

# **PUNJAB SKILLS DEVELOPMENT FUND**

## **Tender Document**

### **HR Outsourcing Services required for PSDF**

**August 2019**



**Submission Date for Sealed Bids: on or before 03:00 PM, 27<sup>th</sup> August 2019**

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

Phone: +92-42-35752408-10

Fax: +92-42-35752190

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## 1- Invitation to Bid:

Punjab Skills Development Fund (PSDF) is a section 42, not-for-profit Bidder set up under the Companies Ordinance 1984 by the Government of the Punjab. Sealed bids/proposals will be invited from bidders for Appointment of HR outsourcing services firm/company for PSDF. All interested and eligible bidders are requested to go through the Tender and provide relevant information and supporting documents mentioned.

## 2- Instructions to Bidders:

The selection of HR Outsourcing Services firm/company will base on **Least Cost Method** through **Single Stage Two Envelopes** bidding procedure.

- a) The bid shall be a single package consisting of two separate envelopes, containing separately financial and technical proposals. The envelopes shall be marked as “Financial Proposal” and “Technical Proposal”.
- b) In the first instance, the “Technical Proposal” shall be opened and envelope marked as “Financial Proposal” shall be retained unopened in the custody of PSDF.
- c) PSDF shall evaluate Technical Proposal in a manner prescribed in section–**10** given in the document, without reference to the price and condition shall reject any proposal which does not conform to specified requirements.
- d) During the technical evaluation no amendments in Technical Proposal shall be permitted.
- e) After the evaluation and approval of the technical proposals, the fund shall open the financial proposals of the technically responsive bids, publicly at a time, date and venue announced and communicated to the bidders in advance, within the bid validity period.
- f) The financial bids found technically non-responsive shall be returned un-opened to respective bidders.
- g) The Technical and Financial Proposal will be evaluated based on PSDF’s evaluation criteria as provided in section-**10** and **11** of document.
- h) This document has different sections carrying information of eligibility, technical evaluation and terms of references, conditions of tender, type of contract etc. to assist potential bidders to develop their Technical Proposals. Bidders those found eligible and qualify in technical evaluation will be short-listed for financial bid opening.

- i) Passing criteria for Technical Evaluation shall be minimum 65 marks.

### **3- Conditions for Eligibility**

The Successful bidders, fulfilling the following criteria, will be considered eligible for the bidding process for HR Outsourcing Services required for PSDF.

- a. Evidence of bidding firms/company Registration / Incorporation (Evidence of certificate of incorporation/company registration certificate is required)
- b. Provide National Tax Number (NTN) and GST/ PST, (if applicable) in the name of Organization (Provide a copy of registration)
- c. Should be Active Taxpayer and last year's tax return is required (2017-2018 Tax Return copy required)
- d. Affidavit on stamp paper, declaring that company is not blacklisted by any Government /semi government/autonomous body /agency/authority/organization. (Original required)
- e. The bidder should be registered with PESSI and EOBI.

If bidder fail to provide information as per the above mentioned or does not fulfil the requirement of, "Eligibility Criteria Checklist" (Annexure B) shall be dis-qualified and declared ineligible from the bidding process and its technical evaluation will not be carried out.

**Note (Please mark the supporting documents for Eligibility Criteria Checklist)**

### **4- Scope of Work:**

The following scope of work identify the main tasks and responsibilities that the qualifying bidder would be expected to deliver upon, by working closely with the HR Department of PSDF:

1. The bidder must have a diverse pool of potential candidates for various positions at PSDF.
2. The bidder should provide a dedicated resource (POC) for all the operations of PSDF to ensure effective and efficient services.
3. The bidder shall provide CVs for relevant candidates after screening as per the requirements shared by PSDF. Final selection would be done by PSDF after interviewing top candidates.
4. In case, PSDF advertises a position then PSDF may share their pool with the bidder. The bidder shall do initial shortlisting based on the requirements, shared by PSDF, of a certain position.
5. The bidder will do all the necessary background and reference checks before sharing the CVs of those candidates with PSDF.
6. The bidder shall give the contract to the service units, selected by PSDF. The bidder will ensure the illegality of the contract. Tenure of the employment contract shall be discretion

of PSDF. These documents include the initial offer letter and then an appointment of contract.

7. Each service unit who would be employed by PSDF would be on a probation period for 3 months from the date of joining.
8. The bidder shall ensure that each service unit is insured against death (Natural & Accidental) and injury and fulfil requirements as per the law of the state/province and PSDF policies. PSDF shall pay the premium, on actual, for each service unit.
9. The bidder shall process the payroll of service units on the request of PSDF. Bidder will share the invoice with PSDF HR team (including Salaries & services Charges) around 20<sup>th</sup> of every month, which shall be paid to bidder within 1 week after invoice verification by PSDF team.
10. Invoice should include; salaries, OPD–medical (on actual with receipts), EOBI, or any other benefit covered under PSDF HR policy.
11. The bidder shall provide services of disbursing salaries to the service units. PSDF will decide the compensation of a service unit based on the existing paygrade of PSDF.
12. In case of the work-based travel, the bidder shall include the cost (Fuel, TADA, Lodging) incurred by the service units in their monthly invoice, which shall be paid on actual, based on the prescribed entitlement/grade, in the PSDF Policy Manual.
13. The bidder shall maintain database of all the service units employed for PSDF and will ensure availability of any/such reports, as/when required by PSDF e.g. leaves etc.
14. The termination of employment contract will be given by the bidder, based on the recommendations from PSDF only, which could originate due to performance or any other disciplinary issue.
15. The bidder shall prepare the final settlements of service units and share the invoice with PSDF.
16. The bidder will ensure that all service units comply to PSDF policies and regulations. The bidder will take appropriate actions against any disciplinary cases.
17. The bidder shall keep a database, disburse medical reimbursements of all the service units and ensure that all the supporting documents are duly verified.
18. Service units can be stationed at any PSDF office including PSDF head office and all satellite offices i.e. Rawalpindi, Multan & Bahawalpur etc.
19. PSDF will provide the service units with tools, equipment and any licences for software, necessary for carrying out their duties with PSDF, but the bidder shall be responsible for their safety & security, & shall also be held liable to pay in case of any loss or theft
20. PSDF will evaluate the performance of the service units employed for PSDF.
21. PSDF will make the final decision, if a contract of any service unit be renewed or extended and the tenure of that contract.
22. The decision of salary revision and increments shall be based on the performance of any given service unit. Final decision shall lie with PSDF management.
23. The bidder shall provide PSDF with replacements of any/such service units who wished to discontinue their employment with PSDF.
24. Service units shall be eligible to take sick, casual and annual leaves as per the existing PSDF Leave Policy or shared in the bidding document.

25. Service units will be eligible to attend trainings and learning interventions approved by their Line and HR department. The training budget will be according to their grades.
26. Bidder shall share the list of 5 shortlisted candidates for interviews within 2 weeks after a formal request for any position
27. Bidder will make the offer to the service units within 24 hours after PSDF selects the final candidate and share the date of joining with PSDF in the next 24 hours i.e. bidder shall give 24 hours to an individual to either accept or reject the offer. This entire process should not take more than 2 days.
28. Bidder will share the reports, or any data required as per the scope of work by PSDF HR Team, within 2 days after a formal request to the bidder by PSDF team.
29. PSDF will hold the bidder responsible if it makes the final offer to a selected candidate before their reference checks or verifying their educational background. Reference checks for fresh graduates is not necessary

#### 5- Deliverables:

1. The Bidder shall conclude the hiring process including onboarding of the service units in 30 days after the request received from PSDF.
2. Bidder will disburse the salaries to service units within 4 working days, once PSDF transfers the payable amount to bidder against rendered services after invoice verification.
3. Bidder will share the reports, or any data required as per the scope of work by PSDF HR Team, within 2 days after a formal request to the bidder by PSDF team.

#### 6- Responsibility Matrix:

SR	Responsibility	Bidder	PSDF	Explanation
1	Short listing	✓		Bidder should have their own pool of candidates as written in the scope and PSDF Can share the pool of candidates who would apply for such positions.
2	Interviews		✓	PSDF shall conduct the interviews on PSDF's premises. Bidder will invite the shortlisted candidates for interviews.
3	Background Check & Reference Checks	✓		Bidder will do the necessary checking before sending the final CV's to PSDF and before making the final offer to the selected candidate.
4	Offer letter & Appointment Contract	✓		Bidder will send out the offer letter and share the final contract to the selected candidate.

5	Deciding the Compensation		✓	PSDF will decide the compensation according to the salary range of each grade.
6	Personal Files	✓		Bidder will prepare and maintain the service unit files and share the data whenever PSDF requires.
7	Outpatient Department (OPD) – Health (on actual)	✓		Health insurance to be arranged/maintained by Bidder based on PSDF approved HR policy, which shall be paid by PSDF on actual basis
8	In Patient Department (IPD) – Health	✓		Health insurance to be arranged/maintained by Bidder based on PSDF approved HR policy, which shall be paid by PSDF on actual basis
9	Insurance & EOBI	✓		Bidder to arrange & maintain insurance & EOBI as per the labor laws, which shall subsequently be paid by PSDF on actual basis.
10	Probation Confirmation	✓		Bidder will share the confirmation letter with service units only if recommended by PSDF.
11	Contract Extension	✓		Bidder will share the contract extension letter with service units only if recommended by PSDF
12	OPD Receipts collection	✓		Bidder will collect all the necessary receipts and share with PSDF to double-check before PSDF pays the OPD amount.
13	Database of leaves, attendance	✓		Service units would take approval of leaves from PSDF and bidder will keep and maintain all the record of leaves.
14	Tools, Equipment, Laptop, Software Licenses		✓	PSDF will provide the necessary tools to the service units, but bidder shall be responsible for their safety & security & liable to pay PSDF in case of any loss/theft
15	Replacements in case of resignation/termination	✓		Bidder will provide replacements in case a service unit decides to resign or PSDF terminates the contract of any service unit due to performance or disciplinary issues.

## 7- Condition for Contract /General Guidelines:

The successful bidder shall agree to the following terms of references to provide Services to PSDF:

- a) PSDF reserves the right to award or not to award this contract and Bidders who fail to submit complete and attach all the relevant documents shall be disqualified. No tender document shall be accepted, **if not properly sealed, marked, signed and stamped.**
- b) PSDF shall enter into a formal contract with the successful Bidder only and reserves the right to terminate the contract, if performance of Bidder is unsatisfactory.
- c) Bidders to ensure that their bid documents are submitted before the closing time and date of the tender. **Bids received after closing time and date will NOT be considered.**
- d) All documents and information received by PSDF from bidders will be treated in strictest confidence. Documents submitted to PSDF will not be returned.
- e) All expenses related to participation in this bidding document shall be borne by the bidder.
- f) Only short-listed bidders fulfilling the eligibility criteria will be considered for technical evaluation.
- g) Documents shall be submitted in hard copies in a sealed envelope marked as “PROPOSAL” as hard copy in a sealed envelope for “**HR Outsourcing Services for PSDF.**” The envelope containing separate hard copies of technical and financial 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

- h) PSDF reserves the rights to request submission of additional information from applicants to clarify/further understand aspects of technical proposal, if required. PSDF also reserves the right to verify any information provided by the applicants.
- i) PSDF has the right to visit business premises to verify the information shared in tender documents. Bidder presenting information intentionally incorrectly or fraudulently will be disqualified.
- j) **Questions about this bidding 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, 22<sup>nd</sup> August -2019.**
- k) 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.

## 8- Form of Contract

- a) The successful bidder shall sign and execute the standard contract of PSDF including any general conditions on the terms and conditions specified therein. Any amendment to the standard contract shall be made with mutual consent of both parties.
- b) Successful bidder 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 1 year; however, it can be extended up to 2 years based on the satisfactory performance of the bidder, and on the mutual consent of both the parties under the agreement
- d) If PSDF cancel the contract during the contract period, a notice period of 1 month will apply.
- e) In case of any dispute regarding services the decision of the PSDF shall be final & binding.
- f) The competent authority may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. PSDF shall upon request communicate to any bidder, the grounds for its rejection of all bids or proposals but shall not be required to justify those grounds.
- g) All taxes will be deducted in accordance with the applicable laws.
- h) The bid shall remain valid for the period of **120 days** from the date of bid opening
- i) Any delay in delivery of Services as per agreed time frame mentioned in the scope of work and deliverables will be subject to a penalty @0.5% per day, up to maximum 10% of monthly invoice value

#### **9- Delivery Timelines or Completion Date**

The duration of the contract will be 1 year. Timelines of the delivery shall start once the contract is signed and Purchase /Service is issued.

#### **10- Technical Evaluation Criteria**

This document is governed by the procedure approved by PSDF management. The technical proposal of eligible organisations will be evaluated against the requirements specified in the “Annexure – D”.

#### **11- Financial Evaluation Criteria**

- a) The Financial Proposals of only eligible bidders with technically responsive (scoring minimum 65 marks) will be opened in the presence of all the bidders participated in the tender. All bids shall be opened by the evaluation committee publicly in the presence of the bidders or their representatives who may choose to be present, at the time and place announced prior to the bidding. Chairperson or member of the evaluation committee shall read aloud the unit price as well as the bid amount and shall record the minutes of the bid opening. All bidders shall sign an attendance sheet at the time of bid opening.
- b) Please provide information regarding Financials in **Annexure – F”**.

## **12- Performance Security**

Successful bidder will submit a performance guarantee (or any other form of performance security acceptable to PSDF) of 1 % of contract value at the time of signing the contract which will be returned after completion of contract.

## **13- Submission of Bids (Technical and Financial Proposal): -**

Complete bid containing Technical and Financial proposal along with Bid Security, all required information and documentary evidences must be submitted before closing dated i.e. 03:00 PM, 27<sup>th</sup> August -2019. Technical proposals will be publicly opened on the same day i.e. 03:30 PM 27<sup>th</sup> August-2019 in the presence of bidder's representatives who wish to attend it. Bid Security of disqualified bidders will be returned after awarding the business to successful bidder.

### **a. Bid Security**

Bid Security of Rs.25,000 (Twenty-Five Thousand) in the form of pay order or demand draft favouring Punjab Skills Development Fund shall be submitted along with the proposal. The Bid Security should be valid for a period not less than 6 months and must be enclosed in financial bid.

### **b. Cover Letter for the Submission of Technical Proposal**

A cover letter as specified in **annexure H** 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 bid.**

**Annexures**

**Annex – A (Organization Information)**

Organization Information			
S #	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:		
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	Evidence/Proof Required	Attached Supporting Documents/Proof and mark Yes/No	
			Yes	No
1	Evidence of bidding firms/company Registration / Incorporation	Evidence of certificate of incorporation/company registration certificate	<input type="checkbox"/>	<input type="checkbox"/>
2	Provide National Tax Number (NTN) and GST/ PST, (if applicable) in the name of Organization (Provide a copy of registration)	(Provide a copy of registration)	<input type="checkbox"/>	<input type="checkbox"/>
3	Should be Active Taxpayer and last year's tax return is required (2017-2018 Tax Return copy required)	(2017-18 tax return copy required)	<input type="checkbox"/>	<input type="checkbox"/>
4	Affidavit on stamp paper, declaring that company is not blacklisted by any Government /semi government/autonomous body /agency/authority/organization. (Original required)	We solemnly declare that our organization or any member of consortium has never been suspended/debarred or blacklisted.	<input type="checkbox"/>	<input type="checkbox"/>
5	The bidder should be registered with PESSI and EOBI.	Registration #, and copies required as an evidence	<input type="checkbox"/>	<input type="checkbox"/>

**Annex – C (Relevant Experience)**

Relevant Experience		
Sr. #	Required Information	Response  (Please provide exact information with organization name, location/s and duration)  Provide data in sequence given below
1	Name of Organizations with addresses	i.
		ii.
		iii.
		iv.
2	Start and end dates of providing HR outsourcing services (For example – Jan 2009 to July 2019)	i.
		ii.
		iii.
		iv.
3	Services provided to Number of companies/firms	i.
		ii.
		iii.
		iv.

**Annex – D (Technical Evaluation Criteria)**

Technical Evaluation Criteria				
Sr. No	Descriptions	Total Points	Categorized Points	(Attachment of relevant evidence in each case is mandatory. In case of non-compliance no mark will be awarded)
1	<b>Relevant Experience in similar HR outsourcing services</b>	<b>20</b>		Documentary proof (copies of previously signed contract or workorder or Service Order) received from Clients to be furnished.
	More than or equal to 8 years of experience		20	
	Less than 8 years and but greater or equal to 5 years of experience		15	
	Less than 5 years of experience but greater than 3 years		10	
2	<b>Clients Portfolio</b>	<b>20</b>		Documentary proof (copies of contract or workorder of clients) should be furnished.
	Worked with at least 10 clients or more with similar HR outsourcing services		20	
	Worked with 8 clients or more but less than 10 clients		15	
	Worked with less than 8 clients but greater or equal to 5		10	
3	<b>Company's overall Financial Capability (PKR)</b>	<b>15</b>		Copy of Latest financial audit report done by ICAP/SBP registered auditing firm or Last year Tax Return (2017-2018)
	Annual turnover /revenue of company should be greater than or equal to 50 Million		15	
	If less than 50 Million but greater than or equal to 25million		10	
	Less than 25million but greater 10 Million		5	
4	<b>Number of relevant HR Staff (with recruitment &amp; HR operation experience) available on pool to handle recruitment &amp; HR operation services</b>	<b>15</b>		Complete list of staff on company letter head with sign and stamp by authorities and their CVs
	10 to 12 personnel		15	



Skills For Success

	6 to 9 personnel		10	
	3 to 5 personnel		5	
<b>5</b>	<b>Registered Office</b>	<b>10</b>		Provide Evidence on company letter head showing the address of the company.
	If registered office in Lahore		10	
	If registered office is in other cities of the Pakistan, other than Lahore		5	
<b>6</b>	<b>Online Employee Database and Web Portal</b>	<b>20</b>		Provide Evidence through (Presentation in hardcopy or share the link)
	Availability of online employee database and web portal		20	
<b>Total Points Awarded</b>		<b>100</b>		

**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 (Financial Proposal)**

Below are the items expected against each of the items:

**Note:**

1. PSDF reserve the right to increase or decrease the quantities of service units as per the business needs at the time of awarding the contract.
2. The financials will be evaluated on accumulative cost quoted as per the mentioned items.

SR #	Description	Services Charges % on per month invoices (Inclusive of all applicable taxes)
01	HR Outsourcing Services required for PSDF  (Administration & Services Charges)	

- **Payment Terms**

- Payment shall be made within 1 week from invoice submission in PSDF after proper verification and service acceptance by User department.
- All payment shall be made in PKR after the applicable taxes.

**Annex – G (Declaration)**

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

- all the information provided in the technical proposal 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 – H (Cover Letter)**

[Firm letterhead]

[Date]

To

Chief Executive Officer

[Address mentioned in Guidelines]

**Re:** Technical 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 Tender for Proposal dated [Insert Date of Tender advertised]. We hereby submit our technical 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.

Thank you.

Yours sincerely,

Signature

Name and title of signatory: