT industry. In this respect, PSEB through its certification program has helped IT companies to raise service levels through adoption of international standards. The project provided technical expertise and funds on sharing basis to the selected IT companies to prepare and qualify for certifications of ISO 20000, ISO 27000 and CMMI. In this regard, PSEB has upto now supported 70 plus companies to get these international certifications.

PSEB now desires to measure effectiveness of its program in terms of growth in business, exports and other related factors and also prepare to initiate next phase of this program. For this purpose, PSEB intends to engage a registered firm to conduct an assessment study of the companies certified under PSEB's programs and also compile demand of prospective / interested IT/ ITeS companies for participating in next phase of this program.

Key Objectives & Scope of Work

The key objectives of this assignment/ study are mentioned as follows:

- To get insight and measure effectiveness of PSEB's companies certification program including CMMI, ISO 27001 & ISO 20000-1 certified IT & ITeS companies at Karachi, Lahore and Islamabad to analyze and assess the impact of globally accepted IT/ITES certifications at individual and enterprise levels for Pakistan's adoption.
- To compile/ register list of prospective ICT & ITeS companies interested in seeking certifications in CMMI for Development & Services tracks, ISO 27001, ISO 20000-1, ISO 18295, ISO 31000 and ISO 22301.
- To compile feedback/ recommendations of participating companies about improvements in the program and lessons learnt in the process of certification for collecting insights/data from 100 leading IT/ITES export companies and also from 100 C-level executives of leading IT companies of Islamabad, Lahore & Karachi. Assessment of their specific demand for globally accepted IT/ITES certifications at individual and enterprise levels to help build upskilling plans for development of Pakistan's skilled IT workforce.



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- Assess the requirements of educators and IT / ITES training providers in Pakistan to align their training programs around the high-value globally accepted certifications currently offering in the market and needs for development of new IT/ITES certifications that validate the high-value skills and their credentials to address the true needs of the IT companies.
- To collect and compile data about KPIs related to benefits accrued by certified companies. The KPIs includes revenue increase in terms of exports and domestic market, employee turn-over rate, reduction in project delays, reduction in project rework, increase in number of projects and project average size, increase in HR strength. Other KPIs could also be included in consultation with PSEB.
- To draft a PC-I for the next phase of Certifications for IT Industry to be executed by PSEB.

Main Activities to be Performed

The main activities to be conducted by the selected firm are to accomplish the scope of work including but not limited to the following:

- To draw and firm-up, in consultation with PSEB, the key indicators/ parameters to measure effectiveness of each certification separately.
- To gather, compile and perform analysis on data provided by the IT companies covered under this program.
- To review relevance of the certification in improving the service level of the certified companies, as well as review effect on operations and business processes as a result of certification.
- To conduct Consultative Workshops at Karachi, Lahore, Islamabad & Peshawar with CMMI, ISO27001 & ISO20001 certified companies and IT exporters.
- To assess impact of CMMI on growth of HR strength, employee turn-over rate, Project Rework, Project Delays, export revenue & domestic revenue.
- To assess impact of ISO 27001 and ISO 20001 and benefits accrued by certified companies.
- To prepare and submit an impact assessment report to PSEB. Also, provide recommendations on improving the program by PSEB to undertake the next phase.



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- To conduct Consultative/ Interactive Workshops with IT & ITeS companies at Karachi, Lahore, Islamabad & Peshawar in consultation with PSEB, that are interested in PSEB certifications' program to enhance their market reach, business opportunities and delivery performance. Resultantly, collect demand of at least 100 plus ICT & ITeS companies/ Top ICT Exporters against international certifications e.g. ISO 27001, ISO 20001, CMMI, ISO 18295 and ISO 22301 as well as the desired subsidy against each certification.
- To collect demand of at least 100 plus ICT & ITeS companies/ Top ICT Exporters against training needs of the IT Professionals working in the ICT & ITeS companies.
- Prepare budgetary estimates for conducting training, consulting and certification activities for future demand keeping in view of the findings/ recommendations of consultative workshops.
- To draft a PC-I as per the template of Planning Commission for the next phase of International Certifications Program for ICT Industry/ Firms.

Expected Outcome

The expected outcome of this study are:

1. Provide baseline data about effectiveness indicators for use in future impact analysis of such programs.
2. Provide recommendations to improve PSEB's International Certification Program for ICT/ITeS companies.
3. Provide draft Project Document (PC-I) for launching next phase of this International Certification program by PSEB.

