



**Enhancing IT Exports Through Industry Support
Programs**



**TERMS OF REFERENCE (TORs)
SELECTION OF COMPANIES FOR ISO20000**

Version 1.0



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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 Pakistan's 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 Ministry of Information Technology and Telecommunications, and has a Board of Directors that is chaired by the 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 (Standardization of Pakistani Software Industry)

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.



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

The scope includes:

- 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 has already assisted 110 companies in achieving ISO 9001, 11 companies in ISO27001, 23 companies on CMMI level 2, Level 3 & Level 5.

PSEB is now looking forward to assist 25 more companies on ISO20000.

4 Objectives of this advertisement

The objective of this advertisement is to assist 10 more companies on ISO20000. PSEB shall bear 80% Consultancy and Audit cost of ISO20000 and remaining 20% will be paid by the company.

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 Selection criteria

Mandatory Requirements

1. **PSEB Registration**
Company should be a PSEB registered company.
2. **ISO 20000 certification**
PSEB will assist the companies on ISO20000
3. **Share Holding of the Company**



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At least 50% of the shares of the company must be held by individuals holding Pakistani Nationality. Documentary evidence needs to be provided to this effect. Companies with less than 50% Pakistani shareholders would be disqualified.

4. **ISO9001 or ISO27001**

Applicant Company must have ISO9001 or ISO27001 certificate to become eligible for this program

5. **GOP Eligibility**

The section disqualifies the companies black listed by any division, department or organization of Government of Pakistan

Evaluation Criteria

1. **Number of years in IT Business**

This section gives an advantage to the companies that have more experience in terms of number of years. There is no disqualification in this section however.

2. **Export registered to SBP during Previous Year**

This section checks the company's performance in the three years preceding the proposal submission.

3. **Domestic Business during Previous Year**

This section gives an edge to the companies that have been concentrating over the domestic market as well. There is no disqualification in this section.

4. **Projects in Hand**

This is to check the company's sustainability in near future. The more projected revenue companies will show through their contracts in hand, more advantage will they get over others.

5. **Number of Employees**

This section checks whether a company has sufficient human resource to implement ISO20000. This also gives an edge to companies that have a larger number of human resources. The companies with less than 10 employees will be disqualified automatically.

7 Documents Required

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

1. Certificate of Incorporation / Proof of Establishment
2. Copy of PSEB membership certificate
3. Detailed company profile
4. Copy of ISO 9001 or ISO27001 Certificate.



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5. Company Human Resource Strength (Detail of Employees returns filled with Tax Department during previous year OR Return of Employee filled with EOBI OR Copies of instructions issued to the Banker regarding transfer of salaries of employees of previous month)
6. Detail of the company's shareholding (issued by SECP). Provide the copies of National ID Cards of the Pakistani shareholders. Also provide details about the Nationalities of foreign shareholders.
7. Export Proceed certificate issued by the bank, for previous three years (e.g. Export Realization Certificates) OR Sale Bills reported to the State Bank of Pakistan on prescribed format with respect to export.

(Note: All companies will have to submit their share of 20% of ISO20000 consultancy within 30 days of selection. Failing to do so, company's selection will stand as void: however the audit share to be borne by the company needs to be paid later after completion consultancy)

8 Application Format

Please fill the table as mentioned below and attach documents as mentioned in section 7. This section should be provided on a Rs. 100/ stamp paper as affidavit.

Sr. No	Description	Information to be Provided by the Applicant Company
1.	Company is Registered with PSEB	Yes/No
2.	Company is ISO9001:2000 certified or ISO27001 or CMMI Level 2 or Level-3	Yes/No
3.	Company has at-least 50% shareholding by Pakistani Nationals	Yes/No
4.	Company is not black listed by Govt. of Pakistan	Yes/No
5.	Number of years in business	?
6.	Year of Company's registration with appropriate govt. body (e.g. SECP and PSEB etc.)	?
7.	Remittances reported to State Bank Of Pakistan in 2015 in USD	?
8.	Domestic business of previous year	?
9.	Number of employees working for the company	?



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I/We declare that the information provided in the “EOI” is accurate and can be proved whenever required. I/We further declare that if in case the information provided by me/us in this “EOI” 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. I/ we further confirm that I / we will provide a bank draft of 20% of the total amount to PSEB as my / our share of ISO20000 consultancy and appraiser within 15 days of the selection of my/our company to the full satisfaction of PSEB authorities.

Note: All the EOIs must reach the office of the undersigned before the time as mentioned in the advertisement.

9 Contact Information

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