



Enhancing IT Exports Through Industry Support
Programs



Request for Proposal (RFP)

Sélection of Training Company to Conduct ISO 27001 Lead Implementer Trainings

Ver. 1.1

Dated: April 2016

PAKISTAN SOFTWARE EXPORT BOARD



Enhancing IT Exports Through Industry Support Programs



Table of Contents

Sr. #	Description	Page #
1	<u>Pakistan Software Export Board (G) Ltd</u>	3
2	<u>Major Functions of PSEB</u>	3
3	<u>Introduction of project</u>	3
4	<u>Objectives of the Project</u>	4
5	<u>Purpose of this Document</u>	4
6	<u>Required Information</u>	4
7	<u>Documents Required</u>	5
8	<u>Undertaking</u>	6
9	<u>Contact Information</u>	6



Enhancing IT Exports Through Industry Support Programs



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 locally & 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;

- 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

There is a need to establish a comprehensive Information Security Management System within all major IT companies of Pakistan as in the modern day business; they need to ensure the confidentiality, integrity, and availability of both vital corporate information and customer information. The standard for Information Security Management System (ISMS). The project has fast become one of the world's established biggest sellers and hence it is the right time to launch a project to assist IT companies in adopting this standard. Pakistan IT has seen a recent up thrust and many companies are now working with blue chip companies of the world. Recent worldwide scams of client information



Enhancing IT Exports Through Industry Support Programs



Trading illegally by the middle level office staff of certain companies has ignited the need of strong information security processes implementation around the globe. As a result of these scams most foreign companies / organizations have now started to check the information security arrangements at their client companies before outsourcing any business to them. Implementing this standard in the country's IT industry would surely assist in the export business.

PSEB plans to train 50 ISO 27001 lead Implementers. Proposals are invited from training Companies that are interested to provide ISO 27001 Lead Implementer trainings to PSEB selected individuals.

4 Objectives of the Project

The objectives of this project is to train 50 ISO 27001 lead implementers

FY-2015-16	25
FY-2016-17	25
Total	50

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 ISO 27001 lead implementer training. 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



Enhancing IT Exports Through Industry Support Programs



whose “TECHNICAL PROPOSALS” are accepted by the technical evaluation committee. 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. A covering letter from the head of the applicant firm or his authorized representative.
- b. Table of Contents with page numbers
- c. Profile of the applicant firm including outline of work experience with focus on similar assignments, name of major clients & details of similar assignments etc.
- d. 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.



Enhancing IT Exports Through Industry Support Programs



- e. Details of past assignments.
- f. Proposed consulting methodology with duration.
- g. International firms must also provide details of their local arrangements/partnerships that will be utilized for completing the assignment.
- h. Consulting 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	Lead trainer must have completed 16 years of formal education	mandatory
2	Applicant company must have at least 5 years of conducting ISO27001 Lead Implementer Trainings experience	50 points



Enhancing IT Exports Through Industry Support Programs



3	Lead trainer of the applicant company must have 05 years of ISMS training experience	40 points
4	Research paper on ISMS by lead trainer or work on ISO27001 as author	10 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 50 individual selected by PSEB
- Training material & Certificates for 50 individuals
- Boarding & lodging for Trainers
- Any other item to be indicated by bidder

7 Documents Required

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

- Detailed company profile
- Certificate of Incorporation / Proof of Establishment
- List of ISO 27001 Lead Implementer Trainings conducted by the company with proof.
- 2 page CV including detail of the nominated Lead Trainer's education and commercial experience. Please attach the copy of highest education level achieved.
- List of ISO 27001 Lead Implementer trainings conducted by the nominated Lead Trainer. Please attach references with contact info.
- Detail of research papers on ISMS by lead trainer or work on ISO 27001 as author.
- Copies of educational certificates of lead trainer or co-trainer
- 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



Enhancing IT Exports Through Industry Support Programs



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 information requested 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 work 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



Enhancing IT Exports Through Industry
Support Programs



REQUEST FOR PROPOSAL (RFP)

Sélection of Training Company to Conduct
ISO 20000 Lead Implementer Trainings

Ver. 1.1

Dated: April 2016



Enhancing IT Exports Through Industry Support Programs



PAKISTAN SOFTWARE EXPORT BOARD

Table of Contents

Sr. #	Description	Page #
1	<u>Pakistan Software Export Board (G) Ltd.</u>	3
2	<u>Major Functions of PSEB</u>	3
3	<u>Introduction of project</u>	3
4	<u>Objectives of the Project</u>	4
5	<u>Purpose of this Document</u>	4
6	<u>Required information</u>	4
7	<u>Documents Required</u>	5
8	<u>Undertaking</u>	5
9	<u>Contact Information</u>	6



Enhancing IT Exports Through Industry Support Programs



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 locally & 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;

- 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

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:



Enhancing IT Exports Through Industry Support Programs



- 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 50 ISO 20000 lead Implementers. Proposals are invited from training Companies that are interested to provide ISO 20000 Lead Implementer trainings to PSEB selected individuals.

4. Objectives of the Project

The objectives of this project is to train 50 ISO 20000 lead implementers

FY-2015-16	25
FY-2016-17	25
Total	50

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 ISO 20000 lead implementer training. 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



Enhancing IT Exports Through Industry Support Programs



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. 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%

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

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



Enhancing IT Exports Through Industry Support Programs



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.

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



Enhancing IT Exports Through Industry Support Programs



Description		Remarks
1	Lead trainer must have completed 16 years of formal education	mandatory
2	Applicant company must have at least 5 years of conducting ISO20000 Lead Implementer Trainings experience	50 points
3	Lead trainer of the applicant company must have 05 years of ITIL training experience	40 points
4	Research paper on ITIL by lead trainer or work on ISO20000 as author	10 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 50 individual selected by PSEB
- Training material & Certificates for 50 individuals
- Boarding & lodging for Trainers
- Any other item to be indicated by bidder

7. Documents Required

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

- Certificate of Incorporation / Proof of Establishment
- List of ISO 20000 Lead Implementer Trainings conducted by the company.
- 2 page CV including detail of the nominated Lead Trainer's education and experience. Please attach the copy of highest education level achieved.
- List of ISO 20000 Lead Implementer trainings conducted by the nominated Lead Trainer.
- Detail of research papers on ISMS by lead trainer or work on ISO 20000 as author.
- Undertaking



Enhancing IT Exports Through Industry Support Programs



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 information requested 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