



PUNJAB SKILLS DEVELOPMENT FUND



Bidding Document

Online Learning Program – Virtual Assistant (Amazon)

(Instructions, Data Sheet & TORs)

December 2020

CONTENTS OF BIDDING DOCUMENT

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<i>All these parts are for the information of Organization. Bidding Document should be prepared after careful study of the provided information.</i>	



PART A
INSTRUCTIONS TO ORGANIZATIONS

INSTRUCTIONS TO ORGANIZATIONS

1. DEFINITIONS

- a. **“Bidding Document”** means set of documents prepared by PSDF which consists of “Instructions to Organizations”, TORs and forms for providing information about profile of the organization and Technical & Financial Proposals.
- b. **“Board”** means Board of Directors of Punjab Skills Development Fund, a company incorporated under section 42 of the Companies Ordinance 1984.
- c. **“Client”** means Punjab Skills Development Fund (PSDF).
- d. **“Contract”** means the contract signed by PSDF and Organization along with all attached documents thereto.
- e. **“Data Sheet”** means such part of the Instructions to Organizations used to reflect specific conditions.
- f. **“Day”** means calendar day.
- h. **“Financial Proposal”** means that part of the proposal which provides details about cost of the proposed training.
- i. **“Government”** means the Government of the Punjab.
- k. **“Instructions to Organizations”** means the document which provides potential Organizations with all information needed to prepare their proposals.
- m. **“Personnel”** means temporary or permanent staff employed by the Organization and assigned to perform the Services or any part thereof.
- n. **“Professional Staff”** includes management team, training and/or placement staff of Organization.
- o. **“Proposal”** means the entire set of documents consisting of Organization’s Profile, Technical and Financial Proposals submitted by an organization.
- q. **“Services”** means one or more of the services related to delivery of training as specified in the Data Sheet and ancillary activities to be performed by the Organization in pursuance of the Contract.
- r. **“Target Group”** refers to potential candidates for admission who fulfill the eligibility requirements defined in the Data Sheet.
- s. **“Technical Proposal”** means that part of the proposal which provides information about the technical aspects of the proposed training.
- t. **“Terms of Reference” (TOR)** means that part of Bidding Document which explains the scope of work, activities, tasks to be performed, respective responsibilities of the Client & the Training Provider as well as expected results and deliverables of the assignment.
- v. **“Trainee”** means any eligible male/female who is selected for training by Organization.
- w. **“Organization”** means an organization meeting the eligibility conditions as mentioned in Data Sheet and selected in accordance with the criteria set forth for the purpose.

2. FOREWORD

Punjab Skills Development Fund (PSDF) is a section 42, not-for-profit Company, established under the Companies Ordinance 1984 by the Government of Punjab. 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 uses competitive bidding method for engaging Organizations. Proposals of short-listed organizations are assessed on the basis of quality and cost selection methodology.

This scheme namely “**Online Learning Program – Virtual Assistant (Amazon)**” is a training program aimed at giving the poor and vulnerable youth of Pakistan the necessary skill-set to become Virtual Assistants for Amazon sellers. The 2.5 Months long, virtual training program will provide both technical Amazon Virtual Assistant skills and effective soft skills to become a Virtual Assistant. This role is currently high in demand with an increasing growth rate. The training delivery will be via digital tools and will be conducted via live sessions delivered on online platform.

Under this scheme, Punjab Skills Development Fund (PSDF) intends to engage multiple organizations that provide Amazon Virtual Assistants Training.

This document provides general information and basic eligibility requirements for participating in bidding process. Forms for submission of Bidding Document are provided in a separate file. Interested organizations who meet the eligibility requirements are invited to submit Bidding Document.

Bidding Document which includes Organization Profile and Technical & Financial Proposals for the proposed course must reach the following address by **4th January 2021**. Incomplete or late received Bidding Documents will not be evaluated.

Secretary Training Service Selection Committee
Online Learning Program – Virtual Assistant (Amazon)
Punjab Skill Development Fund
21-A, Block H, Dr. Mateen
Fatima Road, Gulberg II,
Lahore.

3. INTRODUCTION

- 3.1. The purpose of this document is to enable interested organizations to evaluate their interest in tendering and conducting training and is not a guarantee of the actual conditions under which the skills training will be executed. Furthermore, it contains Forms and list of required documents to be submitted.
- 3.2. The Client named in the Data Sheet will select multiple Organizations, in accordance with the method of selection specified under para 17 and in the Data Sheet for providing training.
- 3.3. The organizations interested in provision of training should familiarize themselves with the specified terms and conditions and take these into account while preparing their Proposals. To obtain first-hand information regarding preparation of proposals, they are encouraged to attend a capacity building / pre-proposal conference,
- 3.5. PSDF reserves the right to verify any information provided by prospective bidders. *False information / misstatement will lead to disqualification and rejection of the Bidding document; and the organization may also be blacklisted.*
- 3.6. An organization may submit only one set of Bidding Document. The organization cannot be part of another Bidding Document directly or indirectly. In case of participation in more than one Bidding Document, the Proposals will be rejected. All documents and information received by PSDF from applicants will be treated in confidence.
- 3.7. The documents submitted to PSDF will not be returned.
- 3.8. PSDF reserves the right to request submission of additional information from applicants in order to clarify any aspect of Bidding Document, if required.
- 3.9. The Client is not bound to accept any proposal and reserves the right to annul the selection process at any time prior to the award of Contract, without incurring any liability to the Organization.
- 3.10. PSDF reserves the right to cancel the call of Bidding Document without stating any reason.