Deliverables:

1. Assessment & Demand Questionnaire Forms
2. Impact Assessment Report
3. Draft PC-I for ICT Industry Certification Program

Duration of Assignment



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

Eligibility/ Evaluation Criteria of Consultant

PSEB shall evaluate the technical proposals in line with the following evaluation criteria:

S.No.	Description of Technical Requirement	Marks	Minimum Documents Required
1.	Applicant Company should be registered with PSEB & SECP – Mandatory requirement	Mandatory	<ul style="list-style-type: none">• Certified copy of Certification of Incorporation & PSEB valid registration certificate• Certified copy of Memorandum & Articles of Association• Certified copy of Form-29• Copies of CNIC of director(s)
2.	Applicant Company should have valid NTN and GST.	Mandatory	<ul style="list-style-type: none">• Certified copies of valid NTN & GST certificates issued by competent authority
3.	At least one Key Consultant of the Applicant Company must have completed SCAMPI Certification.	25	<ul style="list-style-type: none">• Copy of valid SCAMPI Certificate issued by CMMI Institute for verification• Detailed profile of SCAMPI Lead/key Consultant• Copy of verifiable clients list with contact details evidencing SCAMPI Lead Consultant CMMI work related experience• Consent letter from SCAMPI Lead Consultant confirming his consent to work with the applicant company
4.	At least one Key Consultant of the Applicant Company must have completed ISO27001 and/or ISO20000 Certification <ul style="list-style-type: none">• 12.5 marks (for ISO27001)• 12.5 marks (for ISO20000)	25	<ul style="list-style-type: none">• Copies of valid ISO27001/ISO20000-1 Lead Auditors certificates• Detailed profile of ISO27001/ISO20000-1 Lead consultant• Copy of verifiable clients list with contact details evidencing



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			ISO27001/ISO20000-1 Lead Consultant work related experience <ul style="list-style-type: none">• Consent letter from ISO27001-/ISO20000-1 Lead Consultant confirming his consent to work with the applicant company
5.	At least one Key Consultant of the Applicant Company must have completed CMMI Dev. 2.0 Associate Certification.	5	<ul style="list-style-type: none">• Copy of key Consultants CMMI Dev. 2.0 Associate certificates• Detailed profile of CMMI Dev. 2.0 Associate
6.	Methodology & Approach & Work Plan	30	<ul style="list-style-type: none">• Complete understanding of the TOR and development of appropriate Methodology, Workable Approach & Actionable Work Plan with clear cut time lines for execution of the job and also detailed scope of activities to perform with required resources and man hour
7.	Key Consultants must have at least 5 years of relevant work experience.	15	<ul style="list-style-type: none">• Detailed profile of key Consultant accurately reflecting his minimum 5 years relevant work experience• Copy of list of similar completed projects in the past 5 years with verifiable clients list and contact details• Copies of at least 2 research reports completed in the past
	TOTAL MARKS (Firms securing 70% or above will be declared successful in technical evaluation)	100	

Any applicant company not fulfilling mandatory requirement at serial no. 1 & 2 above, will be outrightly rejected and not included for technical evaluation. The companies securing 70% or above marks in technical evaluation will be invited for opening of financial bid. The financial bids will be opened in the



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presence of the participating representatives of the successful companies. The financial bids will then be evaluated by PSEB to check their compliance and calculations of total amounts. The financial scores will be awarded on proportionate basis, with lowest-priced compliant bid getting 100 marks and subsequent higher-priced bids getting proportionately less marks respectively. Any financial bid found not compliant will be rejected. The final score will be calculated for compliant firms as follows:

$$\text{Final Score of Firm} = \text{Technical Score} * 0.8 + \text{Financial Score} * 0.2$$

Terms and Conditions:

1. Each proposal shall be submitted as two printed copies of (one marked as ORIGINAL, the other as COPY).
2. Proposals must be sealed and clearly marked Technical Proposal & Financial Proposal.
3. Technical and financial proposals must be sealed separately.
4. Financial proposal must be accompanied by a bid money (refundable) @2% of the total bid value (inclusive of all applicable taxes) in the form of a Pay Order/Demand Draft in favor of "PSEB" (cheques will not be accepted).
5. The successful bidder shall submit performance guarantee equal to 10% of the contract value in the form of either unconditional Bank guarantee from first class Pakistani Bank valid for at least one year from the date of award of contract or in the shape of call deposit/bank draft as per satisfaction of PSEB and shall be released after successful completion of the work to the satisfaction of PSEB's authorities.
6. Mobilization advances if requested shall be made only against equal amount of unconditional bank guarantee from first class Pakistani bank to the satisfaction of PSEB authorities.
7. All required documents must be attached with the bid and if any required document is not found with the proposal, PSEB has the right to reject the proposal at its discretion.
8. Joint venture is not allowed.