



## IT Industry Apprenticeship Program



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# Terms of Reference

Selection of IT Companies for Apprenticeship

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## IT Industry Apprenticeship Program



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## IT Industry Apprenticeship Program



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

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

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 marketplace.

### 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 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 domestic IT Sector.



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### 3 The project (IT Industry Apprenticeship Program)

Recent studies and surveys carried out by PSEB indicate that there is shortage of specialized / technically skilled manpower in the Pakistani IT industry. Also the market size, business volume and uncertainty in the global marketplace hinder local companies to make substantial investments in human resource development directly or indirectly. However, it is a proven fact that the Pakistani IT industry has competitive advantage in terms of availability of cheap skilled manpower over other regional countries to attract foreign investment. It is through National ICT R&D Fund that the financial impetus for this project has been provided. National ICT R&D Fund has been mandated by the Ministry of IT to facilitate the development of comparative advantage in the ICT industry and to enhance the ICT related human resource development.

These Apprenticeships would serve as a major incentive for the IT companies that require financial assistance in apprenticing their technical staff and ultimately specialize in a specific technology. These companies would resultantly be able to position and market themselves abroad and get major outsourcing contracts. It is likely that the type and nature of Apprenticeship would differ from company to company.

### 4 Objectives of the Project

The project has the following aims.

1. To create a highly skilled resource pool within Pakistani IT industry to match advanced, specialized international technological requirements by imparting “Specialized” as well as management related Apprenticeships.
2. To assist IT companies in achieving their advanced technological HR needs by providing them financial subsidy to hire new employees.
3. In this project, National ICT R&D Fund will financially subsidize the companies to recruit graduates possessing the basic skills and knowledge in Information Technology and other related disciplines to provide IT/ITeS services. These recruits will generally be fresh graduates or with some experience. These “apprentices” or trainees will be hired by companies as full-time employees and put through a maximum of 12-month program, consisting of in-company training, on-the-job training and mentoring.
4. This subsidy, of Rs. 15,000 per month, shall be offered for a period of maximum 12 months to each apprentice.
5. Apprentices are to be retained by the company for at least one year, post subsidy period.

### 5 Purpose of this Document

The purpose of this document is to specify the approach that PSEB will use to evaluate and select IT companies for enrollment into this program. This document also describes the requirements that a company has to fulfill to get selected.



**6 Selection criteria**

The following criteria will be used for the selection of a company.

Sr. No.	Description	Points
1	Apprenticeship, (See point 1 below)	35
2	Training (See point 2 below)	20
3	Maturity of Program, proven effectiveness of applied program (who else is using it) (See point 3 below)	10
4	Value addition of "certificate" offered (See point 4 below)	5
5	Company Profile (See point 5 below)	10
6	Number & Size of present Domestic and International Clients (See point 6 below)	10
7	Annual Revenue (See point 7 below)	10

**Disqualifications**

1	Companies and any of their affiliates blacklisted by the Govt. of Pakistan
2	Companies that do not have a valid membership of PSEB
3	Companies that do not have any Domestic and/or International Client

**7 Proposal Format**

**1. Apprenticeship:**

This section provides details regarding apprenticeship plan along with following sub-sections

**1.1. Vision**

Under this section we need company's vision for the next 4 years, also about apprenticeship program, its significance, number of apprentices required (with quarterly break up in batches) and what the company expects to achieve through this program.

**1.2. Significance**

Provide details about what value addition will be due to these apprentices, and also describe the apprenticeship in relation with core competencies of the company. Also, provide the following:

- Return on Investment (ROI) analysis
- Year on year revenue growth for the last 5 years
- Year on year revenue growth for the next 5 years (expected)



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### **1.3. Employee Hiring Policy and Process**

Provide hiring process and policy. Also describe the process company will follow for the hiring of these apprentices. Please elaborate the entire process with a detailed flow chart.

### **1.4. Apprentice selection**

Provide details about the skill set and qualification(s) to be considered for apprentices hiring.

### **1.5. Career Development and Career Path**

Provide detailed career path and career development plan for the existing employees and proposed apprentices in tabular and/or graphical form.

### **1.6. Performance Management**

Provide the performance appraisal mechanism and its relation with career path along with the performance review form(s).

## **2. Training:**

### **2.1. Training Plan**

Provide company training policy, information regarding trainings conducted earlier for the current employees. If company has in-house training facilities please provide detail. What is the minimum mandatory training hours required for current employees in a year, and how many training hours will be mandatory for the apprentices.

Also please specify that what portion of the planned apprenticeship would be Class Room Environment Vs. On Job Training?

