

# PUNJAB SKILLS DEVELOPMENT FUND

## PRE-QUALIFICATION

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Provision of Outsource Software Development Services for  
PSDF

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**October 2020**



**Submission Date for Sealed Proposal: on or before 11:00 AM, 06<sup>th</sup> November 2019**

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

UAN: 042-111-11-PSDF(7733) | Toll Free:0800-48627 (HUNAR) | Website: [psdf.org.pk](http://psdf.org.pk)

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## 1) Introduction:

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 the Punjab in collaboration with Foreign, Commonwealth and Development Office (FCDO). Sealed proposals will be invited from the applicants for pre-qualification of Software development companies/firms. All interested applicants are requested to go through the Pre-qualification document and provide relevant information and supporting documents as required.

## 2) Instructions for the Applicants:

- a) The proposal shall be a single envelope, containing pre-qualification documents. The envelope shall be marked as *“Prequalification Proposal for Provision of Outsource Software Development Services for PSDF”*.
- b) PSDF shall evaluate the proposal in the manner prescribed in **Annex–C (Pre-Qualification Evaluation Criteria)** without reference to the price and condition shall reject any proposal which does not conform to specified requirements.
- c) During the evaluation, no amendments in the prequalification proposal shall be permitted.
- d) After prequalification, only the prequalified applicants shall be entitled to participate in the subsequent procurement proceedings.
- e) PSDF at any stage of the procurement proceedings, having credible reasons for, or prima facie evidence of, any defect in the capacity or otherwise of an applicant, whether or not prequalified, may require the applicant to provide such further information concerning the professional, technical, financial, legal or managerial competence.
- f) The Applicants must respond to all queries and provide complete information as advised in this pre-qualification document, failing which the PSDF may reject the application.
- g) PSDF shall disqualify an applicant on the grounds that had provided false, fabricated or materially incorrect information.
- h) This document has different sections carrying information of eligibility, Scope of work, pre-qualification evaluation criteria, general conditions, form of the contract etc. to assist potential applicants to develop their pre-qualification proposals.
- i) Applicants must obtain a minimum of 65 marks to be qualified for the pre-qualification.

### 3) Terms of Reference/Scope of Work

Scope of work is to provide ad-hoc development of software applications for the Business operations of PSDF on need basis. The developed applications shall support PSDF backend/ frontend business operations. These applications might be integrated with existing applications or work as standalone within the PSDF IT environment. The detailed indicative scope of work is specified in **Annex-H**, however, scope of work will be shared with pre-qualified applicant at the time of Request for Quotation (RFQ).

### 4) Conditions for Eligibility

The applicant fulfilling the following criteria shall be considered as an eligible applicant.

- 1) The Firm/Company must be regular taxpayer (Tax return for year 2018-19 is required).
- 2) Provide NTN, GST/PST details, if applicable. (Copy of registration is required).
- 3) Evidence of the firm/company's registration/incorporation (SECP certificate or registrar certificate) is required. (Copy of certificate required)
- 4) Affidavit on stamp paper, declaring that the company is not blacklisted by any autonomous body/government/semi-government or any organization. (Original required)
- 5) Firm/Company must be registered with Pakistan Software Export Board or Pakistan Software House Association P@SHA or both (Registration Certificates are Required along with declaration of Registration on company's letterhead).

Any failure to provide information as per the above-mentioned or fulfilment under the requirement of, "Eligibility Criteria Checklist" (**Annex B**) shall be deemed to be or declared ineligible for the pre-qualification process and its technical evaluation shall not be carried out.

**Note: Please mark/flag supporting documents for the Eligibility Criteria Checklist. (Annex-B)**

### 5) General Guidelines:

- a) PSDF reserves the right to award or not to award this contract to applicants who fail to submit complete and attach all the relevant documents shall be disqualified.
- b) No pre-qualification document shall be accepted, **if not properly sealed, marked, signed and stamped.**
- c) PSDF shall enter into a formal contract with the successful applicant only and reserves the right to terminate the contract if performance of applicant is unsatisfactory.
- d) Applicants to ensure that their **pre-qualification** documents are submitted before the closing time and date. **Applications received after closing time and date shall not be considered.**
- e) All documents and information received by PSDF from applicants will be treated in strictest confidence. Documents submitted to PSDF will not be returned.

- f) All expenses related to participation in this Pre-Qualification document shall be borne by the applicant.
- g) Only short-listed applicants fulfilling the eligibility criteria will be considered for technical evaluation.
- h) Documents shall be submitted in hard copies in a sealed envelope marked as “PROPOSAL” as hard copy in a sealed envelope for **Prequalification of Companies/ Firms for Provision of Outsource Software development Services for PSDF**. The envelope containing hard copies of pre-qualification proposal shall be received on the postal address given below.

**Procurement Department**

Punjab Skills Development Fund, 21-A, H-Block, Dr. Mateen Fatima Road, Gulberg-II Lahore

E-mail: [Procurement@psdf.org.pk](mailto:Procurement@psdf.org.pk) Phone: +92-42-35752408-10, Fax: +92-42-35752190

- i) PSDF reserves the rights to request submission of additional information from applicants to clarify/further understand aspects of pre-qualification proposal, if required.
- j) PSDF also reserves the right to verify any information provided by the applicants.
- k) PSDF has the right to visit business premises to verify the information shared in Pre-qualification documents. Applicant presenting information intentionally incorrectly or fraudulently will be disqualified.

**Questions about this Pre-Qualification document can be made only in writing through a letter or E-mail: at [Procurement@psdf.org.pk](mailto:Procurement@psdf.org.pk) and must be asked before 05:00 PM, 29<sup>th</sup> October-2020.**

**\*\*Although adequate thought has been given in the drafting of this document, errors such as typos may occur for which PSDF shall not be responsible\*\***

**6) Form of Contract**

- a) The pre-qualified applicants shall sign and execute the standard contract of PSDF including any general conditions on the terms & conditions specified therein. Any amendment to the standard contract shall be made with mutual consent of both parties.
- b) Successful applicant will sign a contract and will provide the agreed services within the stipulated agreed time of issuance of the Purchase/Service Order.
- c) The duration of the agreement shall be one year, however, it can further be extended up to 2 years based on the satisfactory performance of the applicant, and on the mutual consent of both the parties under the agreement
- d) If PSDF cancels the contract during the contract period, a notice period of 1 month shall apply.
- e) In case of any dispute regarding services, the decision of PSDF shall be considered final and binding.

- f) The competent authority may reject all proposals at any time prior to the acceptance of a proposal. PSDF shall upon request communicate to any applicant, the grounds for its rejection of all proposals but shall not be required to justify those grounds.
- g) Applicant understands that RFQ shall only be floated to the pre-qualified applicants.

**7) Delivery Timelines or Completion Date**

RFQ shall be floated only to the pre-qualified applicants and delivery timelines shall be mentioned on the Service Order for each assignment as per the scope of work.

**8) Pre-Qualification Evaluation Criteria**

This document is governed by the procedure approved by PSDF management. The pre-qualification proposal of eligible applicants shall be evaluated against the requirements specified in the “Annex–C”.

**9) Submission of Pre-qualification Proposal: -**

Complete application containing pre-qualification proposal with all required information and documentary evidences must be submitted before closing dated i.e. 11:00 AM, 06<sup>th</sup> November-2020. Pre-qualification proposals will be publicly opened on the same day i.e. 11:30 AM 06<sup>th</sup> November-2020 in the presence of applicant’s representatives who wish to attend it.

**a) Cover Letter for the Submission of Pre-qualification Proposal**

A cover letter as specified in *Annexure-F* shall be submitted with the proposal.

**Note: Please provide the required Information/Response to all annexure mentioned in this document and mark them while submitting the proposal.**

**Annexure**

**Annex – A (Organization Information)**

Organization Information			
Sr #	Required Information	Response	
1	Legal name of the organization		
2	Year of Registration / Establishment of the Organisation		
3	National Tax Number		
4	General / Punjab Sales Tax Number		
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	
		Section 42 Company	
		Public Ltd. Company	
		Private Ltd. Company	
		Private Partnership Firm	
6	Name and designation of 'Head of Organization'		
	Mobile:		
	Phone/s:		
	Email:		
	Fax:		
	Address of organization:		
	Website address:		
7	Name and designation of 'Contact Person':		
	Phone/s:		
	Mobile:		
	Email:		
	Fax:		
8	Address of organization		
	Phone/s:		
	Mobile:		
	Email:		
	Fax:		

### Annex – B (Eligibility Response Check List)

Eligibility Check List				
Sr. No	Eligibility Criteria Details	Response/Elaboration/Proof Required	Attached Supporting Documents/Proof and mark Yes/No	
			Yes	No
1)	The Firm/Company must be regular taxpayer	(Tax return for year 2018-19 is required)	<input type="checkbox"/>	<input type="checkbox"/>
2)	Provide NTN, GST/PST details, if applicable	(Copy of Registration is required)	<input type="checkbox"/>	<input type="checkbox"/>
3)	Evidence of the firm/company's registration/incorporation (SECP certificate or registrar certificate) is required.	(Copy of certificate required)	<input type="checkbox"/>	<input type="checkbox"/>
4)	Affidavit on stamp paper, declaring that the company is not blacklisted by any autonomous body/government/semi-government or any organization.	(Original required)	<input type="checkbox"/>	<input type="checkbox"/>
5)	Firm/Company must be registered with Pakistan Software Export Board or Pakistan Software House Association P@SHA or both	((Registration Certificates are Required along with declaration of Registration on company's letterhead).	<input type="checkbox"/>	<input type="checkbox"/>



### Annex – C (Pre-qualification Technical Evaluation Criteria)

Technical Evaluation Criteria					
(Attachment of relevant evidence in each case is mandatory. In case of non-compliance no mark will be awarded)					
S. No	Descriptions	Total Points	Category Points	Flag/Marker Reference	Remarks
1	<b>General Work Experience</b>	20			<p><b>(Any software development/deployment/configuration/ maintenance &amp; support projects will be considered as a general experience)</b></p> <p>Documentary proof (copies of the contract or work/service order or service completion certificate from the clients) should be furnished.</p> <p>Note: Each contracted Firm/Organization should be an independent entity. Above document should depict the detailed nature of the project as well.</p>
	Worked with 8 or above local/international/ Telecom/MNC clients/government and semi-government/autonomous bodies		20		
	Worked with less than 8 but more than or equal to 6 locals/international/Telecom/MNC clients/ government/ semi government /autonomous bodies		15		
	Worked with minimum 4 but less than 6 locals/international/Telecom/MNC clients/ government/ semi government /autonomous bodies		10		
2	<b>Relevant Experience (Number of Contracts)</b>	20			<p>Documentary proof (copies of the contract or work/service order or service completion certificate from the clients) should be furnished.</p> <p>Note: Software Development does not include website development/ deployment / configuration / support and maintenance projects. Each contracted Firm/Organization should be an independent entity. Only Two Projects from with same company/firm shall be accepted</p> <p>Above document should depict the nature of the outsource Software Solution Development project and support projects should not be included</p>
	Developing <b>**Customized Software Solutions;</b> (Total number of assignments/projects equal or more than 6)		20		
	Developing <b>**Customized Software Solutions;</b> (Total number of assignments/projects more or equal 4 but less than 6).		10		
3	<b>Financial Capability</b>	20			<p>Copy of last financial audit report done by ICAP/SBP registered auditing firm or tax return of last year 2018-19</p>
	Annual revenue/turnover of the company should be greater than Rs. 30 million PKR		20		
	If annual revenue/turnover is less than or equal to Rs. 30 million but greater than 20 million PKR		15		
	If annual revenue/turnover is less than or equal Rs.20 million but greater than 10 million PKR		10		
4	<b>Projects done for a public Sector organization</b>	20			<p>Must provide and highlight the details and relevance of the project along with copies of the contract or work/service order or service completion certificate from the clients.</p>
	<b>** outsource Software development</b> Project done for public sector organization.		20		

