REQUEST FOR PROPOSAL (RFP)

FOR

THE PROVISIONING OF HUMAN RESOURCE FOR OUTSOURCED SERVICES OF PSEB

A(01)/PSEB/2026-09

JUNE 2026

PAKISTAN SOFTWARE EXPORT BOARD (G) LTD
MINISTRY OF INFORMATION TECHNOLOGY & TELECOMMUNICATION
GOVERNMENT OF PAKISTAN

TABLE OF CONTENTS

1. PAKISTAN SOFTWARE EXPORT BOARD (G) LTD, AN INTRODUCTION 3
3. SUBMISSION OF BIDS 7
4. BIDS' SUBMISSION DATE 7
5. OPENING, EVALUATION, AND REJECTION OF BIDS 7
6. DISQUALIFICATION AND BLACKLISTING OF SUPPLIERS AND CONTRACTORS 8
7. PROCURING AGENCY'S RIGHT OVER QUANTITIES AT THE TIME OF AWARD 8
9. MAILING ADDRESS / CONTACT INFORMATION 10
Annexure I 11
Technical Evaluation Criteria 11
Note: 13
Financial Bid Evaluation Criteria 14
Annexure-IV (Sample Client Feedback Form for Human Resource/Outsourced Services) 16
Instructions: 16
Additional Comments: 16

THE PROVISIONING OF HUMAN RESOURCE FOR OUTSOURCED SERVICES OF PSEB

1. PAKISTAN SOFTWARE EXPORT BOARD (G) LTD, AN INTRODUCTION

Pakistan Software Export Board (Guarantee) Limited (PSEB) is a State-Owned Enterprise under the Administrative control of Ministry of Information Technology & Telecommunication, Government of Pakistan. The main functions of the company are to act as a one stop on behalf of Government of Pakistan in matters relating to the development and export of IT/ITeS exports from Pakistan and to take all actions as may be required for the promotion and growth of IT Industry and increase in exports.

2. PURPOSE OF THE DOCUMENT

The purpose and objective of this RFP is to:

i. Engage a qualified and reputable outsourcing firm for the provision of human resource against outsourcing services/requirements and related services to support the operational, marketing, branding, industry facilitation, technical, administrative and any other functions of the **Pakistan Software Export Board (PSEB)**.

ii. Establish a **flexible, scalable, and compliant outsourcing framework** that enables PSEB to:
- Meet existing and emerging operational requirements across multiple functions, departments, offices and regions.
- Support expansion of services across multiple functions, departments, offices and regions as per requirements of PSEB.

3. SCOPE OF SERVICES

The selected firm shall provide **end-to-end outsourcing services** for deployment of human resources and ancillary support services across PSEB operations. The scope shall include, but not be limited to, the following:

a) **Functional Coverage**: Provision of outsourced human resources for a broad range of functions, including:
- Industry Facilitation (e.g., registration/renewal of companies, stakeholder engagement, facilitation services, regulatory and tax support to IT Industry).
- Data Node Operations, STP's, E-Rozgar Centres and IT Parks (Janitorial, Maintenance, Horticulture, and Security services, HVAC, MEP, Civil Works, Operations, technical support and any other requirement from time to time).
- Marketing, Branding and events.
- Operations, HR, administration, procurement and coordination roles etc.
- Maintenance, janitorial, and support services across all functions.
- Any other functions required under existing or future initiatives.

b) **Position Levels**: The outsourcing framework shall cater to **multiple tiers of human resources**, including:
- Support staff and facility management personnel.
- Technical/operational staff.
- Professional and mid-management roles (e.g., Assistant Manager to Manager level or equivalent).
- **Provision for higher-level resources**, Domain experts/Advisors as may be required from time to time, without limitation to specific cadres.

c) **Geographic Coverage & Funding Streams**: Deployment of resources across all PSEB offices and locations, including but not limited to:
- Islamabad, Karachi, Lahore, Quetta, Peshawar, Gilgit.
- Any new locations established across Pakistan and AJK in the future.

- Services shall be provisioned across **multiple funding sources and cost centres**, including any new initiatives undertaken by PSEB in future.

d) **Flexibility and Scalability**: The outsourcing framework shall allow:
- **Addition or reduction in the number of outsourced resources/services** based on existing and future operational needs and requirements from time to time.
- Deployment across different functions and cost centres without contractual limitations.
- Rapid scaling in response to new projects, offices, or service expansions.

e) **Compliance and Governance**: All services shall be delivered:
- In accordance with applicable government policies.
- Within approved budgetary allocations.
- In line with PSEB's governance framework and Board directives.

