

PUNJAB SKILLS DEVELOPMENT FUND

REQUEST FOR PRE-QUALIFICATION

FOR

ONBOARDING OF BUSINESS PROCESSING OUTSOURCING FIRM/COMPANY

Feb 2026



Submission Date for Pre-Qualification: Mar 10, 2026, on or before 02:00 PM

Procurement No.: 01/PQ/PSDF/BPO

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

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Table of Contents

1.	Invitation for Pre-Qualification (PQD)	3
2.	Eligibility Criteria.....	5
3.	PQD Application Technical Evaluation Criteria	8
4.	Time Schedule for Submission of PQD Applications	11
5.	Instruction & Guidelines for Firms / Companies.....	11
6.	Annexures	13
	Annex – A	13
	Annex – B	14
	Annex – D	17
	Annex – E.....	18
	Annex - F.....	19
	Annex - G.....	20
	Annex - H.....	22
7.	Tentative Scope of work	23
	7.2. List of Trades for Pre-Qualification	24
	7.3. Details of Clusters & Districts for Training	25

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.

1. Invitation for Pre-Qualification (PQD)

PSDF is soliciting Pre-Qualification of Training Service Providers (TSPs) for “**Onboarding of Business Processing Outsourcing Firm/Company**”. In this regard, the Training Service Providers will be required to provide the Services as mentioned in the Scope of Work.

 					
Pre-Qualification for Onboarding of Business Processing Outsourcing Firm/Company					
<p>Punjab Skills Development Fund (PSDF) is the largest skills development fund in Pakistan established in 2010 as a not-for-profit company by the Government of Punjab (GoPb).</p> <p>PSDF invites applications from tax registered firms / companies against the above-mentioned services. The interested firms / companies can obtain the Pre-Qualification Document containing all details and shortlisting criteria and terms & conditions from EPADS Portal of Punjab PPRA (https://punjab.eprocure.gov.pk/#/auth/login), PPRA website (www.ppra.punjab.gov.pk), & PSDF website (https://www.psd.org.pk/)</p>					
Sr. No.	Description	Procurement No.	Pre-Qualification Duration	Applications Submission Deadline (Date & Time)	Applications Opening Date & Time
1	Onboarding of Business Processing Outsourcing Firm/Company	01/PQ/PSDF/BPO	Two (2) Years and Extendable	March 10, 2026, on or before 02:00 PM	March 10, 2026, at 02:30 PM
<p>Important Information:</p> <ul style="list-style-type: none"> • Applications submitted only through EPADS Portal of Punjab PPRA shall be accepted while submission by other means shall be rejected. Late applications shall be rejected. • The applications will be opened in the presence of the applicants’ representatives who may choose to be present at the address below on the date and time stated above. • In case of official holiday on the day of submission, next day will be treated as closing date (time of closing and opening of applications will remain the same). • The Pre-Qualification procedure shall be governed strictly in accordance with the Punjab Procurement Regulatory Authority Rules 2014. • Pre-Application Meeting will be held on dated March 3, 2026, at 11:00 AM. Those bidders who are interested to participate through an online link can request by email at: proc@psdf.org.pk, before March 2, 2026, by 05:00 PM so that the link could be shared with them. • The URL of the website of the PPRA is (http://eproc.punjab.gov.pk/ViewTender.aspx) and response time shall be calculated exclusively from the date of publication of the 					

advertisement on the website of the PPRA.

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. Eligibility Criteria

If the Training Service Provider fails to provide information or does not fulfil the requirement as per (Eligibility Criteria), the firm / company shall be disqualified and declared ineligible from the PQD process, and its technical evaluation shall not be carried out.

Sr. No.	Eligibility Criteria Details	Response/ Elaboration/ Proof Required	Remarks
1.	Evidence of the company / firm registration / incorporation certificate is required.	<p>(For Single Industry Applicant:</p> <p>In case the legal status of applicant is Company, please attach incorporation certificate issued by Security Exchange Commission of Pakistan (SECP).</p> <p style="text-align: center;">OR</p> <p>In case the legal status of applicant is Firm, please attach Partnership Deed/ Form C/ Form D issued by registrar of firms.</p> <p>Note: Single Industry Applicant shall only be a registered firm or company. However, sole proprietors are not allowed to participate as Single Industry Applicant.</p> <p style="text-align: center;">OR</p> <p>For Consortium Partners:</p> <p>Please attach copy of certificate of incorporation /registration/NTN Registration certificate issued by respective authorities to both Lead & Consortium Partner)</p> <p>Note: In the case of consortium, the Lead (Industry) Partner shall only be a registered firm or company. However, the Formal Training Institute (FTI) may be a firm or company or sole proprietor.</p>	Mandatory
2.	Must be an Active Taxpayer with FBR	<p>(Please attach proof to ascertain that Single Industry Applicant is active taxpayer by FBR</p> <p style="text-align: center;">OR</p> <p>(In case of consortium, please attach proof to</p>	Mandatory

		ascertain that both Lead & Consortium partners are active taxpayers by FBR	
3.	Must be an Active Taxpayer as per "Active Taxpayer List" of General Sales Tax (GST) / Provincial Sales Tax (PST) (where applicable).	(Please attach proof to ascertain that the Single Industry Applicant is on the active list of General Sales Tax (GST) / Provincial Sales Tax (PST). OR (In case of consortium, please attach proof to ascertain that Lead Partner is on the active list of General Sales Tax (GST) / Provincial Sales Tax (PST).)	Mandatory
4.	Affidavit on stamp paper (duly attested by oath commissioner /notary public) as per the form provided in Annex - E , declaring that applicant is not blacklisted or debarred by the procuring agency. OR In case of consortium, provide affidavit on stamp paper (duly attested by oath commissioner/ notary public) as per the form provided in Annex - E of the pre-qualification document, declaring that Lead & Consortium Partners are not blacklisted or debarred by the procuring agency.	(Please attach copy of affidavit attested by oath commissioner / notary public (as per form provided in Annex - E on stamp paper of not less than Rs 300 , declaring that: The single industry Applicant OR Consortium partners are not blacklisted, and the original affidavit must be delivered to PSDF office as per the mentioned address before the closing date and submission time of the bid.)	Mandatory
5.	Must be a registered BPO with the Pakistan Software Export Board (PSEB).	Please attach valid registration certificate from PSEB along with any documentary evidence from PSEB stating that the BPO is registered under same business category/outsource services. (In case of consortium with Formal Training Institute (FTI) : Lead Partner (Industry) to please attach valid registration certificate from PSEB along with any documentary evidence from PSEB stating that the BPO is registered under same business category/outsource services. AND Consortium Partner (FTI) to please attach valid registration certificate issued by PSDA/ NAVTTC in the applied trade. The same should be reflected in consortium agreement.	Mandatory

		In case of In-process application, please attach complete in-process application along with the paid receipt issued by PSDA / NAVTTC in the applied trade.)	
6.	The Lead Partner must submit a duly signed consortium agreement with the Consortium Partner, clearly specifying the trades in which the consortium has been formed by both parties.	<p>Provide consortium agreement between Consortium Partner & the Lead as per format provided in Annex G - Consortium Agreement</p> <p>Only one consortium partner is allowed.</p> <p>Note:</p> <p>This eligibility criteria outlined herein is exclusively applicable to consortium partners.</p> <p>The single industry applicants are exempted from this section of the eligibility criteria.</p>	Mandatory
<p>Note:</p> <p>If the Applicant fails to provide information as per the above-mentioned or does not fulfil the requirement of, "Eligibility Criteria" shall be disqualified and declared ineligible from the process and its technical evaluation shall not be carried out.</p> <p>As per Rule 33 of PPRA 2014, PSDF reserves the right, to seek clarifications and/or request additional information from applicants to clarify any aspect of the submitted applications.</p> <p>Please note that only tax registered firm /company / consortium partners are allowed to submit applications.</p>			

Evaluation Cost:

- PSDF will charge evaluation costs from the Single industry applicant & In Consortium from Lead (Industry) Partner, as the evaluation of bids is outsourced. Aare required to provide Bank Drafts in the name of "**Punjab Skills Development Fund (NTN: 3704870-8).**"
 - The first bank draft amounting to **Rs. 10,900 (Ten thousand, nine hundred Rupees only)** shall be submitted for evaluation of **eligibility** by every applicant who is applying for the project.
 - The Second bank draft amounting to **Rs. 9,900 (Nine thousand and nine hundred rupees only)** shall be submitted for evaluation of responsiveness of bids by every applicant who is applying for the project.
- The Bank Drafts along with an Affidavit for Non-Blacklisting and Power of Attorney as provided in [Annex - E](#) & [Annex – F](#) must be submitted in hard copy to PSDF before the submission deadline.

3. PQD Application Technical Evaluation Criteria

Sr. No.	Descriptions	Total Points	Categorized Points	Remarks (Attachment of relevant evidence in each case is mandatory. In case of non - compliance, no marks will be awarded)
1.	Training	20		<p>Copies of Contract/Certificates issued to trainees/ POs/ SOs / Client satisfaction letter/ Self-produced & verifiable evidence of trainees trained on official letterhead.</p> <p>The declaration provided may be verified by PSDF through its appointed Third-Party Firm (if required).</p> <p>(To be furnished by the Single Industry Applicant)</p> <p style="text-align: center;">OR</p> <p>To be furnished by either the Lead (Industry) partner or Consortium Partner (FTI)).</p>
1.1	Training Experience	10		
	Experience in providing training services for more than 3 years		10	
	Experience in providing training services for more than 1 year but less than or equal to 3 years		5	
1.2	Training Capacity in applied same or similar trade.:	10		
	• Equal to 200 and more individuals trained		10	
	• Equal to 150 but less than 200 individuals trained		7	
	• Equal to 100 but less than 150 individuals trained		5	
2.	Financial Capability/Annual Turn Over/Sales/Revenue	20		
	Annual turnover /sales / revenue of the firm/company is more than PKR 75 million		20	
	Annual turnover / sales / revenue of the firm/company is more than PKR 50 million but less than or equal to PKR 75 million.		15	
3.	Human Resource	60		<p>Please use the CV format provided below in Section X- CV Format.</p> <p>Documentary evidence of all qualifications and employment history mentioned in the CV must be attached.</p>
3.1	Project Manager Education	10		
	Master's degree Holder		10	
	Bachelor's degree Holder		7	

3.2	Project Manager Experience	10		
	More than three (03) years of experience.		10	<p>Along with the CV (as per the prescribed format), please attach the following documents:</p> <ol style="list-style-type: none"> Experience Letter(s) confirming the individual's role as a Project Manager. A copy of the Project Manager's degree. <p>PSDF reserves the right to request an attested copy of the degree from the relevant attestation authority at any stage of evaluation.</p> <p>(To be furnished by the Single Industry Applicant</p> <p style="text-align: center;">OR</p> <p>To be furnished by Lead (Industry) Partner in Consortium).</p>
	More than two (02) years but less than or equal to three (03) years of experience.		7	
3.3	Placement Officer Education	10		
	Master's degree Holder		10	<p>Please use the CV format provided below in Section X- CV Format.</p> <p>Documentary evidence of all qualifications and employment history mentioned in the CV must be attached.</p>
	Bachelor's degree Holder		7	
3.4	Placement Officer Experience	10		
	More than three (03) years of experience.		10	<p>Along with the CV (as per the prescribed format), please attach the following documents:</p> <ol style="list-style-type: none"> Experience Letter(s) confirming the individual's role as a Placement Officer. A copy of the Placement Officer's degree. <p>PSDF reserves the right to request an attested copy of the degree from the relevant attestation authority at any stage of evaluation.</p> <p>(To be furnished by the Single Industry Applicant</p> <p style="text-align: center;">OR</p> <p>To be furnished by Lead (Industry)</p>
	More than two (02) years but less than or equal to three (03) years of experience.		7	

				Partner in Consortium).
3.5	Head Count	20		
	More than 100 number of employees		20	A declaration must be submitted by the applicant on the organization's official letterhead. The declaration may include, but is not limited to, EOBI records/Social Security records/salary slips/bank statements (clearly indicating transfer of employees' salaries/Any other relevant supporting documents.
	Equal to 50 but less than or equal to 100 number of employees		10	The declaration provided may be verified by PSDF through its appointed Third-Party Firm (if required). (To be furnished by the Single Industry Applicant OR To be furnished by Lead (Industry) Partner in Consortium).
	Total Points Awarded	100		

Note:

- Applications securing **65% marks** shall be considered for RFP.
- As per Rule 33 of PPRA 2014, PSDF reserves the right, to seek clarifications and/or request additional information from applicants to clarify any aspect of the submitted bids.

4. Time Schedule for Submission of PQD Applications

Complete PQD for pre-qualification containing all required information & documentary evidence must be submitted on the EPADS portal before closing date i.e., **March 10, 2026, on or before 02:00 PM**. Pre-Qualification shall be publicly opened on the same day i.e., **March 10, 2026, at 02:30 PM** in the presence of applicant's representatives who wish to attend it. PQD Document submitted through EPADS shall be accepted, **whereas by-hand/hard copies submission is not allowed and shall be rejected**.

Kindly fill the following required necessary annexures **on firm/company's Letterhead (signed & stamped)** for the responsiveness/eligibility/technical evaluation criteria and attach the supporting documentary evidence as mentioned in each annexure:

- Annex – A:** Cover Letter for the Submission of PQD - *Fill the required Information*
- Annex – B:** Firm / Company Information - *Fill the required Information*
- Annex – C:** CVs of Personnel/Staff - *Fill the required Information*
- Annex – D:** Declaration of Correctness of Information - *Fill the required Information*
- Annex – E:** Affidavit for Non – Blacklisting - *Fill the required Information*
- Annex – F:** Power of Attorney- *Fill the required Information*

5. Instruction & Guidelines for Firms / Companies

- a. PSDF wishes to shortlist the interested firms / companies through the Pre-Qualification (PQD) for pre-qualification process, and only short-listed firm(s) / company(s) shall be considered for Request for Proposal (RFP). The final method of selection shall be determined at the later RFP stage.
- b. All documents and information received by PSDF from applicants will be treated as strictly confidential.
- c. All expenses related to participation in this process shall be borne by the firm / company.
- d. Applications received after closing time shall not be accepted and will be returned without opening.
- e. PSDF reserves the right to request submission of additional information from applicants to clarify/ further understand, if required.
- f. PSDF reserves the right to verify any information provided by prospective applicants. **False information will lead to disqualification from the assignment.**
- g. **Consortium** of any kind is allowed to participate in the pre-qualification process. Following terms have been used in this Pre-Qualification Document.
 - i. **Single Industry Applicant** – An **industry** firm/company that submits a application independently, without forming a consortium.
 - ii. **Consortium Partners – Industry–FTI Consortium** – A consortium where the Lead Partner is an Industry and the Consortium Partner is a Formal Training Institute (FTI).

iii. Note:

- In case of Consortium, Lead partner shall be responsible for the successful execution of training. Lead Partner must share consortium agreement with Consortium Partner.
 - A Consortium shall consist of a maximum of one Lead Partner (Industry) and one Consortium Partner (FTI).
- h. PSDF will notify the short-listed firms / companies (**found eligible and scoring minimum 65% marks in their technical evaluation**) and request for proposal (RFP) document will be issued to them accordingly.
- i. Pre-application meeting will be held on dated **March 3, 2026, on 11:00 AM**. Those applicants who are interested to participate through an online link can request by email, before **March 2, 2026, by 05:00 PM** so that the link could be shared with them. The PSDF Team will address and guide the applicants regarding the submission of applications on EPADS portal along with the other queries (if any) or email at: **proc@psdf.org.pk**
- j. Any clarification requests may be made in writing through EPADS (**<https://punjab.eprocure.gov.pk/#/auth/login>**), by **March 5, 2026 before 6:00 Pm**.
- k. Although adequate thought has been given in the drafting of this document, errors such as typos may occur, for which the PSDF will not be responsible.
- l. The duration of pre-qualification is **Two (2) Years and Extendable**.
- m. The **estimated budget** for Pre-qualification is **PKR 626.65 Million/-**. This budget may increase or decrease in future and final budget may be issued in at the later RFP stage.
- n. The Interested firm / company can obtain Pre-Qual Document containing all details, shortlisting criteria and terms & conditions, **EPADS Portal** of Punjab PPRA (**<https://punjab.eprocure.gov.pk/#/auth/login>**), **PPRA** website (**www.ppra.punjab.gov.pk**), & **PSDF** website (**<https://www.psdof.org.pk/>**)
- o. The competent authority may reject PQD application at any time prior to the issuance of Request for Proposal (RFP). The procuring agency shall upon request communicate to any interested firm / company the grounds for its rejection of application but shall not be required to justify those grounds.

6. Annexures

Annex – A

“Cover Letter for the Submission of Expression of Interest for prequalification” (On firm/company’s Letterhead, signed & stamped)

[To be furnished by Single Industry Bidder & in Case of Consortium by Respective Lead (Industry) Partner]

[Date]

To
Chief Executive Officer
[Address mentioned in Data Sheet]

Re: Pre-Qualification for _____ [Insert title of assignment] Dear Sir,

We offer to express our interest in conducting Services for [Insert title of assignment] in accordance with your Pre-Qualification Document dated *[Insert Date of PQD advertised]*.

We hereby declare that all the information and statements made in this pre-qualification are true and accept that any misinterpretation contained therein may lead to our disqualification. Our pre-qualification 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

Annex – B

“Firm / Company Information” (On firm/company’s Letterhead, signed & stamped)

[To be furnished by Single Industry Bidder & in Case of Consortium by Respective Lead (Industry) Partner]

Organization Information			
Sr. #	Required Information	Response	
1	The legal name of the organization		
2	Year of Registration / Establishment of the Organization		
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 Organization	
		Section 42 Company	
		Public Ltd. Company	
		Private Ltd. Company	
		Private Partnership Firm	
		Sole Proprietor	
	Others (Please specify)		
6	Name and designation of ‘Head of Organization’		
7	Mobile:		
	Phone/s:		
	Email:		
	Fax:		
	Address of organization:		
	Website address:		
	CNIC of Head (Number and its Copy)		
8	Name and designation of ‘Contact Person’:		
	Phone/s:		
	Mobile:		
	Email:		
	Fax:		
	CNIC of Contact Person (Number and its Copy)		
9	Bank Account Details		
	Bank Account Title		

	IBAN No	
	Name of Bank	
	Branch Code	

Annex – C

“CVs of Project Manager/Placement Officer” (On firm/company’s Letterhead, signed & stamped)

[To be furnished by Single Industry Bidder & in Case of Consortium by Respective Lead (Industry) Partner]

Placement Officer/Placement Officer CV Format														
Name														
Designation in the Organization														
Contact Number														
CNIC Number						-							-	
Degree Qualification (Name of qualification must match with the degree attached)														
Relevant Work Experience														
Name of Organization	Designation	Responsibilities Assigned	Duration (in Years)											
			From	To										

Annex – D

“Declaration of Correctness of Information” (On firm/company’s Letterhead signed & stamped)

[To be furnished by Single Industry Bidder & in Case of Consortium by Respective Lead (Industry) Partner]

Kindly provide the declaration as per format provided below.

I, _____ hereby declare that:

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

Name	
Designation	
Signature	
Date and Place	

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

Annex – E

“Affidavit for Non – Blacklisting”

[The Applicant shall attach original affidavit on non-judicial stamp paper duly attested by oath commissioner/notary public (not less than the value of PKR. 300) and declaring on oath that the Applicant]

Name: _____
(Applicant)

I, the undersigned, do hereby certify that all the statements made in the pre-qualification document and in the supporting documents are true, correct and valid to the best of my knowledge and belief and may be verified by employer if the Employer, at any time, deems it necessary.

The undersigned hereby authorize and request the bank, person, company or corporation to furnish any additional information requested by the *[name of Procuring Agency]* of the Punjab deemed necessary to verify this statement regarding my (our) competence and general reputation. The undersigned understands and agrees that further qualifying information may be requested and agrees to furnish any such information at the request of the *[name of Procuring Agency]*. The undersigned further affirms on behalf of the firm/Company that:

1. The firm/company is not currently blacklisted by the Procuring Agency.
2. The documents/photocopies provided with application are authentic. In case, any fake/bogus document was found at any stage, the firm/company shall be blacklisted as per Law/ Rules.
3. Affidavit for correctness of information.

[Name of the Applicant] undertakes to treat all information provided as confidential.

Name of Company of: _____
Date: _____

Note: Please attach the copy of the non-blacklisting on stamp paper on EPADS & send original before the submission deadline of PQD to PSDF Office.

Name & Designation of Authorized Representative of

Firm / company Sign & Stamp

Annex - F

Power of Attorney

[To be furnished by Single Industry Bidder & in Case of Consortium by Respective Lead (Industry) Partner]

FORMAT OF AUTHORIZATION OF REPRESENTATIVE

On non-judicial stamp paper (not below the value of Rs. 300)

POWER OF ATTORNEY

Know all men by these presents, we _____ name and address of the registered office) do hereby constitute, appoint and authorize Mr./ Ms. _____ name and residential address) who is presently employed with _____ and holding the position of _____ as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our application for the services envisaging [add] (“**Services**”) including signing and submission of all documents and providing information / responses to the Punjab Skills Development Fund (**PSDF**), representing us in all matters before PSDF, and generally dealing with PSDF in all matters in connection with our bid for the said services. We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Signature of Authorized Attorney _____
Name and Title of Attorney: _____
Name of Firm: _____
Address: _____

Note: The original document of affidavit must reach PSDF office before closing time of application. Also, attach a copy of the affidavit with application on EPADS.

Annex - G

**CONSORTIUM AGREEMENT
(To be printed on Rs. 200/- Stamp Paper)**

THIS DEED OF CONSORTIUM AGREEMENT (hereinafter referred to as the “Agreement”) is made at *[name of city]* on this _____ day of *[month]* 2025.

BETWEEN

1. **M/s *[name of lead industry / establishment]***, having its Principal office at *[address of organization, city]*, through *[name and designation of head of organization]* (hereinafter referred to as the Lead Organization)

AND

2. **M/s *[name of consortium partner]***, having its Principal office at *[address of organization, city]*, through *[name and designation of head of organization]* (hereinafter referred to as the Consortium Partner)
(hereinafter referred to as the “**Consortium**” which expression shall, where the context so permits, include their legal heirs and successors in interest)

WHEREAS the Consortium Partners have formed a Consortium for the purpose of providing technical / vocational training to the trainees with the funding of PSDF and their mutually agreed responsibilities as stated below are binding on them;

RESPONSIBILITIES OF LEAD ORGANIZATION

[enlist the details of responsibilities that will be performed by Lead Organization for this assignment]

RESPONSIBILITIES OF CONSORTIUM PARTNER

[enlist the details of responsibilities that will be performed by Consortium Partner for this assignment]

Consortium Partner will be involved in training of Below cited course (s).

<i>Course name</i>	<i>No of Persons to be trained</i>	<i>Address of Training Location along with District</i>

THEREFORE, NOW, THE CONSORTIUM ACKNOWLEDGE AND UNDERTAKE AS FOLLOWS:

1. That Consortium shall have joint and several liabilities in respect of the PSDF’s obligations under the Services Provision Contract.

2. That *[name and designation of authorized representative of Lead Organization]* is the authorized person to sign contracts, correspond and other documents with PSDF.
3. That the parties agree that only the Lead Organization shall be entitled to receive all amounts due under the Agreement on behalf of both consortium partners;
4. That in case Consortium partner leaves the Consortium, the Lead Organization shall immediately inform PSDF; In case, the lead organisation leaves, consortium partner will inform PSDF and will be responsible for delivery of services under the contract as agreed which shall entitle PSDF to terminate the Agreement.
5. That Consortium hereby holds the PSDF indemnified and harmless in case of any loss occurred due to any act of the Consortium or its partners individually.

Note:

With **consortium agreement**, please provide valid trade wise registration certificate issued PSDA/ NAVTTC to the Consortium Partner (Formal Training Institute)

Moreover, in case of in process registration please attach complete in-process application along with the paid receipt issued PSDA/ NAVTTC to the Consortium Partner (Formal Training Institute)

Lead Organization

Consortium Partner

Signature: _____

Signature: _____

Name: _____

Name: _____

Designation: _____

Designation: _____

Contact No: _____

Contact No: _____

Address: _____

Address: _____

CNIC No. _____

CNIC No. _____

Witnesses 1:

Witnesses 2:

Name: _____

Name: _____

Address: _____

Address: _____

CNIC No.: _____

CNIC No.: _____

Annex - H

Pre-Qualification Form

*[To be signed & stamped by the **applicants** and reproduced on their letter head. To be attached with applications]*

[To be furnished by Single Industry Bidder & in Case of Consortium by Respective Lead (Industry) Partner]

Sr #	Description	Proposed Cluster(s) (From 7.3. Details of Clusters & Districts for Training)	Proposed Trade(s) No. (From 7.2. List of Trades for Pre-Qualification)	Proposed Trade(s) Name (From 7.2. List of Trades for Pre-Qualification)
1.	Pre-Qualification for Onboarding of Business Processing Outsourcing Firm/Company			

Note:

- Prospective applicants may apply for multiple trades and are required to clearly **specify** their **proposed clusters and corresponding trades** in the above form at the **time of submission**.
- The pre-qualification evaluation shall be conducted based on the trades & clusters for which the applicant has expressed interest. Applicants who qualify in the trade(s) and cluster(s) applied for during the pre-qualification evaluation shall be considered pre-qualified only for those specific trade(s) and cluster(s).
- Subsequently, the RFP shall be issued only for the respective clusters and trades in which the applicant has been declared pre-qualified at this pre-qualification stage.
- Applicants shall not be eligible to participate in the RFP for any cluster or trade other than those for which they have been declared pre-qualified.

7. Tentative Scope of work

Punjab Skills Development Fund (PSDF) is a not-for-profit organization and the largest skills development Fund in Pakistan. It invests in the development of vocational skills of the youth of Punjab, the largest province of Pakistan.

Punjab Skills Development Fund (PSDF) intends to obtain services of Business Process Outsourcing (BPO) firms/companies for the implementation of the Chief Minister's Youth Employability Program for BPOs. In case of Consortium, PSDF will obtain the services of Training Service Providers with its consortium with BPOs for training and placements in BPOs Industry. BPOs will take the lead.

This Scope of Work (SOW) is tentative. If there is any change in Scope of Work (SOW) & Trades provided below in Section 7.2, then final Scope of Work (SOW) & Trades will be shared at the time of Request for Proposal (RFP) stage.

Responsibilities of BPO:

- Mobilize the trainees, conduct marketing campaigns, build interest in BPO training, and invite applicants for it according to the eligibility criteria defined by PSDF.
- Shortlisting of trainees from the mobilized pool of trainees. Including conducting interviews and assessments, as required.
- Engage competent and qualified instructors and support staff as per the provided CVs (qualification and experience) and details mentioned in the **section 7.2 – Trade-Wise/ Lot-Wise Data**.
- Ensure provision of skills training in demand-driven BPO trades. Training programs must be aligned with approved curricula in selected/ shortlisted BPO trades.
- Arrange properly equipped training facilities as per curriculum requirements and/or equipment list mentioned in the curriculum. It includes equipment, tools, classroom & lab/workshop furniture, and other basic facilities (e.g., washrooms, backup power, drinking water etc.). In case of deficiency, arrange additional training facilities as per requirements. Get the facilities and arrangements inspected by PSDF (if needed) before the start of training.
- Facilitate trainee assessment through self-certification or any other certifying bodies as per instructions of PSDF.
- Provide all learning aids, teaching materials, consumables and additional facilities as per curricula, free of cost to trainees (all such costs will be included in training fee paid by PSDF).
- Ensure the trainee's employment after completion of training. Track and report on the employment status of trainees as decided by PSDF.
- PSDF may request applicants to maintain separate bank accounts and financial records relating to the PSDF assignment(s).
- Assist any PSDF partner in carrying out a tracer study/baseline/evaluation of the trained persons, if required.
- Assist PSDF in curriculum validation, if required.
- The TSP will be responsible for following SOPs implemented by the Government and PSDF to ensure safety and well-being of trainees.
- Any other obligations agreed in the contract.

Responsibilities of PSDF:

- Provide funds to cover training expenses, including fees, the number of trainees, attendance, and the payment schedule as agreed in the contract.
- Monitor and supervise the delivery of training, either directly or through a third party.
- Implement measures for quality control, either directly or indirectly.
- Guide training partners to ensure the smooth implementation of the training program.
- Cover costs related to publicity as deemed appropriate by PSDF management.

Deliverables:

1. Mobilization, assessment, trainee shortlisting and onboarding.
2. Skills Training.
3. Certification.
4. Placement of graduates.

Eligibility of Trainees

1. Select only eligible trainees who are 16-35 years old.
2. Have a minimum matric or equivalent qualification.
3. Have a permanent or temporary residential address in any district of Punjab.
4. Must not be permanent/contractual employee of the bidder.
5. Gender Inclusion: Open to both male and female candidates, promoting equitable participation in Punjab's workforce.

Note:

- PSDF reserves the right to physically verify information related to the training facility or any other document shared.

Payment Plan:

- Final Payment plan as per the business rules will be shared at RFP Stage.

Other Requirements

- **Anti-Money Laundering / Combating Financing of Terrorism (AML / CFT):**

For the assessment of bidder according to the AML / CFT policy, a separate document will be shared with bidder. Any bidder failed to provide the requisite information or found to be non-compliant with the AML / CFT policy will not be offered contract.

- **Prevention of Sexual Exploitation and Abuse (PSEA):**

Bidder shall ensure that effective systems are in place for preventing and responding to acts of sexual exploitation and abuse.

- **Digital Verification:**

PSDF may opt for Digital Verification of the trainees. PSDF has introduced a new monitoring mechanism for trainers and trainees regarding registration, attendance, receiving etc. through a biometric device. PSDF reserves the right to increase / decrease the number of devices with respect to the number of trainees and Biometric machines will be purchased by BPOs. The decision of PSDF in this regard shall be final.

7.2. List of Trades for Pre-Qualification

- 1) Contact Center
- 2) Customer Care
- 3) Medical Billing
- 4) Sales Development Representative
- 5) System Training (Legal, Finance, or Human Resources (HR))
- 6) CRM Systems
- 7) Medical Billing
- 8) Sales Communication
- 9) Customer Success Management
- 10) Customer Experience (CX)
- 11) Internal Customer Services
- 12) Call Handling Skills & Chat Handling Skills
- 13) Soft Skills (Communication Skills, Business Writing Skills, English Speaking Skills)
- 14) Basic Digital Skills and AI
- 15) Any other (if any additional trade is proposed by the applicants in their pre-qualification applications and PSDF at its sole discretion will issue RFP in that trade at later stage.)

7.3. Details of Clusters & Districts for Training across Punjab

Clusters	Districts
Southern Belt	Bahawalnagar
	Bahawalpur
	Khanewal
	Lodhran
	Multan
	Rahimyar Khan
	Vehari
Greater Lahore & Faisalabad	Faisalabad
	Lahore
	Nankana Sahib
	Sheikhupura
Golden Industrial Triangle	Gujranwala
	Gujrat
	Hafizabad
	Narowal
	Sialkot
Agri Heartland	Chiniot
	Jhang
	Jhelum
	Khushab
	Mandi Baha Uddin
	Sargodha
	Toba Tek Singh
Northern Belt	Attock
	Bhakkar

	Chakwal
	Islamabad
	Mianwali
	Rawalpindi
Eastern Belt	Kasur
	Okara
	Pakpattan
	Sahiwal
South Western Belt	Dera Ghazi Khan
	Layyah
	Muzaffargarh
	Rajanpur