4. PROPOSALS

- 4.1. Organizations are required to submit proposals for the online training.
- 4.2. The maximum number of trainees that can be awarded to a single organization is 500.

5. PROPOSAL VALIDITY

The Data Sheet indicates the time period for which the Proposals would remain valid after the submission date. During this period, Organizations shall ensure the availability of professional staff nominated in the Proposal. If required, the Client may request Organizations to extend the validity period of their proposals. Organizations who agree to such extension shall confirm that they maintain the availability of the professional staff nominated in the Proposal,

in their confirmation of extension of validity of Proposal. Organizations may submit replacement staff, which would be considered in the final evaluation for award of Contract. Organizations who do not agree have the right to refuse extension in the validity of their Proposal.

6. CLARIFICATIONS TO BIDDING DOCUMENTS

Organizations may request a clarification on any aspect of the Bidding Document up to the date indicated in the Data Sheet. Request for clarification may be through email. **For the purpose of clarification, the contact person is:**

Zuhaib Haq
Manager Business Development
Zuhaib.haq@psdf.org.pk
0321-4175421

7. PREPARATION OF BIDDING DOCUMENTS / PROPOSAL

7.1. The Proposal as well as all related correspondence exchanged between the Training

Provider and the Client shall be written in the language(s) specified in the Data Sheet.

7.2. Bidding documents to be prepared and submitted to PSDF consist of:

- i) Section 1: Organization's Profile & Eligibility
- ii) Section 2: Trade wise Technical Proposal
- iii) Section 3: Trade wise Financial Proposal

All above mentioned three parts should have separate binding in book form.

7.3. Organizations are expected to examine in detail the instructions of Bidding Documents for preparing their Proposals. Material deficiencies in providing the information requested, may result in rejection / low scoring of a Proposal.

7.4. Misrepresentation / omission of facts may lead to disqualification of Training Provider, as well as debarring from bidding in future PSDF-funded schemes.

7.5. While preparing the Technical Proposal, Organizations must give particular attention to the following:

7.5.1 All documents (i.e. Forms, Annexures and other documents) relating to a part, must have a single book-form binding.

7.5.2 Responses to the respective sections / parts of the proposal and attached important documents must be clearly and properly flagged.

8. ORGANIZATION'S PROFILE, ELIGIBILITY & CAPACITY (Section 1)

Organization's Profile, Eligibility & Capacity part should be prepared using prescribed format. Additional required supporting documents must be attached. Section 1 containing all the required documents should be in **book-binding form** and place it with the technical proposal(s) envelope as directed below in point No. 9.



9. TECHNICAL PROPOSAL FORMAT AND CONTENT (Section 2)

Organizations shall provide Technical Proposal on the prescribed format being provided with this part of **Bidding Document**. Information provided elsewhere will not be considered for evaluation. Technical Proposal shall not include any financial information, except for the information solicited. **Any Technical Proposal containing financial information, other than that solicited, will be declared non-responsive.**

The envelope containing the *Organization's Profile (Section 1)* & Technical Proposal(s) **(Section 2)** shall be sealed and labeled as follows:

Organization's Profile & Technical Proposal (s) (Section 1 & 2)

Name of Assignment: "Online Learning Program – Virtual Assistant (Amazon)"

By: [Name of Organizations]

10. FINANCIAL PROPOSAL (Section 3)

10.1. Financial Proposal shall be prepared using the Forms provided by the Client.

10.2. PSDF will consider costs in the manner specified in the Data Sheet.

10.3. The envelope containing the Financial Proposal shall be sealed and labeled as follows:

Financial Proposal (Section 3)

Name of the Trade: -----

Name of Assignment: "Online Learning Program – Virtual Assistant (Amazon)"

By: [Name of Organization]

10.4. Any Financial Proposal found in the envelope meant for Technical Proposal (or vice versa) may lead to rejection of the proposals.

11. SUBMISSION, RECEIPT, AND OPENING OF PROPOSALS

11.1. Bidding Document containing **Section (1 & 2) and Section 3** in two separate envelopes shall be submitted in an outer-sealed envelope, clearly marked as follows:

Bidding Document

Name of Assignment: "Online Learning Program – Virtual Assistant (Amazon)"

By: [Name of Organization]

[Client address as provided in the Data Sheet]

11.2. The Client shall not be responsible for any misplacement, loss or premature opening of documents if the outer envelope is not sealed and/or marked as stipulated. This circumstance may be a case for proposal rejection.

11.3. If the Financial Proposal is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Trade Proposal non-responsive.

11.4. The Proposals must be sent to the address indicated in the Data Sheet through courier and received by the Client not later than the time and date indicated in the Data Sheet or any extension to this date in accordance with these instructions. Any proposal submitted/delivered after the deadline for submission shall not be received.

- 11.5. The Client shall evaluate the Technical Proposals of eligible organizations immediately after short-listing of organizations. The envelopes containing the Financial Proposals shall remain sealed and securely stored.
- 11.6. All pages of Technical and Financial proposals must be numbered.
- 11.7. Head of organization or nominated contact person of the Organization shall initial all pages of the Technical and Financial Proposals. The original proposals shall contain no interlineations or overwriting except as necessary to correct errors made by the Organizations themselves. The authorized representative signing the proposals must initial such corrections. Submission letters for both Technical and Financial Proposals for trade should be as per the given formats, respectively.
- 11.8. **Hard copies** of all parts of bidding documents shall be sent to the address referred to in the Data Sheet through courier.