4. TERMS AND CONDITIONS

1. The request for Services under this tender/contract shall be demand-driven and at the sole discretion of PSEB as per requirements.
2. PSEB will communicate the requirements for services/human resources, including detailed job descriptions, required quantity, and salary/budget brackets, in accordance with the organization's needs.
3. It is very important that bids should be submitted carefully with right information and document, in case any document or information is fake/wrong in the submitted bid then earnest money shall be forfeited in favor of PSEB.
4. Bids shall be evaluated as per evaluation criteria prescribed in bidding document / RFPs.
5. Prices quoted and Bid security must remain valid for up to 180 days from the Bid opening date as mentioned in the RFP.
6. If any specified date or deadline within this RFP falls on a public holiday, the effective date or deadline shall be deemed to be the next succeeding working day.
7. The Service Provider shall provide following on their letterhead:
   i. Name of the organization.
   ii. Details of offices across Pakistan.
   iii. Location / address of the head office.
   iv. Size of the organization (number of employees along with the list and their designations).
   v. Organization's Profile along with Organizational Chart covering management structure and key personnel (technical, administrative, and managerial).
   vi. Number of years of being incorporated / registered for a minimum of last three (03) years.
   vii. List of dedicated team/resources with recruitment experience.
   viii. Organization's welfare policies for its employees.
   ix. Detail of litigation cases involving the Service Provider organization, if any.
8. The Service Provider shall maintain close coordination with the PSEB Management and Human Resources department throughout the entire contract for matters including, but not limited to, the identification, onboarding, and management of Human Resource/Outsourced Services, as well as other service-related matters.
9. PSEB shall have sole discretion to determine the requisite qualification necessary for the performance of any services to be rendered under and pursuant to the contract
10. When requesting services, PSEB shall specify the required service category (i.e.); the allocable monthly cost (agreed under the contract) for each specified resource; and the duration of service applicable to the request.
11. The service provider will be solely responsible to obtain police clearance, and academic and professional background checks of resources before engaging them for the Human Resource/Outsourced Services. Any failure in doing so may lead PSEB to recommend and get effected termination of the services contract of the resource without any liability whatsoever and all responsibility shall be of and borne by the service provider.

12. If, at any time and at its sole discretion, PSEB determines that the services performed by the provided resource(s) are unsatisfactory, PSEB shall notify the service provider in writing. Upon such notification, the service provider shall promptly withdraw the concerned resource by giving one (01) month's notice and shall, within the same notice period, provide a suitable replacement who meets the required qualifications and requirements.
13. The initial deployment of resources must be completed within 10 days' time from the signing of the contract between PSEB and the qualified service provider.
14. In case of delay in deployment of the required Human Resource/Outsourced Services within the stipulated/agreed timelines communicated by PSEB, a penalty at the rate of 0.5% per day of the quoted service charges of the respective Human Resource/Outsourced Service shall be imposed. However, the total cumulative penalty shall not exceed 10% of the quoted service charges of the respective Human Resource/Outsourced Service. The delay period shall be reckoned from the agreed deployment date communicated by PSEB up to the actual date of deployment of the concerned Human Resource/Outsourced Service.
15. The successful bidder / service provider must maintain backup of readily available resources for all categories and must ensure to provide the replacement of any resource within five (5) working days in case any resource is not available due to leaves or any other reason beyond the allowed stipulated leave period as a stop gap arrangement.
16. Final settlement of the relieving resource will be the responsibility of the successful bidder/service provider and it must be done once PSEB has officially released the resource, after completion of the proper handing over taking over process, subject to issuance of no demand certificate by PSEB.
17. The working hours for the resources to be deployed shall be as per PSEB policy. However, to meet with the time lines/milestones & targets, the resources may be required to work for late hours and for off days which no over-time / late sitting charges or any kind of claim shall be admissible.
18. PSEB will manage and approve the attendance through biometric and leaves of the skilled HR resources working with and for PSEB.
19. The deputed resources will be under the administrative control of PSEB management.
20. The resources deployed by service provider under the subject RFP shall ensure compliance with PSEB's administrative policies such as punctuality of office timings, code of conduct and ethics policies, communication protocols and assigned responsibilities.
21. PSEB may, at its discretion, depute the resources to any office at any place of working requirements within the national boundaries.
22. **It is the sole responsibility of the successful service provider to provide the required hardware (laptops or other relevant equipment) to deputed resources during their deployment at PSEB.**
23. The provided resources will be the responsibility of the Service Provider. Any sort of damage / loss that occurred due to manhandling of PSEB equipment / assets by the resources of the Service Provider will be the responsibility of the Service Provider to take care of and compensate on an actual basis to procuring agency.
24. The Service Provider shall ensure that all provided devices used by resources have up-to-date antivirus software and encrypted storage. Resources shall not store PSEB confidential data on personal cloud storage or unauthorized devices. The Service Provider may be required to sign a separate Non-Disclosure Agreement (NDA) with PSEB prior to deployment. Any data breach involving PSEB information must be reported within 24 hours.
25. **The financial proposal shall be based on a percentage service charge applied to the gross monthly salary (which will be communicated at the time of requirement). The quoted service charge must be inclusive of Sales Tax (GST) and all other applicable taxes, including EOBI charges. The deduction and deposit of income tax on salary, EOBI contributions, and any other statutory payments, if applicable, to the Government treasury shall be the sole responsibility of the Service Provider.**

