

PUNJAB SKILLS DEVELOPMENT FUND

INVITATION FOR EXPRESSION OF INTEREST (EOI)

“Hiring of Company/Firm for Business Process
Outsourcing-Invoice Processing”

February 2019



Submission Date for EOI: March 8th, 2019 before 11:00 AM

21-A, H-Block, Dr. Mateen Fatima Road, Gulberg-II, Lahore Pakistan

Phone: +92-42-35752408-10 Fax: +92-42-35752190

Contents

1) Background	2
2) Invitation to Expression of Interest.....	2
A. Conditions for minimum eligibility (qualification criteria).....	3
B. Other necessary Information	3
b. Acceptance or rejection of EOI	3
C. Time schedule for submission of Expression of Interest (EOI)	3
D. Instruction & Guidelines for Consulting firms	4
E. Scope, Duties and Responsibilities of the Consulting Firm	5
F. Evaluation/Selection Criteria	5
G. Declaration.....	6
Annexures.....	7
Annex – A “Firm Information”	7
Annex – B “Eligibility Response Checklist”	8
Annex – C “Evaluation Criteria”	10
Annex – C-1 “Key Management Staff of the Firm”	12
Annex – D “Relevant Experience of the Firm”	16
Annex – E Cover Letter for the Submission of Expression of Interest	17

1) Background

Punjab Skills Development Fund (PSDF) is the largest skills development fund in Pakistan. PSDF was established in 2010 as a not-for-profit company set up under the Companies Ordinance 1984 by the Government of Punjab (GoPb) in collaboration with UK's Department for International Development (DFID). PSDF also exclusively manages the skills training funding of the World Bank. PSDF's purpose is to shape the future and well-being of our poor and vulnerable youth by giving them access to skills training of the highest standard so they can find sustainable employment and income-generating opportunities in Pakistan and beyond.

PSDF started its operations in the 4 poorest districts of Punjab. Since 2016, The geographical remit has expanded to the entire 36 districts of Punjab. PSDF has trained almost 300,000 underprivileged youth across Punjab, which includes 180,000+ male and 110,000+ female graduates. These graduates have been trained in approximately 250 demand-driven and market relevant trades across 10 sectors.

PSDF has played a leadership role in creating a skills training market with 90% training partners in the private sector. With 400 training partners that deliver training on behalf of PSDF, out of which over 150 are businesses across the 10 sectors. PSDF has adopted an output-based funding mechanism where it funds contract-to-completion outputs as well as completion-to-income generation outcomes.

2) Invitation to Expression of Interest

PSDF is soliciting Expression of Interest from consulting firms to provide business process outsourcing services. In this regard, the consulting firm will provide business process outsourcing services at preparation of monitoring notes and vendors' training services invoices

A. Conditions for minimum eligibility (qualification criteria)

The Consulting firm submitting proposals should have the following eligibility for qualifications:

- i. Should be a legal entity i.e. Firm / Company (copy of incorporation / registration certificate required.)
- ii. Must have at least 2 years of Business Process Outsourcing experience other than HR, Payroll, Corporate & Tax affairs outsourcing. (Copy of Contracts / POs / Service Orders and client performance satisfactory letter as a proof).
- iii. Should have a Financial Audit carried out by **(SBP Category “A”)** ICAP registered firm or itself a **(SBP Category “A”)** ICAP registered firm.
- iv. Provide National Tax Number (NTN) and General Sales Tax (GST)/ Provincial Sales Tax (PST) (if applicable) in the name of organization and provide a copy of registration.
- v. Must be an Active Tax payer as per **“Active Tax Payer List”** of FBR.
- vi. Must provide copy of latest Audited Financial Statements or in case of SBP category **“A”** ICAP registered Firm, provide copy of last two years tax returns.
- vii. Affidavit on stamp paper declaring that company is not blacklisted by any Government agency/ semi-government / authority / organization. (Original required)

Note: Consortium will not be permitted. Incomplete, unsigned/Unstamped/unbind or late EOIs will not be accepted.