12. TAXES

- 12.1. Organizations will be subject to all prevalent and future applicable taxes on amounts payable by the Client under the Contract.
- 12.2. Organizations should quote the price of their services in Pakistani Rupees inclusive of all direct & Indirect taxes and levies. Commissions and gratuities related to the assignment, if any, either paid or to be paid by Organizations will be listed in the Financial Proposal.
- 12.3. In case of any increase in withholding income tax rates or any other tax subsequent to the Bidding Document submission date, the additional tax liability will be borne by the Organization.

13. PROPOSAL EVALUATION

From the time the Proposals are received to the time the Contract is awarded, the organization should not contact the Client on any matter related to their Technical and/or Financial Proposals. Any effort by the Organizations to influence the Client in the examination, evaluation, ranking of Proposals, and recommendation for award of Contract may result in rejection of the proposals. However, the Client may contact the Organization for seeking clarification on any aspect of the proposals or to solicit any additional information.

14. EVALUATION OF ELIGIBILITY AND CAPACITY OF THE ORGANIZATION

Eligibility of the organization will be determined. Those organizations which do not fulfill basic eligibility conditions will be declared ineligible and their bids/proposals will not be evaluated further. Capacity of the eligible organization will be evaluated which consists of human resources capacity, financial capacity and approach & methodology of the project. **Organization scoring less than 65% will be declared non-responsive and their technical proposal will not be evaluated.**

15. EVALUATION OF TECHNICAL PROPOSALS

- 15.1. The Technical Proposal of only responsive organizations shall be evaluated on the basis of their responsiveness to the information asked in this Bidding Document, applying the evaluation criteria specified in the Data Sheet and given a technical score (S_t). If a proposal fails to achieve the minimum qualifying technical score indicated in the Data Sheet, it will be rejected.

- 15.2 PSDF will charge evaluation cost from Organizations, as the evaluation of proposals is being outsourced. Organizations are required to provide **three bank drafts** in the name of “**Punjab Skills Development Fund.**”
- 15.3 **The first bank draft amounting to Rs. 9,954** (Nine Thousand Nine Hundred and Fifty-four Rupees only) should be submitted for evaluation of ‘Organization’s Eligibility (Section 1), by every Organization who is applying for this scheme.
- 15.4 **The second bank draft amounting to Rs. 9,085** (Nine Thousand and eighty-five Only Rupees only) should be submitted by every Organization for evaluation of Capacity of Organization (**Section 2**).
- 15.5 **The Third Bank Draft amounting to Rs. 7,050** (Seven Thousand and Fifty Rupees Only) should be submitted by every Organization for evaluation of Technical Proposal (**Section 2**).
- 15.6 In case the Organization is declared ineligible, the second & third bank draft will be returned to organization. In case the organization is declared non-responsive then third bank draft will be returned.
- 15.7 PSDF staff or authorized third party representative will evaluate the training tools and portal before or during the technical evaluation phase to inspect equipment, capacity and other aspects of training. While assessing the capacity of a training location for the proposed trade, number of trainees enrolled/ to be enrolled in the same/similar PSDF- funded courses at the respective location(s)/ training program at one point in time will also be considered. PSDF’s assessment about the capacity shall be final.
- 15.8. After the technical evaluation is completed, the Client shall inform the qualifying Training Providers about the status of their technical score for trade at the time of opening of Financial Proposals.

16. FINANCIAL PROPOSALS

- 16.1. In case of changes in the technical parameters, PSDF may ask the Organizations to submit revised financial proposals. In such cases, all eligible, responsive and technical qualified bidders will be given the opportunity to submit revised Financial Proposals.
- 16.2. Organizations that secure the minimum qualifying technical scores shall be notified in writing; the date, time and location for opening of Financial Proposals. Organization’s attendance at the opening of Financial Proposals is optional. The date of opening of Financial Proposals shall be set so as to allow interested Organizations sufficient time to make arrangements for attending the opening ceremony. (Given the current state of COVID-19, the opening ceremony may also be held online).
- 16.3. Financial Proposals of the qualifying technical proposal only (scoring at least the minimum qualifying technical score mentioned in the Data Sheet) shall be opened.
- 16.4. Financial Proposals shall be opened in the optional presence of the Organizations’ representatives. The names of the Organizations and their technical scores for a trade shall be announced. The Financial Proposals of the qualifying technical proposals will then be inspected to confirm that they have remained sealed and unopened. These Financial Proposals shall then be opened, and the bids will be announced and recorded.

- 16.5. In case of a discrepancy between words and figures, the former will prevail. All activities and items described in the Technical Proposal but not priced, shall assumed to be included in the prices of other activities or items.
- 16.6. The lowest quoted Financial Proposal (F_m), on a cost per trainee per month basis, will be given the maximum financial score (S_i).

17. TRADE-WISE SELECTION OF ORGANIZATIONS

The following procedure shall be adopted for trade wise selection of Organizations:

- 17.1. The quality and cost-based selection (QCBS) method will be used for engaging multiple Organizations.
- 17.2. The technical score will be awarded on the basis of technical proposal evaluation criteria mentioned in form.
- 17.3. The financial score of each technically qualified proposal will be calculated on the basis of per trainee per month cost including all applicable taxes. The organizations are ranked on the basis of their combined score i.e. weighted technical and financial scores.
- 17.4. The top-ranked organization will be awarded the contract.
- 17.5. The technical score, per trainee per month cost and the combined score of the top-ranked organization is set as the reference technical score, reference cost and reference combined score, respectively.
- 17.6. If the target number of trainees is not met by the top-ranked organization, the organization which is next in rank is also selected. If its technical score is higher than the reference technical score, it will be offered per trainee per month cost which brings its combined score equal to the reference combined score. Else, it will be offered its bid price or reference bid price, whichever is lower.
- 17.7. The same process will be repeated till the target number of trainees is met.
- 17.8. The Client may specify any such procedure as may be required for engaging multiple Organizations keeping in view the value for money aspect.
- 17.9. The qualifying Proposals of eligible / shortlisted organizations will be the basis for agreement negotiations and ultimately for a signed Contract with the selected Organizations.

18. NEGOTIATIONS

- 18.1 Negotiations will be held at the date and address indicated in the Data Sheet (if any). Negotiations may also be conducted through any other means of communication to avoid inconvenience to the Organization and/or the Client. The invited Organization will confirm availability of all Professional Staff, as a prerequisite for attendance at the negotiations. Failure to satisfy such requirements may result in the Client proceeding to negotiate with the next-ranked Organization.
- 18.2 Representatives conducting negotiations on behalf of the Organization must have written authority to negotiate and finalize the Contract.
- 18.3 The negotiation may also be conducted through formal communication (letter or email) or through a meeting. In case of meeting, the Client shall prepare the minutes of negotiations which will be signed by the Client and the Organization.

19. TECHNICAL NEGOTIATIONS

Negotiations will include discussions on the Technical aspects of the Services which may be related to course content, number of classes, training tools, and number of trainees as per recommendations / decisions of the Client, and any suggestions made by the Organization to improve the Terms of Reference. The Client and the Organizations will finalize the terms of reference, number of trainees, tools of training, number of classes, staffing schedule, delivery schedule, logistics, and reporting arrangements. These documents will then be incorporated with the Contract as “Description of Services”. Special attention will be paid to clearly defining the inputs and facilities required from the Client to ensure satisfactory implementation of the assignment.

20. FINANCIAL NEGOTIATIONS

The financial negotiations will be conducted for changes in cost of the services because of agreed technical modifications, and/or reduction in cost. Financial negotiations can also be conducted for the purpose of reduction in bidding cost as mentioned under para 17 and / or if the bid rate(s) exceed the maximum rate(s) acceptable to the Client.

21. AVAILABILITY OF PROFESSIONAL STAFF / EXPERTS

Having selected the Organizations on the basis of (among other things) an evaluation of the proposed Professional Staff, the Client will require written assurance that the proposed Professional Staff will be actually available for the Assignment. The Client will not consider substitutions during agreement negotiations, unless both parties agree that undue delay in the selection process makes such substitution unavoidable, or for contingent reasons such as death, medical incapacity, or other extenuating circumstances. If this is not the case, and if it is established that Professional Staff were nominated in the proposal without confirming their availability, the Organization may be disqualified, and the next-ranked Organization will be invited. Any proposed substitution in Professional Staff shall be agreed beforehand. Moreover, substitute staff must have equivalent or better qualifications and experiences than the original candidate, and such substitutions must be notified by the Organization within the time period specified in the letter of invitation to negotiate.

22. CONCLUSION OF THE NEGOTIATIONS

Negotiations will conclude with a review of the draft Contract. To conclude the negotiations, the Client and the Organizations will initiate the agreed Contract. If negotiations fail, the Client will invite the next-ranked Organization having the highest score to negotiate a Contract.

23. AWARD OF CONTRACT

- 23.1. After conclusion of negotiations, the Client shall award the Contract to the selected Organizations.
- 23.2. The Organization is expected to commence the assignment after approval by the Client on the mutually agreed date and location.

24. NOTICE TO PROCEED

The selected Organization will be allowed to enroll trainees and initiate training only after PSDF issues a Notice to Proceed.

25. CONFIDENTIALITY

Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the Organizations who submit the Proposals, or to other persons not officially concerned with the process, until the publication of the award of Contract. The undue use of confidential information related to the process by any Organization may result in the rejection of its Proposal and may be subject to the provisions relating to Fraud and Corruption.

26. PERFORMANCE BOND

The compliance of performance bond may be required, if specified in the Data Sheet.

27. CONTRACT PERIOD

Contract will be awarded for a period as specified in data sheet and may be extended for an additional period, on same cost and ToRs by mutual agreement of both parties, subject to release / availability of funds and performance evaluation by the Client.

28. BLACKLISTING / DEBARRING

PSDF will have the right to debar/blacklist Organization in accordance with its policy.

29. CONFLICT OF INTEREST

29.1. PSDF's policy requires that Organizations supply professional and impartial services, and at all times hold the Client's interest's paramount, strictly avoid conflicts with other assignments or with their own corporate interests, and act without any consideration for future work.