26. The Service Provider shall ensure timely payments to deployed resources according to contract by 1st week of every month regardless of whether the service provider receive payment from PSEB or not. In case the service provider fails to pay salaries on time, PSEB may deduct 0.5% per month from the service provider monthly invoice as a penalty.
27. The Service Provider shall submit an invoice on monthly basis along with a list of Human Resource/Outsourced Services with copies of bank transfer receipts or bank statements showing salary credit made to the deployed resources each month.
28. PSEB may, at its sole discretion, grant an annual increment of up to 10% to resources engaged under Human Resources/Outsourced Services, subject to satisfactory performance evaluation carried out by relevant supervisors of PSEB upon completion of one year from the date of joining.
29. Outsourced staff shall be entitled to 20 days of leave per calendar year, to be accrued on a pro rata basis in accordance with the actual period of service. Any unutilized leave shall lapse at the end of the calendar year. Approval of leave shall be at the sole discretion of PSEB management. Any absence beyond the available leave balance shall be treated as leave without pay.
30. EOBI compliance is mandatory for all provided resources. The service provider shall abide by and comply with the mandatory EOBI requirements for all the provided resources.
31. No Medical facility and gratuity will be provided by PSEB.
32. Outstation travel will be allowed in case of tasks assigned by the management and expenses will be borne by PSEB.
33. Travel, Boarding, Lodging and Taxi claims will also be paid as per PSEB rules and regulations.
34. TA/DA will be paid by PSEB to deputed resources for official duties and as per sole discretion of PSEB or as per PSEB rules & Regulations.
35. The operational expenses like utility bills, stationery, and network cabling will be borne by PSEB itself. Any expense done by the Service Provider without prior approval of PSEB will not be reimbursed to the Service Provider.
36. The service provider agrees that any software customization, development, innovation, upgradation performed by the technical resources engaged under the contract shall be sole property and intellectual property right (IPR) of the PSEB with clear guidelines of the confidentiality of the content and platform.
37. The service provider shall abide and practice all applicable laws including the labor laws in provision of service providers. In case of any non-compliance, the service provider alone shall be responsible, and shall keep PSEB fully indemnified.
38. In case of any litigation from any resource involving PSEB, the service provider shall be responsible to respond on the matter without involving PSEB at all (where possible). However, if PSEB is legally required to respond directly to any legal matter, the service provider shall bear all costs and expenses incurred during the legal proceedings, including any costs and expenses resulting from the decree.
39. In the event that any operational, technical, or administrative matter arises which is not specifically addressed or provided for in the RFP documents or the signed Contract, the Parties shall, in good faith, enter into negotiations to resolve such matter. Any such resolution shall be recorded in writing as an addendum to the contract /agreement and shall become binding upon the mutual signing thereof by both PSEB and the Service Provider. It is expressly agreed that any mutual agreement under this clause shall not alter the fundamental pricing structure (percentage-based service charges on gross monthly salary for total of all Human Resource/Outsourced Services inclusive of sale tax (GST) and others all applicable taxes including EOBI Charges, as defined in the original RFP.
40. The Service Provider shall adhere to agreed service levels including timelines for deployment, replacement, and service delivery, as may be defined by PSEB.
41. The Service Provider shall fully indemnify and hold harmless PSEB from any claims, liabilities, damages, or legal proceedings arising out of this contract.
42. In case of false information, PSEB reserves the right to initiate a legal action.

43. Outsourced resources may apply for positions at PSEB, if and when advertised, without any restriction, and will be considered strictly on merit as per the applicable recruitment process.
44. The gross monthly salary communicated by PSEB shall be exclusive of vendor service charges, which shall be applied over and above the salary.

3. SUBMISSION OF BIDS

1) **Single Stage Two Envelope Bidding Procedure:** -A single stage two envelope bidding procedure will be followed and bids have to be submitted online through E-Pad as laid down by PPRA Guidelines.
2) The bids shall be submitted electronically through EPADS. For registration and training on EPADS or in case of any technical difficulty in using EPADS, prospective bidders may contact PPRA, 1st Floor, FBC building sector G-5/2, Islamabad. Contact number 051-111-137-237. PSEB may, however, require hard copies of the bids already submitted electronically through EPADS though the reliance will only be made on the bids submitted electronically.
3) **Bid Security**: A Bid Security in the shape of a Bank Draft / Pay Order in the name of **'**Pakistan Software Export Board", equivalent to **PKR 500,000/** must be submitted in original hard form to PSEB before the closing date & time of the bid submission.
4) However, a scanned copy of the Bid Security shall also be submitted on EPADS.
5) The Service Provider shall bear all costs associated with the preparation and delivery of its Bid, PSEB will in no case be responsible or liable for those costs.
6) The bid prepared by the Service Provider and all correspondence and documents relating to the bid exchanged between the bidder and PSEB shall be in the 'English' language.
7) The Technical Proposals will be opened in the presence of all those bidders that wish to attend the bid opening meeting.
8) PSEB may reject all the bids and cancel the invitation at any stage of bidding process as per PPRA rule 33.
9) **The Service Provider must submit a comprehensive undertaking, duly executed on Rs. 500 stamp paper, explicitly declaring the following:**
   a) **Veracity of Submission**: That all documents, details, and information submitted in the bid are true and correct. The Service Provider acknowledges that if any information is found to be false or misleading, the bid shall be liable for immediate rejection, and PSEB reserves the right to initiate legal action against the bidder.
   b) **Eligibility & Standing:** That the Service Provider has never been blacklisted or debarred by any Government, Semi-Government, or Autonomous organization in Pakistan .
   c) **Conflict of Interest:** That neither the Service Provider nor any of their immediate family members (*means spouse, children, parents, and siblings)*or company Directors are current employees of PSEB, have any direct/indirect association with the procuring agency, nor are they a part of any procuring agency committee.
   d) **Confidentiality:** That all resources provided under the contract will maintain strict confidentiality regarding all projects, source code, proprietary data, initiatives, and intellectual property performed for and on behalf of PSEB.

4. BIDS' SUBMISSION DATE

Bids must be submitted on EPADS on or before the last date mentioned in the RFP i.e. **03:00 PM, June 23rd, 2026**. Only those bids will be entertained who applied through EPADS: https://eprocure.gov.pk

5. OPENING, EVALUATION, AND REJECTION OF BIDS

i. Technical bids will be opened on the same date i.e. the last date for submission of bids at 03:30 PM on **June 23rd, 2026.**

ii. Date and time for the opening of the Financial Bids, after a thorough technical evaluation of the bids, shall be communicated to the technically qualified bidders only, whereas the financial bids of technically disqualified bidders shall not be opened.
iii. All bidders in attendance shall sign an attendance sheet.
iv. The procuring agency may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. The procuring agency shall upon request communicate to any supplier or contractor who submitted a bid or proposal, the grounds for its rejection of all bids or proposals, but is not required to justify those grounds.
v. PSEB shall incur no liability, solely by virtue of rejection of bids, towards suppliers or contractors who have submitted bids.
vi. The bids submitted after the prescribed time shall be rejected and returned without being opened.

6. DISQUALIFICATION AND BLACKLISTING OF SUPPLIERS AND CONTRACTORS

1. PSEB shall disqualify a supplier or contractor if it finds, at any time, that the information submitted by him/ her by concerning his qualification as supplier or contractor was false and materially inaccurate or incomplete.
2. Suppliers and contractors who either consistently fail to provide satisfactory performances or are found to beindulging in corrupt or fraudulent practices shall face permanent or temporary bar, from participating in procurement proceedings.

7. PROCURING AGENCY'S RIGHT OVER QUANTITIES AT THE TIME OF AWARD

The Procuring Agency reserves the right at/after the time of award of the procurement contract or during the contract duration to increase or decrease, the volume of the outsourced services without any change in quoted percentage rate or other terms and conditions.

Notification of Award

- Prior to the expiration of the period of bid validity, the PSEB shall notify the successful Bidder in writing that its bid has been accepted.
- The notification of award shall constitute the formation of the Contract between PSEB and the successful bidder.

Signing of Contract

- After the notification of the award, PSEB shall send the successful bidder the Contract Form / Document.
- The Contract shall become effective upon affixation of the signature of PSEB and the successful bidder on the Contract document.
- If the successful bidder, after notification of award of contract, refuses or shows inability to sign the Contract, then its Bid Security shall stand forfeited and the firm may be blacklisted and debarred from future participation in bidding process, whether temporarily or permanently. In such a situation, PSEB may award the contract to the next most advantageous bidder or call for new bids, or nullify the tendering process.
- The Bid Security will be returned to the bidder upon signing of the contract.

Amendment of Bidding Documents

- At any time prior to the deadline for submission of the bid, PSEB may, for any reason, whether at its own initiative or in response to a clarification requested by the prospective bidder, modify thebidding documents by amendment.
- The amendment/ corrigendum shall be part of the bidding documents and will be notified through publication on the same media/website and newspaper where the original RFP was published.

- In order to afford the prospective bidder reasonable time in which to take the amendment into account in preparing its bid, PSEB may, at its discretion, extend the deadline for the submission of the bid.

Contract Period

The initial contract will be for a period of one (01) year and extendable for further maximum period of one (01) year with subject to the satisfactory performance and upon mutual consent.

Termination of Contract

The contract can be terminated by PSEB at any time with thirty (30) days advance notice and without assigning any reason.

Implementation & Payment Schedule

The Service Provider/Company shall submit an invoice on monthly basis along with a list of deployed Human Resource against Outsourced Services along with salary payment acknowledgement/ receipt made to the deployed Human Resource against outsourced services for each month. Payment shall be processed after receipt of a correct invoice and all required supporting documents.

Joint Ventures

No joint venture is allowed

8. CRITERIA FOR THE ASSESSMENT OF BIDS / PROPOSALS

Technical Proposal (70%)

Please refer to below detailed Technical Evaluation Table.

Financial Proposal (30%)

Sr. No.	Description	Relevant Table	Weighted Score	Maximum Score
1	Technical Evaluation	Annex -1	70%	70
2	Financial Evaluation	Annex-II	30%	30
Total			**100%**	**100**

All queries relating to this RFP should be e-mailed to rarif@pseb.org.pk, aurehman@pseb.org.pk latest by one week prior to bid submission deadline.

9. MAILING ADDRESS / CONTACT INFORMATION

The following address will be used for all correspondence;

Manager Procurement
Pakistan Software Export Board (G) Limited
6th Floor, New State Life Tower (Adjacent to Saudi Pak Tower),
Jinnah Avenue, F-7/4, Islamabad
Islamabad.
Telephone: + 92-51-9202295
Direct #: +92-51-9215098
Email: rarif@pseb.org.pk
URL: https://www.techdestination.com

Annexure I
Technical Evaluation Criteria

Category	Description	Points	Proof/Evidence Required
(Mandatory Requirements)	Firm must be registered with Income Tax and Sales Tax Department and shall be on Active payers list.	Mandatory	• National Tax Number (NTN) Certificate, • Sales Tax Registration Certificate and • Evidence of active status on (FBR) Active Taxpayer List (ATL) & Active Sales Taxpayer List
	Undertaking on Judicial Stamp Paper Valuing Rs 500/- Submission of undertaking – a) **Veracity of Submission**: That all documents, details, and information submitted in the bid are true and correct. The Service Provider acknowledges that if any information is found to be false or misleading, the bid shall be liable for immediate rejection, and PSEB reserves the right to initiate legal action against the bidder. b) **Eligibility & Standing:** That the Service Provider has never been blacklisted or debarred by any Government, Semi-Government, or Autonomous organization in Pakistan c) **Conflict of Interest:** That neither the Service Provider nor any of their immediate family members (*means spouse, children, parents, and siblings)*or company Directors are current employees of PSEB, have any direct/indirect association with the procuring agency, nor are they a part of any procuring agency committee d) **Confidentiality:** That all resources provided under the contract will maintain strict confidentiality regarding all projects, source code, proprietary data, initiatives, and intellectual property performed for and on behalf of PSEB.	Mandatory	Undertaking as per **Annexure-III**

<table>
<tr><th>Sr. No.</th><th>Evaluation Grounds</th><th>Max. Score</th><th>Proof/Evidence Required</th></tr>
<tr><td>1.</td><td>Years of Experience (Outsourcing Firm)
<table><tr><th>Registered Age</th><th>Marks</th></tr><tr><td>Upto 7 years</td><td>4</td></tr><tr><td>8-10 Years</td><td>7</td></tr><tr><td>More than 10 years</td><td>10</td></tr></table></td><td>10</td><td>Certificate of Incorporation/ registration or any other relevant document</td></tr>
<tr><td>2.</td><td>Number of permanent HR/Recruitment staff in the organization.
<table><tr><th>No of Resources</th><th>Marks</th></tr><tr><td>Upto 5</td><td>0</td></tr><tr><td>6-10</td><td>2.5</td></tr><tr><td>10+</td><td>5</td></tr></table></td><td>5</td><td>List of HR staff on letterhead with CNIC copies and proof of employment.</td></tr>
<tr><td>3.</td><td>Number of clients served in the last 5 years.
Private Sector Clients (including MNC)<table><tr><th>No of Clients</th><th>Marks</th></tr><tr><td>Upto 15</td><td>5</td></tr><tr><td>16-30</td><td>10</td></tr><tr><td>Above 30</td><td>15</td></tr></table>Public Sector/Government Organization<table><tr><th>No of Clients</th><th>Marks</th></tr><tr><td>Upto 15</td><td>5</td></tr><tr><td>16-30</td><td>10</td></tr><tr><td>Above 30</td><td>15</td></tr></table></td><td>30</td><td>List of clients with engagement letters/contract copies
*PSEB reserves the right to contact the clients for cross verification</td></tr>
<tr><td>4.</td><td>Total number of outsourced resources deployed in the last 5 years<table><tr><th>No of deployed resources</th><th>Marks</th></tr><tr><td>Upto 100</td><td>3</td></tr><tr><td>101-200</td><td>5</td></tr><tr><td>201-300</td><td>7</td></tr><tr><td>Above 300</td><td>10</td></tr></table></td><td>10</td><td>Summary statement with references and copies of work orders/contracts showing resource counts.</td></tr>
</table>

<table>
<tr>
<td>5.</td>
<td>Total value (PKR) of HR outsourcing projects executed in the last 5 years.
<table>
<tr><th>Value of the projects / outsourcing</th><th>Marks</th></tr>
<tr><td>50-100 Million</td><td>3</td></tr>
<tr><td>101-200 Million</td><td>6</td></tr>
<tr><td>Above 200 million</td><td>10</td></tr>
</table>
</td>
<td>10</td>
<td>Contract/ work order/ invoice documents clearly showing project values.</td>
</tr>
<tr>
<td>6.</td>
<td>Average annual financial turnover for the last 3 years (PKR).
<table>
<tr><td>Average Turn over</td><td>Marks</td></tr>
<tr><td>Upto 300 Million</td><td>2.5</td></tr>
<tr><td>301-500 Million</td><td>5</td></tr>
<tr><td>Above 500 Million</td><td>10</td></tr>
</table>
</td>
<td>10</td>
<td>Audited financial statements for the last 3 years.</td>
</tr>
<tr>
<td>7.</td>
<td>Client Feedback/Performance
<table>
<tr><th>Criteria</th><th>Marks</th></tr>
<tr><td>Timeliness of Service Delivery</td><td>5</td></tr>
<tr><td>Quality of Candidates</td><td>5</td></tr>
<tr><td>Overall Client Satisfaction</td><td>5</td></tr>
</table>
</td>
<td>15</td>
<td>Signed feedback forms as per Annexure-IV, including contact details (telephone, email of clients)

*Feedback from at least 3 clients having contract duration of at least 1-year; average score will be considered

** PSEB reserves the right to independently verify the accuracy of the information submitted by bidder from the referenced clients</td>
</tr>
<tr>
<td>8.</td>
<td>Presentation/ Demonstration on In-house availability of an HRMS covering attendance, payroll, leave, and candidate assessment. Access to be provided to PSEB.</td>
<td>10</td>
<td>1. Full marks will be awarded for Detailed, structured, and comprehensive approach.
2. Pro-rated marks will be awarded for Partial clarity.

*Presentation to be attached with the Technical Proposal</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>100</td>
<td></td>
</tr>
</table>

Note:
Achieving 70% marks is mandatory to qualify for financial bid opening. Financial bids of technically compliant companies will be opened on an informed day in the presence of company representatives of short-listed companies.

Annex II

Financial Evaluation to be filled in Bid submission form

Financial Bid shall be submitted as under:

No.	**Description**		**Remarks/Clarity**
A	The financial proposal shall be based on a percentage service charge applied to the gross monthly salary (which will be communicated at the time of requirement). The quoted service charge must be inclusive of Sales Tax (GST) and all other applicable taxes, including EOBI charges. The deduction and deposit of income tax on salary, EOBI contributions, and any other statutory payments, if applicable, to the Government treasury shall be the sole responsibility of the Service Provider..	--------/-	Should be quoted in Percentage (%)

Financial Bid Evaluation Criteria

The financial bids of only technically qualified companies will be opened.
The evaluation of financial bids will be calculated as follows:

- The weightage of financial proposal is 30% in total score.
- The financial weightage will be calculated by the formula as given below:

= (lowest bid/bid offered) *30
The score achieved by a bidder will be aggregated as follows:
Total score obtained by a bidder = Technical weightage + Financial weightage
The contract will be awarded to the bidder who achieved the maximum score and shall be considered as **Most Advantageous Bidder.**

Annexure-III - Undertaking for Bidders

(To be Provided on Judicial Stamp Paper of Rs. 500)

It is hereby solemnly confirmed that the undertaking is submitted in respect of PSEB's tender titled "The Provisioning of Human Resource/Outsourced Services for Different Domains of PSEB".

a. Declaration

It is to certify that I have read, clearly understood, and agreed upon to all the terms and conditions mentioned in the tender documents. Further, I certify that all of the information provided e.g. (certificates, etc.) in our bid is true and accurate and genuine. If at any stage the information provided is found to be false than I/We and my firm shall be held accountable, and our bid shall be rejected.

I/We certify that the Human resources MUST fulfil the technological experience, expertise of tools as mentioned in the schedule of requirements against each category including any future requirements during the life of the contract.

I/We certify that all documents, details, and information submitted in the bid are true and correct. The Service Provider acknowledges that if any information is found to be false or misleading, the bid shall be liable for immediate rejection, and PSEB reserves the right to initiate legal action against the bidder.

I/We certify that that he/she is not a current employee of PSEB and none of his/her immediate family members or company Directors have relation/ association with the procuring agency (PSEB), neither he is the part of any procuring agency.

I/We certify that that Human Resources provided will always keep the confidentiality of all the projects, code, and initiatives etc. performed for and on behalf of PSEB.

b. Statement for Non–Blacklisting

I, _____ s/o Mr._____, Designation of M/s _____ holding CNIC #_____ hereby confirms that our firm/company is not blacklisted by any Ministry / Division / Department of the Government / Semi government / Autonomous body of Federal or Provincial Government in Pakistan.

Annexure-IV (Sample Client Feedback Form for Human Resource/Outsourced Services)

Name: [Name of Human Resource/Outsourced Services]

Your Company Name:

Contact No. & Email of POC:

Date:

Instructions:

Thank you for taking the time to complete this feedback form. Your honest evaluation will assist the PSEB in prequalifying Human Resource/Outsourced Services firms. Please rate your experience with [Name of Human Resource/Outsourced Services Firm] on a scale of 1 (Strongly Disagree) to 5 (Strongly Agree) for each of the following criteria:

S#	Evaluation Criteria	Rating (1-5)	Comments
1	Timeliness of Service Delivery		How would you rate the firm's timeliness in providing qualified candidates? Did they consistently meet the recruitment timelines and service commencement dates as agreed in the contract?
2	Quality of Candidates		Were the provided candidates highly qualified and experienced for the position?
3	Overall Client Satisfaction		How satisfied were you with the overall service provided by the Human Resource/Outsourced Services firm?

Additional Comments:

Please use the space below to provide any additional comments about your experience with [Name of Human Resource/Outsourced Services Firm]. This could include specific examples of strengths or weaknesses in their service: