



LAST MILE MEDIA PARTNER



TERMS OF REFERENCE (TOR) FOR
LAST MILE MEDIA PARTNER

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

Pakistan Software Export Board (PSEB) is a Guarantee Limited Company with a Board of Directors comprising representatives from within the Government, industry associations and the private sector. PSEB is Government-owned, and is mandated to promote Pakistan's Information Technology (IT) industry.

PSEB's many support programs aim to help Pakistani IT companies and professionals to obtain a greater share of the domestic as well as the global IT and IT-enabled services marketplace.

2. Major Functions of PSEB

Since its inception in 1995, PSEB has facilitated the overall development of Pakistan's IT industry in general and the export of software as well as IT-enabled services in particular. Its major functions are outlined below:

- Undertake research and study on the state of the Information and Communication Technology (ICT) sector and propose strategies for fast track and sustainable development of the Pakistan IT industry including software and services, IT enabled services, and hardware in both export and domestic markets.
- Study the laws and regulations of various competitor countries and propose improvements and modifications in Pakistan public policy impacting the IT industry in the light of Pakistan's requirements.
- Register IT companies in Pakistan and propose and provide fiscal, regulatory and corporate incentives and facilitation to them. Act as a one-stop shop to cater to all the needs of an IT company for setting up or facilitating its IT business ventures in Pakistan. Act as a bridge between the private IT companies and the various government bodies.
- Work with telecom regulators and operators to reduce broadband bandwidth tariffs and rates and improve quality in order to maintain international competitiveness.
- Plan, develop and establish "Software Technology Parks" and IT Parks in Pakistan.
- Determine human capital requirements of the IT industry and work to address these needs in collaboration with other entities.
- Develop and execute a marketing plan to help local software companies reach out to potential clients abroad, attract and facilitate foreign software firms to establish their software development facilities in Pakistan. Arrange the participation of Pakistani IT Industry in domestic and international IT events. Provide protocol, hosting and match-making facilities for foreign delegates and investors. Establish a web portal for customers, investors and companies and prepare and disseminate marketing collateral.
- Develop company capability by assisting them in acquiring quality, security and other certifications.
- Facilitate company growth by enabling access to equity and debt financing and by fostering an entrepreneurial culture.
- Undertake targeted development of sectors like ERP for Small and Medium Industry and Open Source Technologies to boost these sectors and create a snow ball affect.

3. Introduction to Data Node Services

To facilitate the development of the local IT industry by extending all possible help to prospective foreign and domestic investors, Pakistan Software Export Board (PSEB) has established Software Technology Parks. PSEB has also established Data Network Nodes at all the STPs in Lahore, Karachi and Islamabad with a concept of One Stop Shop to provide IT-enabled office space.

The Software Technology Parks have played a vital role in the growth of IT industry. The companies acquiring space in the STP(s) are provided high speed connectivity according to their requirements within 24 hours. This helped great to populate the STP(s) within shortest time span and indirectly generating a high number of business as well as job opportunities.

Dedicated high-speed data connectivity acts as catalyst for rapid development of software and IT enabled service companies. The Technical Department of PSEB is providing;

- International Bandwidth of any capacity on fiber optic backbone through state of the art infrastructure of Tier-1 Operators.
- Co-location services to host servers inside Data Nodes. This considerably reduces OpEx of IT&ITeS companies.
- Round the clock technical support through an automated **e-Service Desk** to provide an efficient and customer oriented service.
- Facilitates IT companies in setting up their offices in STPs.

4. Requirements

Keeping in view the role and objective of PSEB Technical Department to facilitate IT industry, PSEB invites proposals from the operators having valid license to become partner with PSEB for the provision of Last Mile Media (LMM) preferably Fiber Optic and Wireless for the IT and ITeS companies working outside Software Technology Parks in Lahore, Karachi & Islamabad.

The selected companies will be required to sign an agreement with PSEB to provide last mile media on special subsidized rates for the growth of IT/BPO sector in Pakistan.

5. Technical Proposal

5.1 PSEB reserves the right to automatically disqualify companies who fail to submit the following mandatory documents:

- i. Company profile
- ii. Copy of valid License to provide such services.
- iii. Service Level Agreement (SLA) defining availability time & formula, rebates on unavailability, network latency and other terms in detail.
- iv. Description of services offered
- v. List of corporate clients
- vi. 24/7 technical support services.
- vii. Infrastructure /Network (City, Province or Country wide whichever is applicable) diagram.
- viii. Footprints of service availability in respective cities.

