



PROVISIONING OF TECHNICAL/SUPPORT STAFF FOR DATA NODE
OPERATIONS AT SOFTWARE TECHNOLOGY PARKS IN LAHORE



TERMS OF REFERENCE (TOR)

FOR THE PROVISIONING OF TECHNICAL/SUPPORT STAFF FOR DATA NODE

OPERATIONS AT SOFTWARE TECHNOLOGY PARKS IN LAHORE

TOR for "Provisioning of Technical/Support Staff for data node operations at Software Technology parks in Lahore."

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1. PAKISTAN SOFTWARE EXPORT BOARD (G) LTD, AN INTRODUCTION

Pakistan Software Export Board (PSEB) is the entity within Government charged with the task of accelerating growth in the Information Technology (IT) and Information Technology enabled services (ITeS) 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 IT companies and IT professionals in obtaining a greater share of the global IT and ITeS marketplace

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.

2. INTRODUCTION TO THE WORK

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 in these STPs with a concept of **One Stop Shop** to provide IT-enabled office.

The Software Technology Parks have played a vital role in the growth of IT industry. The companies acquiring space in the STP(s) really appreciate PSEB efforts in establishing the data

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nodes as they get 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 huge number of job opportunities as well.

Dedicated high-speed data connectivity acts as catalyst for rapid development of software and IT enabled service companies. Following are key features of the Data Nodes Network.

1. All STP(s) are connected to PTCL infrastructure through Optic Fiber.
2. International Bandwidth from 64kbps to 155Mbps or above on optical fiber backbone through state of the art infrastructure under a **Bandwidth Reselling Agreement** with PTCL.
3. Provision of IP connectivity to the IT&ITeS companies within 24 hours including Site Survey, Feasibility Report and issuance of D/Note.
4. Infrastructure for the termination of PRI(s)/E1(s) through optical fiber.
5. Data Desk service for data upload/download for small IT&ITeS companies.
6. Graphical Traffic monitoring system available for the subscribers to monitor the bandwidth utilization.
7. Round the clock technical support through an automated *e-ServiceDesk* to provide an efficient and customer oriented service.
8. Last mile through optic fiber and redundancy over DRS links.

As mentioned above PSEB is managing the Internet services in STP(s) across the country. To manage Data Node operations in STPs located in Lahore, PSEB is intended to hire technical and support staff through outsourcing. This partnership may likely continue for a period of one year and extendable on yearly basis subject to the provisioning of satisfied services. PSEB may terminate this service by giving thirty (30) days advance notice period. In lieu of this, Expression(s) of Interest is invited to provide technical & support staff to provide round the clock technical/customer support to the valued IT clients of bandwidth services under the mission statement of "**Zero Tolerance to Down Time**".

3. DELIVERABLES

The deliverables are categorized as follows;

1. **Provision of Technical Services:** The outsourcing company will provide technical services through qualified **resources deputing** at the Data Nodes established in STPs within the territory of Lahore city. The technical staff provided must meet minimum criteria as under;
 - Four years Bachelor Degree in Computer Science or equivalent with minimum two years or Master Degree in Computer Science or equivalent with minimum one year' experience in IP Networks, LAN/WAN, TCP/IP, Networks Troubleshooting, Technical support, Computers Hardware and Software.



- Performing the duties in the shift to maintain Data Network Node operational round the clock.
- Handling the customer's complaints and providing technical support.
- Lease line circuits monitoring, troubleshooting, fault tracing.
- Liaison with Bandwidth Provider(s) regarding leased line circuits and link problems.
- Maintaining Link down logs.
- Technical support to the customers during the network and link problems.
- Other duties assigned by the Manager.

2. Provision of Office Support Staff: The outsourcing company will provide the **office support staff** having understanding of corporate environment. The office support staff will be responsible to keep the office area neat and clean, entertain the guests/visitors, serving the operational staff as per duty roster defined by the head of data node operations.

3. Current requirement of staff

Currently PSEB's requirement of staff is as under which may increase or decrease as per its requirements

- | | | |
|--------------------|---|-------|
| a. Technical Staff | = | 3 Nos |
| b. Support Staff | = | 1 No. |

Note:

- a. The provided staff will be on the responsibility of vendor/service provider. Any sort of damage/loss occurred due to manhandling of equipment/assets by the staff of vendor will be the responsibility of vendor to take care and compensate on actual basis.
- b. The deputed staff will be under the administrative control of PSEB Director Technical or the person assigned.
- c. The vendor is to propose per month salary of the staff along with suitable service charges including all applicable taxes. (The deduction and submission of income tax on salary if applicable, to Govt treasury, will be the sole responsibility of the vendor).
- d. The operational expenses like utility bills, stationary, entertainment, network cabling will be borne by PSEB itself. Any expense done by the vendor without prior approval of PSEB will not be reimbursed to the vendor.
- e. Any extra duty performed by the staff will be paid overtime as per PSEB rules and regulations.
- f. Taxi claims will also be paid as per PSEB rules and regulations

- g. No Medical facility will be provided by PSEB.
- h. Per Month 3 leaves will be allowed to the staff.

4. SELECTION CRITERIA

The proposals will be evaluated on the basis of the evaluation criteria given below;

Criteria	Points Allocation
Company profile	10
Team Composition	20
Understanding of Requirement	5
Timeline for the Deliverables	5
Experience in providing Technical Support Staff in the past	10
Total	50

Achieving 60% of allocated marks is mandatory to qualify for financial bid opening. The Technical and Financial bids carry 60% & 40 % weightage respectively.

TECHNICAL SUPPORT

1. 24x7x365 Technical Support at Data Nodes

- a. 24 hours technical assistance.
- b. Technical information service
- c. Answering technical queries.

2. Trouble ticketing, fault diagnostic service, problem identification and rectification.

Details of Maintenance & Support Service

The bidder is to provide its current profile of maintenance and support services provided to its clients. The bidder shall clearly indicate the points of presence in Lahore for maintenance/support services.

5. PROPOSAL

The technical and financial proposals must be enclosed in separate envelopes properly labeled. The both envelopes should further be sealed in a single envelope marked **“Expression of Interest for Provisioning of Technical/Support Staff for Data Node Operations in Lahore”**.

6. PROPOSAL SUBMISSION

The complete proposal has to be submitted latest by **1100 hours on June 12, 2017**, and will be opened on the same date at **1130 hours** at the address mentioned in section 9. Any proposal received after the closing time for submission of proposals shall not be entertained.

7. **TERMS & CONDITIONS**

- Prices quoted must remain firm for acceptance up to 90 days from the date of its opening.
- Quoted price should be in Pak rupees and inclusive of all applicable taxes. Prices quoted without any tax remarks will be treated as inclusive of all applicable taxes. Any change in Government duties or taxes shall be borne by the successful bidder(s).
- The initial contractual period will for twelve (12) months, extendable on yearly basis with mutual consent but can be terminated by PSEB at any time with thirty (30) days advance notice and without assigning any reason.
- The company should be a registered with Income Tax and Sales Tax Departments.
- The Technical Proposals will be opened in the presence of bidders or their authorized representative.
- **A 2% earnest money of total value of quoted bid** in the shape of Bank Draft / PayOrder in favor of "Pakistan Software Export Board" SHOULD BE INCLUDED IN THE FINANCIAL PROPOSAL and should not be disclosed in Technical Proposal in any manner.
- The successful bidder will be required to submit a 10% performance bond upon the issuance of contract till expiry or termination of the contract.

8. **MAILING ADDRESS / CONTACT INFORMATION**

Following address will be used for all correspondence;
(Proposal for providing Technical Support)

Khursheed Anwar Bangash

Manager Administration/HR

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