Provide details of the number of Courses/Modules planned along with required contact hours; also provide information about the level of course.

#### **2.1.1 Training Need Assessment (TNA)**

Provide the detailed mechanism for the identification of skill deficiencies (in employees/apprentices) and how are they addressed. Also, provide the following support documentation:

- TNA Form
- TNA Approach (should be aligned with strategic goals, must address organizational/occupational/individual changes)
- TNA Process( A detailed flow chart)

### **2.2. Training Material**

Provide details about training material. Is it company's own developed/customized/generic material? Attach sample course material with the proposal.



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### **2.3. Mode of Instruction**

Provide details about mode of instruction whether web-based, in-house or training agreements with trainers or training institutes.

### **2.4. Instructor Profile**

Provide details of suggested trainer and also provide the details of team lead/mentor/supervisors with areas of expertise and experience, who will be mentoring the apprentices during the apprenticeship period. In case of online training please provide details of training recognition and availability.

### **2.5. Training verification**

The company will be responsible to provide documentary evidence about training conduction, content delivery and participation of Apprentice in that training.

### **2.6. Relationship of Training and Employee Career Path**

Provide details on how the training is related to apprentice post training role/job in the company. Also how your training will help these apprentices in their career.

## **3. Maturity of Program**

Provide details about the company experience in conduction/organizing similar training programs for its employees and/or interns in the past. If similar activity is being carried out by the company elsewhere in the world, provide details.

## **4. Value addition**

### **4.1. Testing**

Provide detail regarding testing methodology to evaluate the training imparted, also provide details if any vendor base, International Certification or company certification is associated with these training.

## **5. Company Profile**

Provide brief details of the Company, Company Contact and Contact Person Information.

### **5.1. Core Business**

Describe primary business of the company and Alliances (if any), years of operations, territorial presence and total number of clients (please provide a breakup of domestic and international clients).

### **5.2. Technologies in use (horizontal, vertical)**

Provide common technologies brief which are used by the company.

### **5.3. Number of existing employees (technical & non-technical)**

Provide Number of employees in different domains of work and support it with Detail of Employees returns filed with Tax Department for the Last Fiscal Year OR Return of Employee filed with EOBI OR Copies of instructions issued to the Banker regarding transfer of salaries of employees for the current month



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### 5.4. Project Undertaken

Provide details of major projects undertaken by the company along with following information for each project.

- i. Project Name
- ii. Brief project Scope and Description
- iii. Project Duration
- iv. Project Worth
- v. Project Team Size
- vi. Customer Name
- vii. Customer Contact

### 6. Number & Size of present Domestic/International Clients

Provide the number and size of domestic and International Cliental along with following details for each client.

- i. Name of the client
- ii. Project/s Undertaken
- iii. Project/s Worth
- iv. Country

### 7. Annual Revenue:

Provide the annual revenue reported by the company to State Bank of Pakistan or detail of bank accounts maintained with scheduled local banks.

#### 7.1. Annual Audit Report

Annual Audit report for last fiscal year verified/pledged by Chartered Accountant Company

## 8 Documents Required

1. Proposal as per prescribed format
2. Certificate of Incorporation / Proof of Establishment Proof of company's registration as legal entity.
3. PSEB valid membership certificate.
4. Employees returns filed with Tax Department for the Last Fiscal Year or Return of Employee filed with EOBI or Copies of instructions issued to the Banker regarding transfer of salaries of employees for the current month (salary figures not required).
5. Copies of recent company audited accounts (in case of global company provide global details).
6. The "contracts in hand" summary that provides the description of each of those contracts.
7. Affidavit of Eligibility and Correct Information (See Annex-II)



**9 Apprenticeship Mechanism:**

The Apprenticeship mechanism will be based on the following;

- i. IT companies will submit proposals for the Apprenticeships to PSEB.
- ii. PSEB will do the initial screening and get the missing information
- iii. A sub-committee will evaluate the request for Apprenticeship and the committee may call companies for presentation to determine the necessity and the requirements of the Apprenticeship.
- iv. Cases selected by the sub-committee will be forwarded to the National ICT R&D Board.
- v. After the National ICT R&D Fund's approval the companies will be allowed to hire apprentices
- vi. All Payments will be made directly to the company, who will pay the apprentices and submit proof of payment to PSEB
- vii. PSEB will nominate an Auditor to evaluate the hiring process and training.
- viii. The Auditor will also verify the RoI