5.2. Technical Evaluation Criteria

The format for the evaluation of companies' technical proposal is as follows

S.#	Description	Max. Score	Marks Distribution	
1	Company Profile	30	i. Business volume	5
			ii. No. of employees	5
			iii. No. of Corporate Clients	20

2	Valid License to offer Last Mile media services	15	Presence in Lahore, Karachi, Islamabad,(in any one or all)	15 Marks for each city as proposals received will be evaluated city-wise
3	Technical Support and SLA at International Standards	55	24/7/365 technical support facility strictly compliant to SLA. Market feedback will be part of this evaluation.	55
Total		100	Qualifications Marks = 70%	

The Technical proposals will have 70% weight age in the total scoring. Technical offer(s) will be opened on **January 8, 2018 at 11:30 a.m.**, in the presence of vendors/bidders or their authorized representatives who wish to attend the technical bid opening session. Please note that the evaluation will be made separately for each city, Lahore, Karachi and Islamabad. The technical bid for this part of the proposal must be in separate sealed envelope(s) and marked as "TECHNICAL PROPOSAL FOR PROVISIONING OF LAST MILE MEDIA". The financial bids of companies who do not technically qualified, will not be opened and returned as it is.

6. Financial Proposal

6.1 The Financial Proposal must be enclosed in a separate sealed envelope and marked as "FINANCIAL PROPOSAL FOR PROVISIONING OF LAST MILE MEDIA".

The financial proposal(s) of only those companies who technically qualified as per evaluation criteria will be opened in the presence of the bidders that choose to attend. Please quote LMM pricing for each city separately as evaluation will be made separately for each city. The time and date of the financial bids' opening will be communicated later.

Please send your financial proposals for the followings:

Last Mile Media

Sr.	Description	Specifications
1	Last Mile Media Partners	Last Mile Point-to-Point media will be provided by the valid license holder(s) at PSEB designated locations as and when required. Please quote rates for the following: <ul style="list-style-type: none"> a. P2P Fiber Optic Connectivity b. P2P Wireless Connectivity c. Dark Fiber

The prices should be quoted (City Wise) in the following format:

Sr. #	Distance (Km)	Bandwidth / Data rate Slabs (Mbps)		
		1 - 4	5-10	10- Above
	1-10			
	11-25			
	25- Above			

Note: Please also mention the One Time Charges (OTC) of installation, equipment and security deposit (if any).

6.2 Financial Evaluation Criteria

The financial evaluation will be calculated as follows:

- The weightage of financial proposal shall be 30% of the gross score.
- The financial weight-age will be calculated as per below formula;

$$= (\text{lowest bid/bid offered}) * 30$$

The aggregate points of the financial and technical evaluation for each company will be calculated city-wise.

6.3 Award of Contract

The contract(s) will be awarded to the service provider(s) evaluated as highly competitive, redundant and having better footprint in the respective cities. PSEB has the right to engage one or more operator(s) to ensure the competitiveness and redundancy in bandwidth services in different cities.

7. Disqualifications

The bidder company shall be disqualified if:

- i. The company does not qualify technically.
- ii. The company is involved in litigation, arbitration or any other dispute or event that may have material adverse effects on the bidder's ability to perform the contract.
- iii. Its past, conduct or execution of work under contract has been poor.
- iv. The specifications and other requirements are not properly adhered to, or it is different from the ones mentioned against each item/equipment.
- v. The bid is not accompanied by the 2% earnest money of the total value of the tender in the shape of a pay order/bank draft in favor of PSEB; or the earnest money submitted is less in amount. The bid money will be returned to unsuccessful bidders after evaluation.
- vi. PSEB will not entertain incomplete/conditional quotations or quotations with overwriting/cutting, etc.
- vii. The firm/company is not registered with the Income Tax and Sales Tax departments.
- viii. Any other major discrepancy found in the proposal and/or non-compliance of the terms and conditions of the ToRs.

- ix. The firm has been blacklisted by any other government department.

8. General Terms and Conditions:

- i. PSEB reserves the right to accept or reject all or any application as per PPRA rule # 33.
- ii. Financial proposals will be opened in the presence of all those candidate companies that are short-listed by the technical evaluation committee and who wish to attend the bid-opening meeting.
- iii. A 2% bid bond of highest amount in the shape of a bank draft in favor of “Pakistan Software Export Board” SHALL BE INCLUDED WITH FINANCIAL PROPOSAL. Technical proposal should clearly state that a bid bond has been included in the financial proposal. Please do not disclose the amount of the bid or the bid bond in the technical proposal.
- iv. The selected companies shall sign an agreement / contract with PSEB to offer the services on specified rates (quarterly revised in purview of prevailing market conditions) for a minimum period of 01 year that can be extended with mutual consents.
- v. Quoted prices shall be in PKR for Last Mile media services inclusive of all applicable taxes. Prices mentioned without any remarks will be treated as inclusive of all applicable taxes.
- vi. The monthly charges shall include any maintenance or troubleshooting charges. PSEB will not pay any extra amount to fix a problem.

9. Proposal Submission

The proposal should be submitted in two main sealed envelopes, each of which contains a sealed technical proposal and a sealed financial proposal separately. The technical and financial proposals must be submitted on or before date **January 8, 2018 at 11:00 a.m.**, at PSEB’s Islamabad Office address, given below.

10. Mailing Address / Contact Information

Manager Administration & HR
Pakistan Software Export Board (G) Limited
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Islamabad

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