29.2. In addition, Organizations shall be considered to have a conflict of interest and shall not be recruited under any of the circumstances set forth below:

a. Conflicting Assignments

An organization (including its Personnel and/or Professional Staff) or any of its affiliates shall not be hired for any assignment that, by its nature, may be in conflict with another assignment to be executed for the same or for another Client. These cases include, but are not limited to, the following:

- Any organization engaged for providing training services under a project shall not be engaged for third party monitoring or third-party evaluation for the same project.
- An organization selected for Services shall be excluded from downstream supply of any other service related to the assignment, other than a continuation of the "Services" under the on-going assignment. Engagement of a Training Provider for different components of the same project at different times would not per se be considered as a case of conflict of interest.
- Organizations, or any of their affiliates assigned for a specific project, shall not undertake any other assignment, which by its nature, may be in conflict with any of their other past or present assignments. Organizations must notify the Client if they own any proprietary products or systems which they may recommend to a Client, or if they hold any interest in such products, to ensure transparency and to ensure that no conflict of interest shall arise in the evaluation and application of their recommendations.

b. Conflicting relationships

A Organization (including its Personnel and/or Professional Staff) or any of its affiliates that has a business or family relationship with a member of the PSDF Board, Management, or Staff that is directly or indirectly involved in the preparation of Terms of Reference, selection process of Organizations and/or supervision of the Contract, may not be awarded a Contract unless the conflict of interest stemming from this relationship has been resolved in a manner acceptable to the Board throughout the selection process up to the execution of the Contract.

Organizations have an obligation to disclose any situation of actual or potential conflict of interest that either impacts their capability to serve in the best interests of the Client and Trainees, or that may be perceived as having this effect. Failure to disclose such situations or any misrepresentation / omission of facts will lead to the disqualification of the Organization or the termination of its Contract, and may also be debarred from bidding in future PSDF-funded schemes. Current employees of the Client shall not work as Organizations.

30. Fraud and Corruption

PSDF requires that Organizations participating in provision of services adhere to the highest ethical standards, both during the selection process and throughout the execution of the Contract. In pursuance of this policy, PSDF defines, for the purpose of this paragraph, the terms set forth as follows:

- 30.1. “Corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any employee of PSDF in the selection process or in Contract execution;
- 30.2. “Fraudulent practice” means a misrepresentation or omission of facts in order to influence a selection process or the execution of a Contract;
- 30.3. “Collusive practices” means a scheme or arrangement between two or more Organizations with or without the knowledge of Client, designed to establish prices at artificial, non-competitive levels;
- 30.4. “Coercive practices” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or to affect the execution of a Contract.
- 30.5. PSDF will reject a proposal for award of Contract if it determines that the Organization recommended for award of Contract has either directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the agreement in question. PSDF may also impose penalties on a Organization, including cancellation of contract and or debarring from bidding in future PSDF- funded schemes, if at any time it determines that the Organization has, either directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a PSDF-funded scheme.
- 30.6. Engaging an individual consultant / consulting firm for completing the proposal will be at the sole discretion of the bidding organization and PSDF will not be responsible for such engagement. It is encouraged that an organization should fill the form by itself and provide the documentary evidence instead of relying on consultant. Instances have been observed where consultants have misguided the organizations which lead to financial loss and reputational damage.
- 30.7 PSDF will have the right to inspect Organizations’ accounts and records and any other documents relating to the submission of proposals and Contract performance and have them audited by auditors appointed by PSDF.



Online Learning Program – Virtual Assistant (Amazon)

PART B

DATA SHEET

PART B: DATA SHEET

Name of the Scheme	Online Learning Program – Virtual Assistant (Amazon)
Name of Client	Punjab Skills Development Fund (PSDF)
Target Number of Persons to be enrolled for Training	Total enrolment target under the scheme for a year is 500 . PSDF may increase / decrease the set targets. Female target under the Program is 50% i.e., 250 Trainees.
Time Schedule of the Training	Training is expected to start in March 2021 .
Trade	The scheme is only for trade “ Amazon Virtual Assistants ”.
Duration of Training	Training Duration will be 2.5 Months. Total of Approximately 170 Hours must be completed.
Districts of Trainees	The Scheme is designed for all districts of Punjab. Since the role and employment is virtual, the trainees can belong to any district of Punjab.
Candidate Selection	<p>Candidate selection will be Organization’s responsibility.</p> <p>Male residents of any district of Punjab meeting the following criteria:</p> <ul style="list-style-type: none"> • Between the age 18 to 35. • Must have CNIC with permanent or temporary residential address of any district of Punjab. • Must not have availed PSDF-funded training prior to enrolment. • Must possess a computer / laptop and have internet connection. • Education level of Up to Bachelors.
Eligibility Criteria	<p>Organizations must fulfill the following eligibility conditions.</p> <ol style="list-style-type: none"> 1. Must have a legal status 2. Must have a platform (Facebook Group/Other Social Media) in the name of the organization. 3. Must have an e-learning portal for e-commerce virtual assistants’ trainings in the name of the organization. 4. Must not be blacklisted by any other organization.

<p>Responsiveness Criteria</p>	<p>Responsiveness of organization will be determined through the following way:</p> <ol style="list-style-type: none"> 1. Financial Capacity: Financial Health will be assessed through any one of the below options Option 1: Financial statements (for the last financial year of the organization) issued by an ICAP/ICMA licensed Chartered Accountant. Or Option 2: Signed and Stamped Bank Statement of Last one Year (1st July 2019 – 30th June 2020) <i>Note: Public Sector organization have exemption from the provision of financial information.</i> 2. Human Resource Capacity: Human resource capacity (experience and qualification) of key resource persons will be assessed. 3. Approach and Methodology: Approach and methodology of Mobilization and Effective Training of Amazon Virtual Assistants. It is mandatory to achieve 65% Marks to become responsive.
<p>Standard Operating Procedures of PSDF</p>	<p>Organization must adhere to the following standard Clauses of PSDF.</p> <ol style="list-style-type: none"> 1. Must agree for monitoring by a Third Party contracted by PSDF. 2. Must agree to allow PSDF assigned auditors to check the accounts opened for PSDF funding, as and when required. 3. Must prefer to open a separate bank account (in the legal name of the organization) for funds provided by PSDF.
<p>Implementation of Training</p>	<p>This scheme is for implementation of training in a formal manner and not in the form of attachment on work.</p>
<p>Trainees per Class</p>	<p>Up to 30 per class for optimum absorption of knowledge and training since the mode of training delivery is online.</p>
<p>Minimum Conduct Hours</p>	<p>Minimum 170 hours for the 2.5 months training which includes both practical and theoretical training modules.</p>
<p>Self- Employment</p>	<p>Training provide will facilitate in provision of self-employment to at-least 70% of the trainees.</p>
<p>Payment to Organization</p>	<p>(a) Training Fee (b) Trainee Support Payments which includes</p> <ul style="list-style-type: none"> • Stipend Amount
<p>Training Fee</p>	<p>The financial bid will be based on training fee inclusive of all expenditures other than capital investment. It will include but not limited to:</p> <ul style="list-style-type: none"> • Trainee's Mobilization • Trainers' remuneration • Cost of digital tools • Training Manual • Management & reporting costs • Depreciation of machinery and equipment etc. • Utilities & miscellaneous items • Post training support to trainees

Trainee Support	<p>Fixed Stipend</p> <p>@ Rs.1500 per month for a training of 2.5 months. Payment of stipend will be made as per PSDF policy and will be linked to attendance. It may be through the Organizations or PSDF may engage a third party for payment of stipend directly to trainees.</p>
Validity of Proposal	90 days from last date of submission.
Proposal Language	English.
Fixed Budget	Not Applicable.
Currency	All financial figures should be quoted in Pak Rupees as mentioned in the Financial Proposal.
Date of Opening of Financial Proposals	Will be communicated later.
Basis of Proposal Evaluation	Quality and Cost-Based Selection (QCBS) methodology will be used for selection of Organizations based on combined Technical and Financial Score.
Evaluation Cost	<p>PSDF will charge evaluation cost from Training Providers, as the evaluation of proposals is being outsourced. Training Providers are required to provide three Bank drafts in the name of “Punjab Skills Development Fund.”</p> <ol style="list-style-type: none"> The first bank draft amounting to Rs. 9,954 (Nine Thousand Nine Hundred and Fifty-four Rupees only) should be submitted for evaluation of ‘Organization’s Eligibility (Section 1), by every Organization who is applying for this scheme. The second bank draft amounting to Rs. 9,085 (Nine Thousand and eighty-five Only Rupees only) should be submitted by every Organization for evaluation of Capacity of Organization (Section 2). The Third Bank Draft amounting to Rs. 7,050 (Seven Thousand and Fifty Rupees Only) should be submitted by every Organization for evaluation of Technical Proposal (Section 2). <p>Bidding document will not be evaluated if above mentioned three Bank Drafts in Favor of “Punjab Skills Development Fund” of above-mentioned amounts are not submitted along with bidding document.</p>
Criteria for Evaluation of Proposals	<p>Technical Score (S_t) of proposal (Minimum Qualifying Technical Score = 65%)</p>
	<p>Financial Score (S_f) of proposal</p> $S_f = 100 * \frac{\text{Lowest Price}}{\text{Price of Proposal Under Consideration}}$ $\text{Overall Score}(S) = S_t * T + S_f * P$ $= S_t * 0.80 + S_f * 0.20$
Basis of Financial Evaluation	The bids will be evaluated on the basis of per trainee cost (inclusive of all direct & indirect taxes). All direct & indirect taxes should be mentioned in the financial proposal.
Multiple Organizations	Client may select multiple Organizations following the methodology mentioned under paragraph 17 of the instructions, in case the top-ranked organization does not have the capacity to meet the target number of trainees in the trade.

<p>Expected Date and Address for Agreement Negotiations</p>	<p>Date: Will be communicated later by the Client. Address: Punjab Skills Development Fund, 21-A, H-Block, Dr. Mateen Fatima Road, Gulberg II, Lahore. or any other address as notified. Negotiations may also be conducted through any other means of communication to avoid inconvenience to the Organization and/or the Client.</p>
<p>Submission of Performance Bond</p>	<p>Not Applicable.</p>
<p>Any Special Condition</p>	<p>PSDF may relax one or more conditions of the Bidding Document under intimation to all shortlisted Organizations.</p>
<p>Bank Guarantee</p>	<p>Mobilization Advance equal to 10% of the contract value (if requested) against irrevocable Bank Guarantee to be adjusted in instalments (maximum five).</p>
<p>Contract Extension</p>	<p>Performance of Organizations would be evaluated at the expiration of Contract. Subject to satisfactory performance evaluation and release/ availability of funds, the Contract may be extended for an additional period and/or for training of additional trainees, on same cost and ToRs by mutual agreement of both parties. Organizations perceived to have demonstrated poor performance would not be considered for extension of Contract for subsequent round of training.</p>
<p>Means of Communication</p>	<p>Formal communication between PSDF and Organizations may be made through letter or email.</p>
<p>Training Capacity & Performance Evaluation</p>	<ul style="list-style-type: none"> • It is suggested that organization should request for number of trainees keeping in view their training delivery capacity and mobilization capacity. • PSDF will evaluate the performance based upon its Online Monitoring Business Rules.
<p>Client's Input</p>	<p>Publicity of the Scheme and arrangements for stakeholders' visits and ceremonies (in case of a large-scale graduation ceremony etc.) at the completion of the assignment.</p>
<p>Clarification Requests</p>	<p>Requests addressed to Client's Representative/Contact person in writing can be received one day before the Last date of Submission of Proposal.</p>
<p>Capacity Building / Pre- Proposal Conference</p>	<p>Capacity building session will be conducted in order to guide the organizations for preparing the Bidding Document effectively. The interested organizations should get them registered through an email at anjal.gul@psdf.org.pk . Dates and venues of the workshops will be shared through an email confirming the registration. (The session may also be set online)</p>
<p>Client's Representatives/ Contact Persons</p>	<p>Zuhaib Haq Manager Business Development Zuhaib.haq@psdf.org.pk 0321-4175421</p> <p>For questions or queries - 0800-HUNAR</p>
<p>Submission of Proposals</p>	<p>Bidding documents to be prepared and submitted to PSDF consist of:</p> <ol style="list-style-type: none"> 1. Organization's Profile, Eligibility & Capacity (Section 1), 2. Technical Proposal (Section 2) (Section 1 & 2 to be placed in an envelope (1) and sealed) 3. Financial Proposal (Section 3) (Section 3 to be placed in a separate envelope (2) and sealed) <p>Envelopes 1 and 2 to be put in an outer envelope for submission to PSDF</p>



Skills For Success

Submission Address	Bidding documents will be received through courier and should be addressed as under: Secretary Training Service Selection Committee Online Learning Program – Virtual Assistant (Amazon) Punjab Skill Development Fund, 21-A, H-Block, Dr. Mateen Fatima Road, Gulberg II, Lahore.
Last Date of Submission of Bidding Documents	January 04th, 2021; 05:00 PM.



PART C
TERMS OF REFERENCE



Skills For Success

TERMS OF REFERENCE (TOR)

Organizations contracted under this scheme will be responsible for selecting & providing training of Amazon Virtual Assistants Training and providing employment linkages to connect trained Virtual Assistants with Amazon sellers.

Responsibilities of organizations will be to:

1. Mobilize the communities and select trainees for the proposed skills training according to the eligibility criteria defined by PSDF.
2. Accept applications from only those trainees who have Computerized National Identity Card (CNIC) and are residents of Punjab based on either temporary or permanent address given in CNIC.
3. Accept applications from only those trainees who have not already benefited from PSDF funding through verifying data of the trainees from PSDF website by entering CNIC number.
4. Candidate's selection will be Organization's responsibility; it is expected that organization will conduct in-depth interview with trainees before finalizing who has genuine interest in pursuing a career as Amazon Virtual Assistant and possesses a computer for training delivery. The Leads of shortlisted trainees will be shared with PSDF for final selection. PSDF may also share the leads of trainees mobilized for this Program.
4. Arrange training delivery tools and other digital tools required for the successful delivery of the training including product research tools.
5. Engage Mentor for developing Soft Skills in Trainees and to facilitate in getting the employment. Mentors will address trainees concerns during training program as well. Soft Skills will be developed of the following lines:
 - Communication Skills (Written and Verbal)
 - Interview Skills
 - CV Preparation
 - Mock Interviews
6. Engage competent and qualified instructors and support staff as per qualification and experience.
7. Get the facilities and arrangements inspected by PSDF before start of training.
8. Ensure provision of training as per the curriculum finalized by PSDF.
9. Provide all learning aids, teaching tools, materials and additional facilities, as per demand of curricula, free of cost to the trainees (all costs on account of these items will be included in training fee which will be paid by PSDF).
10. Development of training manual(s) and provision of manuals to trainees.
11. Must provide all training guidelines in the form of slides and presentations to trainees.
12. Manage a transparent system of payment of stipend to trainees in a timely manner according to the notified rates (all records to be maintained). PSDF may engage a third-party organization for disbursement of stipend.
13. Establish a system for providing reports to PSDF within stipulated time through email or on a web-based data management system.



Skills For Success

14. Facilitation of self-employment of trainees through the creation of linkages between sellers and trainees, arranging interviews and facilitation of connection between the two parties.
15. Facilitate and provide access to PSDF monitoring team for the monitoring of training.
16. Maintain separate bank account and financial records relating to the PSDF assignment(s).
17. Assist any PSDF partner in carrying out a tracer study / evaluation of the trained persons.
18. Conduct a final assessment of all trained Amazon Virtual Assistants and share the results of the assessment with PSDF.
19. Arrange printing of certificates as per the format approved by PSDF.
20. Arrange a simple graduation ceremony and distribute certificates to successful graduates on course completion and inform PSDF at least one week before the event.
21. Assist PSDF in the arrangements of graduation ceremony, if graduation ceremony is arranged by PSDF at large scale (cost of such ceremony arranged by PSDF will be borne by PSDF).
22. Any other obligation agreed in the contract.

Note:

- a. In case of non-compliance with the responsibilities, financial penalties will be applicable.
- b. **Organizations will not charge anything to the trainees at any stage of the training process, in the form of provision of admission forms, enrolment, training delivery or provision of tools**

Responsibilities of Punjab Skills Development Fund are to:

1. Provide funds to meet the expenses on training as per rate, number of trainees, attendance of trainees and payment schedule agreed in the contract.
2. Provide funds for meeting costs on account of Trainee Support which include stipend testing fees (if any), as determined by PSDF management.
3. Monitor / supervise the delivery of training, either directly or through a third party.
4. Take measures for quality control directly or indirectly.
5. Guide training partners for smooth implementation of training.
6. Arrange and finance a large-scale graduation ceremony, if any planned.
7. Bear costs on account of publicity as considered appropriate by PSDF management.
8. Inspect training facilities, tools & arrangements and accord permission to start training (i.e. issue a Notice to Proceed).
9. After training is complete, create a database of graduated trainees.

Joint Responsibilities of Punjab Skills Development Fund and Organizations:

1. To showcase the training programme funded by PSDF at different forums, if required.

Evaluation Criteria of Responsiveness Stage

Financial Capacity			
Total Debit / Credit	Maximum marks will be awarded for Total Credits/Debits of 10 Million in case of submission of Bank Statement. Marks Proportional to that will be awarded	30	
Transaction Per Month	Maximum marks for Average 15 Transaction per month (other than bank charges and taxation related Transactions). Marks proportional to that will be awarded.	10	
Sub Total		40	
Annual Turn Over	Maximum marks of Annual Turnover / Revenue / Gross sales of 10 Million and Above in case of submission of Financial Statement Marks Proportional to that will be awarded	40	
Sub Total		40	
Note: In case of Public sector organization full marks will be given. Organization receiving regular budget from Govt are referred to as Public Sector Organization.			
Human Resource Capacity			
Management Team			
Project Manager	Qualification	Master / Bachelors (16 Years of Education) and above	5
		Bachelor's Degree (14 Years of Education)	4
		Intermediate	2
		Otherwise	0
	Relevant Experience	Maximum marks will be awarded for 3 years of experience. Score proportional to years of relevant experience will be awarded.	10
Sub Total		15	
External Linkages Officer	Qualification	Master / Bachelors (16 Years of Education) and above	6
		Bachelor's Degree (14 Years of Education)	5
		Otherwise	0
	Relevant Experience	Maximum marks will be awarded for 3 years of experience. Marks proportional to years of relevant experience will be awarded.	4
Sub Total		10	
Mobilizing Officer	Relevant Qualification	Master / Bachelors (16 Years of Education) and Above	5
		Bachelors (14 Years of Education)	4
		Intermediate	2
		Otherwise	0
	Relevant Experience	Maximum marks will be awarded for 2 years of experience. Marks Proportional to years of relevant work experience will be awarded.	5
Sub Total		10	
Sub Total of Human Resource Capacity		35	
Approach & Methodology			
Maximum marks for clearly stating the Approach & Methodology of Self-Employment under this Program		25	

Note: It is mandatory for the Training Service Provider to achieve **65% Marks** in the responsiveness stage. Technical Proposal of only responsive organization will be evaluated.

Technical Evaluation Criteria

Training Portal & Established E-Commerce Platform			
Online Training Portal	Maximum Marks will be awarded if an E Learning Training portal is available for training of virtual assistants		10
Established E-Commerce Platform in the name of the organization	Maximum Marks will be awarded for an established e-commerce platform in the name of the organization with over 300,000 participants		15
	In case of participants on the e-commerce platform (in the name of the organization) ranging from 200,000 – 300,000		10
	In case of participants on the e-commerce platform (in the name of the organization) ranging from 100,000 – 200,000		5
Sub Total			25
Availability of Digital Tools			
Access to Learning Digital Tools Relevant to Course	Maximum Marks for providing access to at least 3 tools for product research.		10
Note: 5 marks for the provision 3 tools for product research. Proportionate marks in case of less than 3 tools. 5 marks for the provision evidence against the tools for product research. Proportionate marks in case of non-provision of evidence of all 3 tools.			
Curriculum			
Curriculum attached	Maximum Marks will be awarded if curriculum is attached.		10
	Zero Marks in case no curriculum is attached with technical proposal.		0
Note: Curriculum must cover the Training Module with Segregation in Practical and Theoretical Parts along with List of online Tools to be used.			
Past Experience			
Accumulated no. of trainees trained (Male or Female)	Max Marks will be awarded for relevant training of 500 trainees and above. Marks proportional to that will be awarded.		8
Accumulated Number of Trainees working as Amazon Virtual Assistants and earning after Completion of Training.	Max Marks will be awarded for training of 500 trainees and above. Marks proportional to that will be awarded.		7
Trainer & Mentor Profile			
Trainer	Qualification	Master / Bachelors (16 Years of Experience) or above	3
		Bachelors (14 Years of Experience)	2
		Intermediate	1
		Otherwise	0
	Relevant Certification	Certificate in Virtual Assistants Training (Self-Certification)	4
Relevant Experience	Maximum marks will be awarded for 3 years of relevant experience. Marks proportional to that will be awarded.	8	
Note: It is required to submit two CVs for proposing the class of 30 trainees. Each Instructor CV will have 15 Marks. Total of 30 Marks is for 2 CVs of Instructor.			
Sub Total			30
Mentor			
Mentor	Qualification	Master / Bachelors (16 Years of Education) and Above	5
		Bachelors (14 Years of Education)	4
		Otherwise	0
	Relevant Experience	Maximum marks will be awarded for 2 years of Mentorship experience. Marks proportional to relevant work experience will be awarded.	5
Sub Total			10
Note: CV of at least one Mentor must be submitted.			
Sub Total			40
Grand Total			100