					applicant can share a writeup explaining the Project relevance on letter their company's letter head
<b>5</b>	<b>Software Development Team Capacity</b>	<b>20</b>			Declaration on company's letterhead with of Resources their Name, Job Role, Years of Experience. (CV)
	Dedicated Resources that will work on the Software/Solution Development tasks and technology Frontend Developer >=2 Resource(s) Backend Developers >=2 Resource(s) Database Developer >=1 Resource(s) Project Manager/Solution Architect >=1 Resource(s)		20		
	Shared Resources that will work on the Software/Solution Development tasks and technology Frontend Developer Shared Resource(s) Backend Developers Shared Resource(s) Database Developer Shared Resource(s) Project Manager/Solution Architect Shared Resource (s)		5		
	<b>Total Technical Score (TTS)</b>	<b>100</b>			

**Note: Please mark/flag the supporting documents for Technical Evaluation Criteria.**

\*\* Customized Software Solutions – is the solution that is specially developed for a specific user or organization, which is in contrast with broadly used mass-market software. Despite the diverse spectrum, the software market often is unable to meet the demands of all varieties of organizations

**Annex – D Relevant Experience**

Relevant Experience		
Sr. #	Required Information	Response  (Please provide exact information with the organization name, location/s, and duration)  Provide data in the sequence given below
1	Name of Organizations with addresses	i.
		ii.
		iii.
		iv.
2	Start and end dates of providing Goods/Services (For example – Jan 2009 to September 2017)	i.
		ii.
		iii.
		iv.
3	Goods/Services provided to Number of companies/firms	i.
		ii.
		iii.
		iv.

**Annex – E (Key Management Staff of the Company)**

Please attach CVs for your Key Management Staff

<b>Key Management Staff of Company</b>				
<b>Sr. #</b>	<b>Name of Management Staff</b>	<b>Designation</b>	<b>Area of Expertise</b>	<b>Number of years in company</b>

**Annex – F (Declaration)**

I, \_\_\_\_\_ hereby declare that:

- all the information provided in the pre-qualification document is correct in all manners and respects;
- and I am duly authorised by the Governing body/Board/Management to submit this proposal on behalf of "[Click here and type the name of organization]"

Name: -	
Designation: -	
Signatures: -	
Date and Place: -	

**Annex – G (Cover Letter)**

[Firm letterhead]

[Date]

To

Chief Executive Officer

[Address mentioned in Guidelines]

**Re:** Pre-qualification Proposal in respect of [Insert title of assignment]

Dear Sir,

We offer to provide the services for [Insert title of assignment] in accordance with your pre-qualification document for proposal/application submitted on [Insert Date of Pre-qualification advertised]. We hereby submit our pre-qualification proposal including the required documents in a sealed envelope.

We hereby declare that all the information and statements made in these proposals are true and accept that any misinterpretation contained therein may lead to our disqualification. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations. We undertake that we will initiate the delivery of 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 after the closing date and time.

Thank you.

Yours sincerely,

Signature

Name and title of signatory:

## Annex – H Scope of Work

### 1. Detailed Scope of Work

Scope of the project is to provide supporting applications for the PSDF's Business operations. All the developed application shall support PSDF backend\frontend business operations. These applications might be integrated with existing applications or work as standalone Application within the existing IT environment. PSDF has an end to end Microsoft based environment for development and hosting application. Scope of the developments would be under the following areas.

- Web Application Development
- Desktop Application Development
- Web Portal
- API Development
- System/Application Integration
- Dashboards Development
- Mobile Application Development
- Change Request Existing Internal Systems

**Major Objectives Deliverables of Software Developments may include but not limited to the following**

#### 1.1 Processes and Operations Automation (Objective: "Minimize Manual Interactions")

- a. Enhancing the capability of PSDF Enterprise Operations
- b. User friendly Interface
- c. User friendly error prompts
- d. Automated Email/Notifications

#### 1.2 Master Data Management

- e. Centralized master data repository by integrating with existing system and pulling and posting data into these system

#### 1.3 Dynamic Reporting Module (Configurable, Single click Reports and Customized Reports

- a. Internal & External Stakeholder Reports

#### 1.4 System and Data Integrity

- a. User's activities log / Audit Trails / Accountability (logged-in, added, updated, delete, logged-out etc.)
- b. System Performance Audit and Control
- c. Centralized database system

#### 1.5 User Management

- a. Single sign on
- b. Google/Office 365 Integration

## **1.6 System Integration**

## **1.7 System and Data Security**

## **1.8 Project Deliverables**

- a. Initial requirement analysis
- b. Project Plan with Details (Resources and Timelines)
- c. Completing System Design, Functional Requirement Specification document including Application Architecture Design and DB Design and UAT Cases (to be Approved from respective Business Unites)
- d. Go-Live
- e. 4 Months of Free of Cost Post Project Support including Bug fixing after Go-live (Compiling to the SLA Mentioned in the RFP)

## **2. Guidelines for the System Development**

### **2.1 Business & System Workflow Design**

- a. Define the fundamental actions that must take place in the software in accepting and processing the inputs and in processing and generating the outputs, including:
  - (a) Validity checks on the inputs.
  - (b) The exact sequence of operations.
  - (c) Responses to abnormal situations, including Communication facilities and Error handling and recovery.
  - (d) Effect of parameters.
  - (e) Relationship of outputs to inputs, including Input/output sequences and Formulas for input to output conversion.

To partition the functional requirements into sub-functions or sub processes appropriately.

### **2.2 Policies**

Specify policies that can impact on the system or policies that are being enforced for certain tasks.

### **2.3 Data Dictionary**

The complete data dictionary will be required for further reference.

### **2.4 Data Reporting and Analysis**

Data reporting module is a key to business which needs to be specified and explained in detail which should include following

- Each Report Search Criteria
- Data Export Capability
- Supporting Files types

### **2.5 System Log and Audit Trail Analysis**

System log analysis information, details of error codes and their description will be part of final system manual



## **2.6 Document Management**

Specify documents that will be uploaded into the system how will be stored how admin and authorized user can access these documents.

## **2.7 Data Archiving and Retention**

Specify data archiving and retention policies and procedure

## **2.8 Operational & System Manual**

Specify the normal and special operations required by the user such as:

- How to Operate the system from user's perspective in the form of document or Video tutorials
- Data processing support functions.
- Backup and recovery operations.

## **2.9 Integrations**

Specify all the integration points and methods with details, this portion will also include all the web service information in case of 3rd party integration is required user will consult this document for successful integration.

## **2.10 Security**

Specify all the security requirements,

## **2.11 Encryption**

Specify Encryption algorithm needed for API layers and user authentication

## **2.12 User Rights and Role Management**

This is the main part where flexibility is required where we can allow one or multiple users to read/write or add & change rights etc.

## **3. Development Environment**

We are working in Microsoft based environment. So, all the required Development should be in .NET framework.

Development Technology: NET and supported Technology

Database: Microsoft SQL Server 2016 Standard Edition

## **4. Payment Plan**

Full payment will be disbursed after the completion signoff by PSDF IT

## Annex – I Service Level Agreement

### SERVICE LEVEL AGREEMENT

#### DELIVERY AND TIMELINES

Applicant must ensure to deliver within agreed timelines, if not PSDF will impose the penalty in case timelines are not meet as per following clause.

#### PENALTY CLAUSE

After the delay of 15 business days in the delivery date deadline, PSDF will impose 10% Penalty and charge the deduction on the total invoice value.

#### NOTE:

Fine would be calculated after 15 business days.

Business days (Monday – Friday 0900 -1800)

Man-days agreed for the task does not relate to the delivery date deadline.