

**PREQUALIFICATION OF VENDORS FOR LAST MILE
MEDIA SERVICES**

TERMS OF REFERENCE (TOR) FOR
PREQUALIFICATION OF VENDORS FOR THE PROVISIONING OF
LAST MILE MEDIA SERVICES

December 2020

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Pakistan Software Export Board (G) Ltd.

1. Introduction

Pakistan Software Export Board (PSEB) is an apex Government body mandated to promote Pakistan's IT Industry in local and international markets. PSEB facilitates the IT industry through a series of projects and programs in infrastructure development, human capital development and company capability development. PSEB also analyses state laws and policies related to IT industry in comparison with other countries. Through its various support programs, PSEB aims to help Pakistani IT companies and IT professionals in obtaining a greater share of the global IT and ITeS marketplace.

2. Data Node Services

To facilitate the development of the local IT industry by extending all possible help to prosper foreign and domestic investors, Pakistan Software Export Board (PSEB) has established Software Technology Parks (STPs). PSEB has also established Data Nodes Network in these STPs to provide all required ICT services through One Stop Shop for quick setup of IT business in these STPs.

Dedicated high-speed data connectivity acts as catalyst for rapid development/growth of software and IT enabled service companies. The Data Node Network is currently offering the following services:

- International Bandwidth of any capacity on optical fiber backbone through state-of-the-art infrastructure
- Provision of IP connectivity to the IT&ITeS companies within 24 hours.
- Infrastructure as a Service (IaaS) through PTCL Cloud.
- Infrastructure for the termination of PRI(s)/E1(s) through optical fiber.
- Co-Location services for IT&ITeS companies to reduce CapEx and OpEx.
- Graphical Traffic monitoring system available for the subscribers to monitor the bandwidth utilization.
- Round the clock technical support through an automated e-ServiceDesk to provide an efficient and customer oriented service.

3. Requirements

PSEB desires to pre-qualify vendors for the provisioning of Last Mile Media (LMM) services through optical fiber and wireless on special subsidized rates for the growth of IT/BPO sector in Pakistan. The companies are requested to submit following mandatory documents for the

evaluation/selection.

Note:- (If compliant, please check , otherwise put a Cross in the Mark Column).

Sr. No.	Mandatory Eligibility Criteria Checklist	Mark <input type="checkbox"/> / <input type="checkbox"/>
1.	Company profile.	
3.	Copy of valid License, if applicable, to provide Last Mile Media (LMM) services in Karachi, Lahore and Islamabad/Rawalpindi.	
5.	Proof of NTN Certificate	
6.	Proof of GST Certificate	
7.	Service Level Agreement (SLA) defining availability time & formula, rebates on unavailability, network latency and other terms in detail.	
8.	Footprints of service availability in respective cities.	

PSEB reserves the right to disqualify companies who fail to submit the above-mentioned mandatory documents:

4. Technical Evaluation Criteria

The criteria for the evaluation of company's technical proposal is as follows. Qualifying marks=70%

Sr#	Description	Max. Score	Marks Allocation	
1.	Firm/Bidder Profile (copy of company registration)	10	Registered age- 10+ years	10
			Registered age - 7 to 10 years	07
			Registered age - less than 5 years	05
	Financial Strength	10	Annual turnover up to 50+ mil	10
			Annual turnover 31-50 mil	07
			Annual turnover 10- 30 mil	05
2.	Number of clients in the city of application (list of clients with contact details)	10	Number of client 50+	10
			Number of clients between 31-50	07
			Number of clients between 10-30	05
3.	Technical Support and SLA at International Standards 24/7/365 technical support facility strictly compliant to SLA. Market feedback will be part of this evaluation	70	Availability of technical support	10
			Response time	10
			Problem resolution time	10
			Circuit deployment time	10
			Service availability in each calendar month	10
			Escalation Matrix for support	10
			Rebates	10
	G. Total	100		

5. 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) PSEB will not entertain incomplete/conditional bids.
- v) The firm/company is not registered with the Income Tax and Sales Tax departments.
- vi) Any other major discrepancy found in the proposal and/or non-compliance of the terms and conditions of the ToRs.
- vii) The firm has been blacklisted by any other government department.

6. General Terms and Conditions:

PSEB reserves the right to accept or reject all or any application as per PPRA rule # 33.

7. Proposal Submission

The proposals must be submitted on or before dated **January 12, 2021** at **3:00 pm** which will be opened on the same date at **3:30 pm** in the presence of participated bidders at PSEB's Islamabad Office address given below.

Title/Position:	Manager Administration & HR
Telephone:	051-920 4074
Official Postal address:	Pakistan Software Export Board 2 nd Floor, Evacuee Trust Complex, F-5/1, Islamabad- 44000, Pakistan