B. Other necessary Information

a. EOI Document

The interested firm can obtain EOI document containing all details, shortlisting criteria and terms & conditions, from PSDF website

(<https://www.psdof.org.pk/downloads/#tabservice-procurement>) and PPRA website **(www.ppra.punjab.gov.pk)**.

b. Acceptance or rejection of EOI

The competent authority/committee may reject all EOIs at any time prior to the Request for Proposal (RFP). The procuring agency shall upon request communicate to any interested consulting firm, the grounds for its rejection of expression of interest, but shall not be required to justify those grounds.

C. Time schedule for submission of Expression of Interest (EOI)

Complete EOI containing all required information & documentary evidences (one original & one copy) must be delivered to **Procurement Department**, PSDF, 21-A, H-Block, Dr. Mateen Fatima Road, Gulberg-II Lahore in a sealed packet and submitted before **11:00 AM**

March 8th, 2019. EOI will be publicly opened on the same day i.e. **March 8th, 2019 at 11:30 AM** in the presence of consultant firm representatives who wish to attend the EOI opening.

Kindly fill the following necessary annexures required for the qualification criteria and attach the supporting documentary evidences as mentioned in each annexure;

Annex – A:	Firm Information
Annex – B:	Eligibility Response Checklist
Annex – C:	Evaluation Criteria
Annex – C-1:	Key Management Staff of the Firm
Annex – C-2:	CV of Proposed Core Team
Annex – D:	Relevant experience of the Firm
Annex – E:	Cover Letter for the Submission of Expression of Interest

D. Instruction & Guidelines for Consulting firms

- a) The purpose of this document is to provide orientation to enable consulting firms to evaluate their interest in tendering and conducting assessment and is not a guarantee of the actual conditions under which the assessment services will be tendered or executed. Furthermore, it contains forms and list of required documents to be submitted.
- b) PSDF wishes to shortlist interested Consultancy Service providers who will be invited to submit proposals for PSDF Business process outsourcing services.
- c) Only short-listed firm(s) will be invited to submit Technical and Financial Proposals through RFP.
- d) All documents and information received by PSDF from applicants will be treated as strict confidential.
- e) Documents submitted to PSDF will not be returned.
- f) All expenses related to participation in this **Expression of Interest** shall be borne by the firm(s).
- g) The envelope containing hard copy of EOI shall be received in PSDF office at Lahore.
- h) EOI received after closing time shall not be accepted and returned without opening.
- i) PSDF reserves the right to request submission of additional information from applicants to clarify/further understand, if required.
- j) PSDF reserves the right to verify any information provided by prospective bidders. **False information will lead to disqualification and the organization will be barred for bidding in PSDF schemes/projects.**
- k) PSDF will evaluate the EOI of eligible organizations based on their capacity, previous experience, qualification and competence of key professional staff of core team **annexure B, C-1 & C-2.**
- l) PSDF will notify to the short-listed Consulting firms (**found eligible and scoring more than 65 marks in their evaluation**) and request for proposal (RFP) documents will be made available only to the short-listed entities.

- m) Any clarification requests may be made in writing or through e-mail to the following contact person.
- n) Although adequate thought has been given in the drafting of this document, errors such as typos may occur which the PSDF will not be responsible.

Procurement Department

Punjab Skills Development Fund

21-A, H-Block, Dr. Mateen Fatima Road,

Gulberg-II Lahore –Pakistan

E-mail: proc@psdf.org.pk

Tel: 042-35752408-10

Fax: 042-35752190

E. Scope, Duties and Responsibilities of the Consulting Firm

Keeping in view the overall objectives of the assignment the BPO Firm will support PSDF to:

- Processing of monthly & completion invoices. These are the tentative thematic areas; elaborated & detailed version will be shared at the stage of RFP (Request for Proposal)

F. Evaluation/Selection Criteria

The evaluation/selection criteria for consulting firms is given in Annexure B and C.

G. Declaration

Kindly provide the declaration as per format provided below.

I, _____ hereby declare that:

- all the information provided in the Expression of Interest (EOI) is correct in all manners and respects
- and I am duly authorized by the **Governing body/Board/Management** to submit this EOI on behalf of "[Click here and type the name of organization]"

Name	
Designation	
Signature	
Date and Place	

Note: Please attach documentary proof for authorization by the governing body/board/management.