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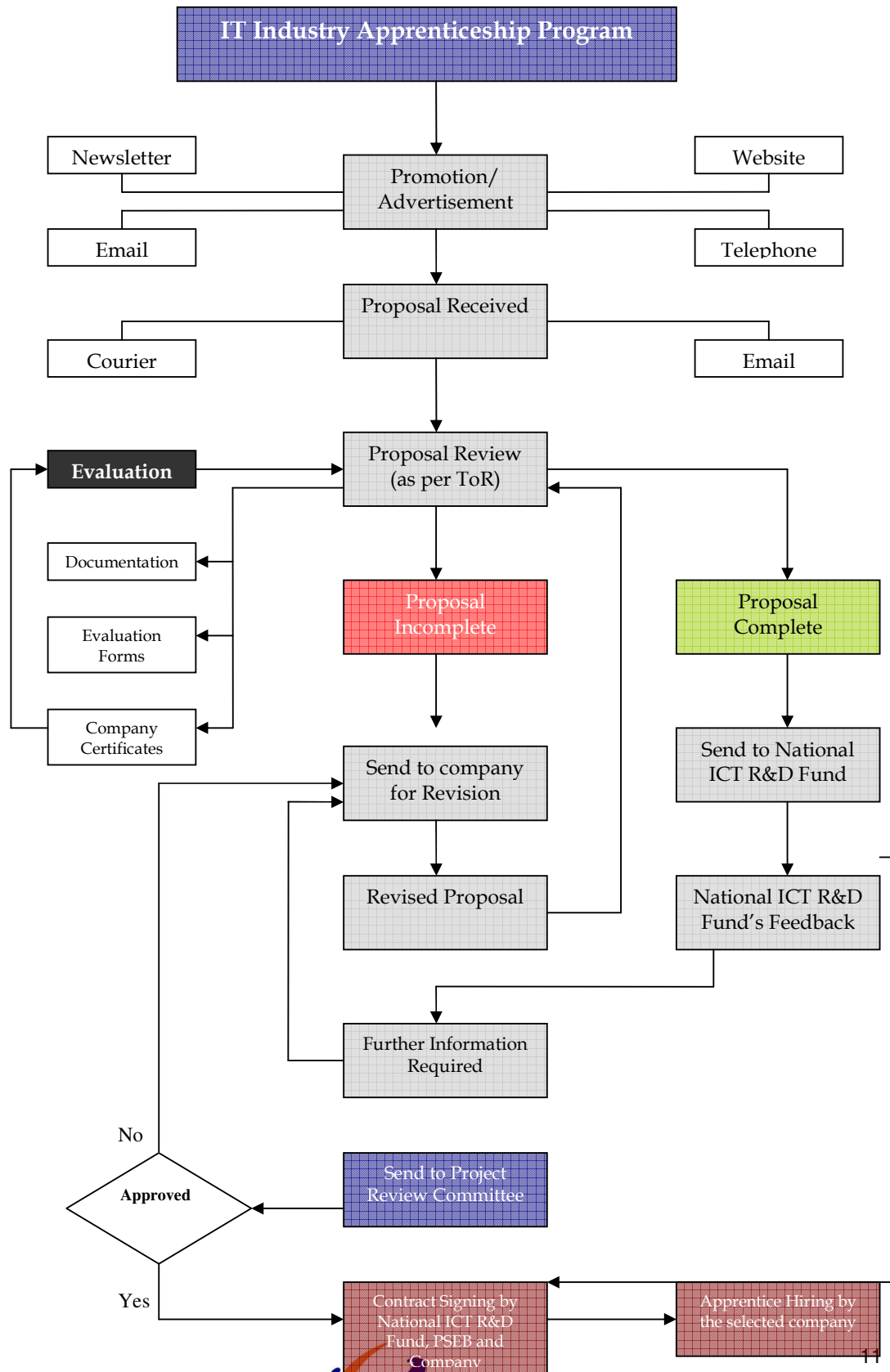


### 10 Process of Evaluation

The flow chart underneath indicates the sequence of activities involved in the process of evaluation of the applications with references to relevant clauses.



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### 11 Date of Proposal Submission

This project is ongoing in nature so Expression of Interest (EOI) may be submitted at any time during the life of the project however selection of companies and subsequent funding for Apprenticeship will be awarded on first-come first-serves basis.

### 12 Contact Information

Project Director  
Industry Human Capital  
Project Office  
Pakistan Software Export Board (G) Ltd  
Ministry of Information Technology  
House -33, Street-35, F-6/1, Islamabad  
E-mail: [shassan@pseb.org.pk](mailto:shassan@pseb.org.pk)  
Telephone: 051-9244090  
Fax: 051-9244097



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### 13 Application 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 the information provided by me/us in this “Expression of Interest” is 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, Name  
& Stamp of Company’s Competent Authority