

PUNJAB SKILLS DEVELOPMENT FUND

Tender Document

Procurement No: 012/SYIG/PSDF/RMS

Provision of Record Management Services

JULY 2022



Submission Date for Sealed Bids: July 21, 2022, on or before 03:00 PM

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

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1) Invitation to Bids

Punjab Skills Development Fund (PSDF) is the largest skills development fund in Pakistan. PSDF was established in 2010 as a not-for-profit company set up under the Companies Ordinance 1984 by the Government of Punjab (GoPb). PSDF offers quality demand driven skills training to vulnerable and poor youth of Punjab helping them to create sustainable income generation opportunities in Pakistan and beyond.

Sealed bids/proposals are invited from established firms/companies for **“Provision of Record Management Services”** (hereafter called as bidders) to PSDF. All interested and eligible bidders are requested to go through the Tender document and provide relevant information along with supporting documents mentioned in this tender document.



Invitation to Bid

Provision of Record Management Services



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 (now Companies Act 2017) by the Government of Punjab (GoPb). PSDF is revolutionizing the TVET sector through its innovative initiatives for vocational and technical trainings ensuring an economically bright and sustainable future for poor and vulnerable youth of Punjab.

PSDF invites bids under single stage two envelopes bidding procedure from well-reputed, experienced and tax registered companies / firms against the above-mentioned services. The interested companies / firms can obtain the bidding document containing all details with its evaluation criteria and terms & conditions from PSDF e-tendering portal (<https://etender.psdof.org.pk/esop/guest/go/public/opportunity/current>) and PPRA website (www.ppra.punjab.gov.pk).

Sr. No.	Description	Procurement No.	Total Tenure of Contract	Bid Submission Deadline (Date & Time)	Technical Bid Opening Date & Time	Estimated Cost for 1 Year
1	Provision of Record Management Services	012/SYIG/P SDF/RMS	2 years (Extendable for another term)	July 21, 2022 on or before 03:00 PM	July 21, 2022 on 03:30 PM	PKR 0.98 Million

- PSDF has launched e-tendering portal for the submission of bids which must be submitted online through e-tender portal till **July 21, 2022 by or before 03:00 PM** or system will not accept submission after deadline. The bids should **ONLY** be submitted online through e-tendering portal accessible at: <https://etender.psdof.org.pk/esop/guest/go/public/opportunity/current>. No bid shall be accepted, if not submitted through e-tender portal.
- Tender shall be publicly opened on same day i.e. **July 21, 2022 at 03:30 PM** in the presence of interested companies / firms or their authorized representatives who may wish to attend.
- The bidding procedure shall be governed strictly in accordance with the Punjab Procurement Rules 2014 through national competitive bidding procedure.
- For any clarification, please contact on the below-mentioned address.

Procurement Department, Punjab Skills Development Fund
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

2) Instruction to Bidders

The selection of Bidder will be based on **Least Cost Selection Method** through **Single Stage Two Envelopes** bidding procedure.

- a) The bid shall be submitted through E-tendering portal under Technical and Financial/Commercial envelopes with all the supporting documentary evidence.
- b) In the first instance, technical envelope shall be opened on the E tender portal, and the envelope marked as “Financial Proposal” shall be retained unopened
- c) PSDF shall evaluate Technical Proposals in a manner prescribed in section– **03 and 10** (Technical Envelope) available on the portal, without reference to the price and shall reject any proposal which does not conform to specified requirements.
- d) During the technical evaluation, no amendments to Technical Proposal shall be permitted.
- e) After the evaluation and approval of the technical proposals, the financial/commercial envelope (on E-tender portal) shall be opened for technically responsive bids, publicly at a time, date and venue announced and communicated to the bidders in advance, with in the bid validity period.
- f) The financial bids found technically non-responsive shall be rejected.
- g) Financial (Commercial Envelope) Proposal shall be evaluated based on PSDF’s evaluation criteria as provided in section **11** of the bidding document and envelopes available on portal.
- h) Minimum passing marks are 65, a bidder who obtains a minimum of 65 marks or more shall be marked as technically qualified and shall be considered for financial bid opening.
- i) The financial proposal of the bids found technically non-responsive shall be retained unopened and shall be returned on the expiry of the grievance period or the decision of the complaint, if any, filed by the non-responsive bidder, whichever is later: provided that the procuring agency may return the sealed financial proposal earlier if the disqualified or non-responsive bidder, contractor or consultant submits an affidavit, through an authorized representative, to the effect that he is satisfied with the proceedings of the procuring agency
- j) The lowest evaluated bid shall be awarded the contract
- k) This document has different sections carrying information on eligibility, technical evaluation, Scope of work, conditions of tender and form of contract, etc. to assist potential bidders to develop their Technical Proposals.

3) Conditions for Eligibility (Mandatory Requirement)

The bidders, fulfilling the following must meet criteria, shall be considered eligible to proceed further evaluations and bidding process.

1. Must be an Active Taxpayer as per “Active Taxpayer List” of FBR and provide General Sales Tax (GST)/ Provincial Sales Tax (PST) (if applicable) in the name of organization and provide a

copy of registration. (Please attach proof to ascertain that firm is on active taxpayer list of FBR and proof for registration in PRA (if applicable) in the name of the firm is also required.)

2. Affidavit on stamp paper, declaring that the company is not blacklisted by any autonomous body/government/semi-government or any organization. (Please attached copy of Affidavit on stamp paper, declaring that the company is not blacklisted.)
3. Evidence of the bidding firm/company's registration/Incorporation is required (Please attach Copy of certificate of incorporation/company registration certificate.)
4. The proposed storage/warehouse location must be in 35-kilometre radius of PSDF office Lahore (Declaration on letter head required with detail of proposed location).

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

4) Scope of Work

Description of Service Level Agreement for Record Management Services is given as **Annexure – D**. The bidding organisations are requested to go through the document and understand scope of job completely. The PSDF wishes to appoint a reputable service provider for Records Management Services in order to have a smart solution with traceability and accessibility, records management system must have the following key areas

- Secure Document Storage
- Retrieval Services
- Scanning / Digitization
- Online Access – Web Portal
- Secure Destruction
- Records Management Consultancy
- Departmental Reports
- Cost Centre Analysis
- Return Reports
- Destruction Reports
- Successful company will provide uninterrupted Services

Solution Outline:

- Full User & System Audit
- Box, File, Document and Barcode Indexing
- Index Verification
- Logging
- Preparation of Boxes
- Delivery/Collection of Boxes/Files
- Data Entry
- Boxes/Files Data Capture
- Boxes/Files Storage

- Boxes/Files Scanning
- Boxes/File Destruction
- Departmental Reports
- Cost centre Analysis
- Return Reports
- Destruction Reports

5) 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, bidders who fail to submit complete and attach all the relevant documents shall be disqualified.
- b) PSDF shall enter into a formal contract with the Successful bidder only and reserves the right to terminate the contract if the performance of the Bidder is unsatisfactory.
- c) Bidders to ensure that their bid documents are submitted online through E-tendering portal by or before the closing date and time.
- d) All documents and information received by PSDF from bidders will be treated strictly confidential.
- e) All expenses related to participation in this bidding process shall be borne by the bidder.
- f) PSDF reserves the right to request submission of additional information from applicants to clarify/further understand aspects of the technical proposal, if required.
- g) PSDF reserves the right to verify any information provided by the bidder and can visit business premises to verify the information.
- h) Bidder presenting information intentionally incorrectly or fraudulently will be disqualified.
- i) 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.
- j) Successful bidders shall work with close coordination of PSDF admin team.
- k) All the services shall be checked and verified by PSDF admin team.
- l) Bidder shall provide the details of the staff to contact with PSDF on regular basis to provide the services without any failure.
- m) **Clarifications/ queries may be requested by July 18, 2022, before 4:00 PM through message box option of e-tendering portal and no response shall be given, if not requested through the message box of e-tendering portal.**
- n) Punjab Procurement Regulatory Authority (PPRA) Rules, 2014 will be applicable for this procurement
- o) The data file stored at premises of qualified bidder will remain the property of PSDF
- p) 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.

6) 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 the mutual consent of both parties.
- b. The Successful bidder shall sign a contract and shall provide the agreed services within the stipulated time agreed in the contract.
- c. The duration of the contract shall be one year, however, it can be extendable for another term with the mutual consent of both the parties.
- d. If PSDF cancel the contract during the contract period, a notice period of 1 month shall apply.
- e. In case of any dispute arises regarding the services, the decision of the PSDF shall be considered final & binding.
- f. Failure to comply with any terms and conditions in the tender document and contract given out to the Successful bidder could incur imposition of penalties as spelled out later in the contract.
- g. All the payments will be done on post monthly basis, after verification of satisfactory services by the admin team of PSDF.
- h. All taxes will be deducted in accordance with the applicable laws.
- i. The bid shall remain valid for the period of **120 days** from the date of bid opening.

7) Form of Bid

The Bidders shall follow the Form of Bid specified in **Annex F** to submit the financial bid.

8) Delivery Timelines or Completion Date

Unless agreed otherwise, Record Management Services shall be provided from the date of execution of the contract/PO issuance till the completion of contracted period.

9) Performance Guarantee

- a) The Successful bidder will submit a performance guarantee in the form of pay order or bank guarantee 2% of the contract value at the time of signing the contract which will be returned after completion of the contract.

10) Technical Evaluation Criteria

The technical proposal of eligible organizations will be evaluated against requirements specified in the in "**Annex – E**".

11) Financial Evaluation Criteria

The Financial Proposals of only eligible bidders with technically qualified will be opened publicly in the presence of bidders or their representatives who may choose to be present, at the time and place announced prior to the opening. Please provide information regarding Financials in Annex – F” and commercial envelope of the E-tendering portal.

12) Submission of Bids (Technical and Financial Proposal): -

Complete bid containing the Technical (Technical Envelopes) and Financial (Commercial Envelope), with all required information, documentary evidence, and annexures must be submitted on the e-tendering portal before closing dated i.e., **July 21, 2022, at 03:00 PM**. Technical proposals shall be publicly opened on the same day **July 21, 2022, at 03:30 PM** in the presence of bidder’s representatives who wish to attend it.

a. Bid Security

Bid Security of 2% of estimated cost in the form of a pay-order or demand draft favouring Punjab Skills Development Fund shall reach to PSDF, **Procurement Department on 21 A, H-Block, Dr. Mateen Fatima Road, Gulberg II, Lahore – Pakistan** before the opening of the bid (Please mention the title of the procurement on envelope). If original bid security is not delivered before the opening of the bid, the bidder shall be disqualified for further proceeding. ***The Bid Security should be valid for a period not less than 6 months and a scanned copy must be attached in the financial envelope of the e-tendering portal.*** Bid Security of disqualified bidders will be returned after awarding the business to the Successful bidder on request.

b. Cover Letter for the Submission of Technical Proposal

A cover letter as specified in “**Annex H**” shall be submitted with the proposal.

Annexures

Annex – A Organizational Information

Organization Information			
Sr. #	Required Information	Response	
1	The legal name of the organization		
2	Year of Registration / Establishment of the Organisation		
3	National Tax Number		
	General / Punjab Sales Tax Number		
5	What is the legal status of your organization? 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	
	Others (Please specify)		
6	Name and designation of 'Head of Organization'		
7	Mobile:		
	Phone/s:		
	Email:		
	Fax:		
	Address of organization:		
	Website address:		
8	Name and designation of 'Contact Person':		
	Phone/s:		
	Mobile:		
	Email:		
	Fax:		

Annex – B Eligibility Response Checklist

Eligibility Check List				
Sr. No	Eligibility Criteria Details	Response/Elaboration/Proof Required	Attached Supporting Documents/Proof and mark Yes/No	
			Yes	No
1	Must be an Active Taxpayer as per “Active Taxpayer List” of FBR and provide General Sales Tax (GST)/ Provincial Sales Tax (PST) (if applicable) in the name of organization and provide a copy of registration.	(Please attach proof to ascertain that firm is on active taxpayer list of FBR and proof for registration in PRA (if applicable) in the name of the firm is also required.)	<input type="checkbox"/>	<input type="checkbox"/>
2	Affidavit on stamp paper, declaring that the company is not blacklisted by any autonomous body/government/semi-government or any organization.	(Please attached copy of Affidavit on stamp paper, declaring that the company is not blacklisted.)		
3	Evidence of the bidding firm/company's registration/Incorporation is required	(Please attach Copy of certificate of incorporation/company registration certificate.)	<input type="checkbox"/>	<input type="checkbox"/>
4	The proposed storage/warehouse location must be in 35-kilometre radius of PSDF office Lahore (Declaration on letter head required with detail of proposed location).	(Declaration on letter head required with detail of proposed location).	<input type="checkbox"/>	<input type="checkbox"/>

Annex – C 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 2010 to September 2020)	i.
		ii.
		iii.
		iv.
3	Goods/Services provided to Number of companies/firms	i.
		ii.
		iii.
		iv.

Annex – D (SLA)

Draft Service Level Agreement (SLA)

This Service Level Agreement records the detailed arrangements agreed between the PSDF and Successful bidder. This SLA document is draft document and same would be finalized and shall be made part of the contract.

Collections

Successful Bidder will be responsible for the collection and transportation of the Storage Items to its facility:

The PSDF will be responsible for handing over Storage Items packed in Archive Boxes provided by Successful Bidder.

Retrievals

Successful Bidder will use all reasonable endeavours to retrieve and deliver boxes requested within the agreed timescales.

- Standard Service: items ordered by 4:00pm to be delivered by 11am the next day
- Urgent Service: items ordered before 1:00pm to be delivered same day within 3 hours.
- Custom: as per agreed, but with different pricing plan agreed in advance with the PSDF

The PSDF will make all retrieval requests by email to Successful Bidder email, by phone unless PSDF has chosen to purchase or has been given the ability to make retrievals through the Successful Bidder's Online Portal.

For large retrievals (100 items or more) the PSDF agrees to give advance notice wherever possible and accepts that these requests fall outside the Service Level Agreement. For bulk withdrawals of more than 500 items or 50% of the items stored the PSDF must provide Successful Bidder with 1 months' notice.

Indexing

Successful Bidder will maintain records for each Storage Item by logging both the barcode number on the Storage Item and the Storage Item reference number (not to exceed 20 characters) when it is received by Successful Bidder. If the index criteria for a Storage Item exceed 20 characters, the PSDF will bear the cost of the additional indexing.

Scanning Services

Where the PSDF has requested that a file or document be scanned, Successful Bidder staff will use their best endeavours to find the right document, scan it, and return it to the same file and box. Successful Bidder will not accept liability for errors or damaged caused to the file or document in the scanning process.

Destruction

Successful Bidder will not destroy Storage Items without written confirmation from the PSDF and will continue to store documents indefinitely until instructed otherwise.

Authorities

The PSDF authorises the following individuals / position holders to act on its behalf in relation to this Agreement:

PSDF Representative	Requesting retrievals and day to day management	Filing, indexing changes and authorising destructions	Authorised signatory for Storage Agreements
	☆	☆	☆

Management information & billing

Successful Bidder will invoice monthly by e-mail or hard copy. Any queries must be raised and notified to Successful Bidder within 5 working days of the date of the e-mail.

The invoice will show all services provided during the last month.

In addition, the number of file/box retrievals will be shown, together with details of additional activities, such as archive box orders or special client removal exercises.

Service reviews

This SLA is a working document. It should be reviewed after a period of 3 months (for settling in of the service) to allow both parties to review actual live performance and mutually agree & amend service levels, if required. Further reviews should take place annually as required.

The parties agree to work together to improve the effectiveness of the service, changing KPIs and other arrangements as appropriate. Nothing in this document shall be used to force unreasonable demands on either the PSDF or Successful Bidder. In the event of conflict between this document and the Storage Agreement, the terms of the storage agreement shall prevail.

Annex – E Technical Evaluation Criteria

Technical Evaluation Criteria				
S. No.	Descriptions	Total Points	Categorized Points	Remarks (Attachment of relevant evidence in each case is mandatory. In case of non-compliance no mark will be awarded)
1	Relevant Experience of Firm	20		Provide related documents e.g. (Copies of Purchase Order or Services Orders or contracts are required). If no valid attachment is provided then then no marks for section 1.2.1 will be awarded.
	Experience of Record Management if more than 10 years		20	
	Experience of Record Management If equal to or more than 7 years but less than 10 years		15	
	Experience of Record Management more than 5 years but less than 7 years		10	
2	Experience with Govt, Semi Government, International or Autonomous bodies	20		Provide related documents e.g. (Copies of Purchase Order or Services Orders or contracts are required). If no valid attachment is provided then no marks for section 1.3.1 will be awarded.
	If greater than 5 years		20	
	If equal to or less than 5 years but greater than 3		15	
	If equal to or less than 3 years but greater than 1 year		10	
3	Financial Capability/Annual Turn Over/Sales/Revenue	20		Copy of 19-20/20-21 financial audit report done by ICAP/SBP registered auditing firm or Annual tax return of 19-20/20-21. if no valid attachment is provided then no marks for section 2.4.1 (e-tender) will be awarded.
	Annual Turnover of organization more than or equals to PKR 50 million		20	
	Annual Turnover of organization If more than PKR 30 million but less than PKR 50 million		15	
	Annual Turnover of organization If more than PKR 30 million but greater than or equals to PKR 20 million		10	
4	Clients With Company	20		Provide related documents e.g. (Copies of Purchase Order or Services Orders or contracts are required). If no valid attachment is provided then no marks for section 1.5.1 will be awarded.
	Number of total clients equal to 10 or above		20	
	Number of total clients equal to or more than 7 but less than 10		15	



Skills For Success

	Number of total clients equal to or more than 5 but less than 7		10	
5	ISO Certification of Record Management	20		
	ISO 15489 Records management		10	Attach copy of certificate Which should be easily verifiable, Zero marks will be awarded if no evidence is provided.
	ISO 9001:2015		10	
Total Points Awarded		100		

Minimum passing marks for technical qualification are 65. Please mark/flag the supporting documents shared for technical qualification scoring.

Form of Bid/ Financial Proposal

Services	QTY (for Financial Bid Calculation only)	Unit Price Inclusive of all applicable taxes	Total Price inclusive of Taxes
Storage (A)			
Storage per box – Per Month	1500		
Box Dimensions - 455 x 350 x 265 mm			
Collection and Delivery Within LHR (B)			
Standard Next Day Transportation charge – File / Box	10		
Urgent Same Day Transportation charge – File / Box	10		
Additional Services (C)			
Indexing Includes Barcoding the Item	25		
Box Purchase – Per Box Box Dimensions - 455 x 350 x 265 mm	100		
Web Portal – Per User Per Month Includes Support	2		
Scanning Services (D)			
Scan on Demand – Per Single Sided A4 Image Black and White Image with 2 OCR zones	50		
Bulk Scanning - Per Single Sided A4 Image Black and White Image with 2 OCR zones	50		
Total Cumulative Cost for a Month (A+B+C+D)			

Payment Terms:

- **Cost shall be paid as per the actual services acquired as per Unit Price.**
- **Contract will be awarded to the lowest bidder on basis of total monthly cumulative Cost inclusive of all applicable Taxes.**
- **Payment shall be made on monthly basis after the deduction of applicable taxes.**

Annex- G Declaration

Declaration

Kindly provide the declaration as per the format provided below at the end of the proposal.

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	
Signature	
Date and Place	

Annex- H Cover Letter

[Firm/company's letterhead]

[Date]

To

Chief Executive Officer

[Address mentioned in Guidelines]

Re: Proposal in respect of Provisioning of Record Management Services

Dear Sir,

We offer to provide the Record Management Services in accordance with your Tender for Proposal dated [Insert Date of Tender advertised]. We hereby submit our Proposal including the Eligibility, Financial Proposal and 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 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:

Note: Kindly fill all the above relevant annexures and attach with the proposal.