Annexures

Annex – A “Firm Information”

Firm Profile			
Sr. No.	Required Information	Response	
1	Legal name of the Firm / Company		
2	Year of Registration / Establishment of the Firm		
3	National Tax Number		
4	Core business area/s of the Firm / Company		
5	What is the legal status of your organisation? Tick the relevant box (one box only). (Attach Copy/Copies of Registration Certificate/s)	Public Sector Organisation	<input type="checkbox"/>
		Section 42 Company	<input type="checkbox"/>
		Public Ltd. Company	<input type="checkbox"/>
		Private Ltd. Company	<input type="checkbox"/>
		Partnership Firm	<input type="checkbox"/>
		Others (Please specify)	
6	Name and designation of 'Head of Firm'		
7	Mobile:		
	Phone/s:		
	Email:		
	Fax:		
	Address of Firm:		
	Website address:		
8	Name and designation of 'Contact Person':		
	Phone/s:		
	Mobile:		
	Email:		

Fax:	
------	--

Annex – B “Eligibility Response Checklist”

Sr. No.	Necessary Eligibility Information	Response/Elaboration/Proof	
1	Should be a legal entity i.e. Firm / Company (copy of incorporation / registration certificate required.)		Copies of required documents are attached
			Copies not attached
2	Must have at least 2 years of Business Process Outsourcing experience other than HR, Payroll, Corporate & Tax affairs outsourcing. (Copy of Contracts / POs / Service Orders and client performance satisfactory letter as a proof).		Copies of required documents are attached
			Copies not attached
3	Should have a Financial Audit carried out by (SBP Category “A”) ICAP registered firm or itself a (SBP Category “A”) ICAP registered firm.		Copies of required documents are attached
			Copies not attached
4	Provide National Tax Number (NTN) and General Sales Tax (GST)/ Provincial Sales Tax (PST) (if applicable) in the name of organization and provide a copy of registration.		Copies of required documents are attached
			Copies not Attached
5	Must be an Active Tax payer as per “ Active Tax Payer List ” of FBR.		Copies of required documents are attached
			Copies not Attached
6	Must provide copy of latest Audited Financial Statements or in case of SBP category		Copies of required documents are attached

	“A” ICAP registered Firm, provide copy of last two years tax returns.		Copies not Attached
7	Affidavit on stamp paper declaring that company is not blacklisted by any Government agency/ semi government / authority / organization. (Original required)		We solemnly declare that our firm or any member has never been suspended/debarred or blacklisted.
			Our firm has been blacklisted once or more than once.

Annex – C “Evaluation Criteria”

The firm who have not submitted the information required as in annexure B, shall be excluded and remaining complying firms would be evaluated according to following criteria.

Sr. No.	Evaluation Criteria	Total Marks	Marks Breakup	Response
1	<p>Experience of Business Process Outsourcing (other than HR, payroll, taxation & corporate affairs) of the Corporate & Public Sector Companies.</p> <ul style="list-style-type: none"> • Experience of Firms/Company 2-3 years. (10) • Experience of Firms/Company 3-5 years. (15) • Experience of Firms/Company more than 5 years. (30) 	30	<p>10</p> <p>15</p> <p>30</p>	<p>Attach relevant documentary evidence (copies of Contracts / POs / Service Orders and client performance satisfactory letter.)</p>
2	<p>Qualification with same/similar prior experience of core team (based on minimum 7 members):</p> <ul style="list-style-type: none"> • (01) Project Director: Master’s degree in Finance/Business & Economics or equivalent qualification (Member of recognized accounting body with more than 10 years of relevant/similar experience (10) • (01) Team Lead: Master’s degree in Finance/Business & Economics or equivalent qualification (Member of recognized accounting body with more than 5 years of relevant/similar experience (5) • (05) Team Members: Bachelor’s degree or CA inter qualification with more than 2 years of relevant/similar experience (5) • 	20	<p>10</p> <p>5</p> <p>5</p>	<p>Provide details in Annexure C-2 for CVs of core team i.e. (Project Director, Team Lead & Team Members Also provide engagement letter</p>

3	Relevant/ Similar Project Completed	20		
	<ul style="list-style-type: none"> ○ Value <ul style="list-style-type: none"> • Project value of Rs. 2-3 million (3) • Project value greater than Rs. 3 but less than Rs. 4 million (5) • Project of value greater than Rs. 4 but less than Rs. 5 million (7) • Project of more than Rs. 5 million (10) ○ Duration <ul style="list-style-type: none"> • Project duration of 0-6 months (3) • Project duration of 6-12 Months (6) • Project duration of more than one year (10) 		10	10
	<ul style="list-style-type: none"> ○ Number of Similar nature Projects <ul style="list-style-type: none"> • One Project (5) • Two Projects (7) • Three or More Projects (10) 	10	5 7 10	Please provide documentary evidence of project along with the client name
	Office Outreach <ul style="list-style-type: none"> • Office only in Pakistan not in Punjab (3) • Office in Lahore (6) • Office in Lahore & other parts of Punjab (10) 	10	3 6 10	Need documentary evidence / declaration on company letterhead with addresses
6	Annual Turnover/Revenue <ul style="list-style-type: none"> • Minimum PKR 25 - 30 million as per the latest Income tax return or audited financial statements. (5) • More than PKR 30 - 40 million as per the latest Income tax return or audited financial statements. (7) • More than PKR 40 million as per the latest Income tax return or audited financial statements. (10) 	10	5	Must provide copy of latest Audited Financial Statements or in case of SBP category “A” ICAP registered Firm, provide copy of last two years tax returns.
			7	
			10	

Annex – C-1“Key Management Staff of the Firm”

Key Management Staff						
Sr. No.	Name of Management Staff	Designation	Qualification	Area of Expertise	Number of Years in Firm	Total Experience
1						
2						
3						
4						
5						

You may add more information, if applicable.

Annex – C-2 “CV of Core Team”

1. **Proposed Position** [*only one candidate shall be nominated for each position*]: _____

2. **Name of Firm** [*Insert name of firm proposing the staff*]: _____

3. **Name of Staff** [*Insert full name*]: _____

4. **Date of Birth**: _____ **Nationality**: _____

5. **CNIC No** (if Pakistani): _____ **or Passport No**: _____

6. **Education**:

<i>Degree</i>	<i>Major/Minor</i>	<i>Institution</i>	<i>Date (MM/YYYY)</i>

7. **Membership of Professional Associations**: _____

8. **Other Training** [*Indicate significant training since degrees under 6 - Education were obtained*]:

9. **Languages** [*For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing*]:

10. Employment Record [*Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.*]:

Employer	Position	From (MM/YYYY)	To (MM/YYYY)

11. Detailed Tasks Assigned

[List all tasks to be performed under this assignment]

12. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned

[Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under point 11.]

1) Name of assignment or project & Location: _____ Cost of Project _____

Date of Start _____ Date of Completion _____

Actual Time Spent on the Project: _____ in months.

Client: _____

Main project features: _____

Positions held: _____

Activities performed: _____

2) Name of assignment or project & Location: _____ Cost of project _____

Date of Start _____ Date of Completion _____

Actual Time Spent on the Project: _____ in months.

Client: _____

Main project features: _____

Positions held: _____

Activities performed: _____

*Please must attach certificate/evidence to prove experience and working on project.

13. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

[Signature of staff member or authorized representative of the staff] Date: _____
Day/Month/Year

Full name of authorized representative: _____

Annex – D “Relevant Experience of the Firm”

Relevant Experience		
Sr. #	Required Information	Response
1	Name of the Client	
2	Scope of work performed	
3	In not more than 100-150 words please elaborate your role in relevant consultancy assignment	Attach a separate Page
4	Sector/Industry	
5	Key Deliverables	
6	Duration of consultancy assignment	

* Please submit certificate/evidence that the work was successfully completed by the firm.

Annex – E Cover Letter for the Submission of Expression of Interest

[Firm letterhead]

[Date]

To

Chief Executive Officer

[Address mentioned in Data Sheet]

Re: Expression of Interest (EOI) in respect of [Insert title of assignment] Dear Sir,

We offer to express our interest to conduct consultancy Services for [Insert title of assignment] in accordance with your EOI dated [Insert Date of Tender advertised].

We hereby declare that all the information and statements made in this expression are true and accept that any misinterpretation contained therein may lead to our disqualification. Our expression is binding upon us and subject to the modifications resulting from contract negotiations. We undertake that we will initiate the services as per the client's request if our proposal is accepted. We understand that you are not bound to accept any or all proposals you receive.

Thank you.

Yours sincerely,

Signature

Name and title of signatory: