# PAKISTAN SOFTWARE EXPORT BOARD (PSEB) — IT PARK ISLAMABAD: BIDDER INFORMATION SHEET

**Tender No. A (01)/PSEB/2026-27C — Outsourcing, Operation, Management, Maintenance and Commercialization of IT Park Islamabad | Single Stage – Two Envelope | Submission on EPADS 2.0 by 20 October 2026, 03:00 PM**

*Summary of the Bidding Document for information only. In case of any difference, the Bidding Document (and any addenda/corrigenda issued by PSEB) shall prevail.*

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## SECTION 1: TENDER SUMMARY — KEY INFORMATION

| Item | Details | Reference in Bidding Document |
|---|---|---|
| **Procurement Identity** | | |
| **Tender Number** | A (01)/PSEB/2026-30 | Cover page |
| **Title of Assignment** | Outsourcing, Operation, Management, Maintenance and Commercialization of IT Park Islamabad | BDS ITB-1 |
| **Procuring Agency** | Pakistan Software Export Board (PSEB), Ministry of Information Technology & Telecommunication, Government of Pakistan | IFB-1 / BDS ITB-1 |
| **Governing Rules** | Public Procurement Rules, 2004 (PPRA) and applicable PPRA Regulations | IFB / ITB |
| **Procurement Method** | Open Competitive Bidding (National Competitive Bidding as applicable) | IFB-4 |
| **Bidding Procedure** | Single Stage – Two Envelope (Technical Proposal + Financial Proposal) | IFB-4 |
| **Submission Platform** | EPADS 2.0 only — both Technical and Financial Proposals submitted electronically | ITB-13, ITB-18 |
| **Availability of Bidding Document** | Downloadable from PSEB website | IFB-5 |
| **Language of Bid** | English | ITB-12 |
| **Who May Bid** | Firms/companies individually, or as a Joint Venture (JV)/Consortium, meeting Part III eligibility | IFB-3, BDS ITB-4 |
| **The Facility** | | |
| **Location** | Special Technology Zone, Kuri Road (Jinnah Avenue Extension), Zone IV, Chak Shahzad, Islamabad | IFB-2 |
| **Site Area** | 14.9 acres | IFB-2 |
| **Total Covered Area** | 720,269 sq. ft. (approx.) | IFB-2, BDS ITB-4 |
| **Rentable Office Space** | 240,000 sq. ft. | IFB-2, Part IV-5 |
| **Key Facilities** | Tier III data center, R&D and industry–academia facilities, auditorium, conference & training rooms, commercial and retail space, basement parking (B1 & B2) | IFB-2 |
| **Capacity** | More than 120 export-oriented firms | IFB-2 |
| **Zone Status** | Registered/licensed Special Technology Zone (STZ) under STZA Act, 2021; PSEB is the licensed Zone Developer. STZA status is NOT a blanket exemption from Federal/Provincial taxes | IFB-2 |
| **Condition of Assets** | All installed equipment, fixtures and facilities are brand new; assets remain property of PSEB/Government | Part IV-7 |

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| | | |
|---|---|---|
| **Contract Overview** | | |
| **Nature of Engagement** | Self-financing, performance-based. Operator acts as single integrated, sole and exclusive operator. PSEB will NOT fund, subsidise or pay any amount to the | IFB-2, ITB-2, Part VI-14 |
| **Contract Period** | 15 years (base), extendable by up to 5 years subject to satisfactory KPI performance and mutual written agreement | BDS ITB-4/13, GCC-2 |
| **Mobilization Period** | Within 60 days from Commencement Date (recommended) | Part IV-8, Part IX-19 |
| **Commercial Model** | Minimum Guaranteed Payment (MGP, fixed by PSEB) + Revenue Share % on Gross Revenue (quoted by bidder) | Part VI-14 |
| **Minimum Guaranteed Payment (MGP)** | PKR equivalent of USD 2.6 Million per annum, paid as 2 biannual instalments of USD 1.3 Million (open-market rate on transaction day). Fixed, mandatory, NOT quoted and NOT scored. Activated after facility transfer | Part VI-15, Part X-24 |
| **Revenue Share** | Single percentage quoted by bidder, applied uniformly to Total Gross Facility Revenue across all streams — calculated before deduction of any expenses | ITB-2, Part VI-15 |
| **Basis of Award** | Evaluation & Award: Only technically qualified and substantially responsive bidders securing a minimum of 49 out of 70 technical marks shall qualify for financial evaluation. The final score shall comprise 70% Technical and 30% Financial evaluation. The Financial Score shall be calculated on the basis of the Revenue Share offered:<br>Financial Score = (Bidder's Revenue Share % ÷ Highest Responsive Revenue Share %) × 30<br>The contract shall be awarded, to the bidder achieving the highest overall evaluated score out of 100 marks. | ITB-31, Part VI-16 |
| **Securities & Validity** | | |
| **Bid Security** | PKR 3,600,000/- (Pay Order / Demand Draft / Bank Guarantee from a scheduled bank) in favour of Pakistan Software Export Board (G) Ltd. Original to be delivered to PSEB office before submission deadline. | IFB-7, BDS ITB-16 |
| **Bid Validity** | 180 days from date of opening of Technical Proposal | BDS ITB-17 |
| **Performance Security** | 2.5% of the contract amount — irrevocable bank guarantee from a scheduled bank, valid through mobilization and the full contract term, renewable annually | BDS ITB-35 |
| **Minimum Technical Score** | 70% of total marks (49 out of 70) | BDS ITB-27, Part V |

## SECTION 2: KEY DATES, PRE-BID MEETINGS & SITE VISIT

| # | Event | Date | Venue / Link / Remarks | Time |
|---|---|---|---|---|
| 1 | **Pre-Bid Meeting 1** | 08 October 2026 (Thursday) | PSEB Head Office or online via Zoom — https://zoom.us/j/98762604645?pwd=I3KSuzFCpMjpmcbC6YhFhVCkBbFBRy.1 \| Meeting ID: 987 6260 4645 \| Passcode: 796400 | 03:30 PM |
| 2 | **Pre-Bid Meeting 2** | 14 October 2026 (Wednesday) | PSEB Head Office or online via Zoom — https://zoom.us/j/96912082058?pwd=iDMnm1NsQwQcDspyaJmaF8sO0ioGtr.1 \| Meeting ID: 969 1208 2058 \| Passcode: 244628 | 03:30 PM |
| 3 | **Site Visit** | Any time before close of bids | At bidder's own cost and risk. Contact qkhurshid@pseb.org.pk / shassan@pseb.org.pk | By appointment |
| 4 | **Last date for written clarification requests** | 13 October 2026 (Tuesday) | Not later than 7 days prior to bid submission deadline (ITB-10). Replies shared with all bidders without identifying source. | — |
| 5 | **Delivery of original Bid Security** | Before 20 October 2026 | Must reach PSEB Office before bid submission deadline (IFB-7) | Before 03:00 PM |
| 6 | **Bid Submission Deadline (EPADS 2.0)** | 20 October 2026 (Tuesday) | Late or non-EPADS bids will not be received (ITB-21) | 03:00 PM |

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| | | | | |
|---|---|---|---|---|
| 7 | **Public Opening of Technical Proposals** | 20 October 2026 (Tuesday) | PSEB (G) Ltd Head Office, Plot 61, 6th Floor, New State Life Tower, Adjacent Saudi Pak Tower, Blue Area, Islamabad | 03:30 PM |
| 8 | **Opening of Financial Proposals** | To be communicated in writing | Only for technically qualified bidders (≥70%) | — |
| 9 | **Bid Validity Expiry** | 180 days from Technical opening (approx. 18 April 2027) | PSEB may request extension (ITB-17) | — |
| 10 | **Signing of Contract** | Within 30 days of Notification of Award | Extendable at PSEB's discretion for justified cause (BDS ITB-34) | — |
| 11 | **Mobilization** | Within 60 days from Commencement Date | Part IX-19 | — |
| 12 | **Grievance Window** | Within 15 days of cause of action | Committee decides within 15 working days (ITB-37, PPR Rule 48) | — |

## SECTION 3: BIDDING DATA SHEET (BDS) — PREVAILS OVER ITB IN CASE OF CONFLICT

| ITB Clause | Reference | Data |
|---|---|---|
| ITB-1 | **Name of Assignment** | Outsourcing, Operation, Management, Maintenance and Commercialization of IT Park Islamabad |
| ITB-1 | **Procuring Agency** | Pakistan Software Export Board (PSEB), Ministry of IT & Telecom, Government of Pakistan |
| ITB-4 | **Facility Area** | Approximately 720,269 sq. ft. |
| ITB-4/13 | **Contract Period** | Fifteen (15) years (base). Extendable by up to five (05) years, subject to satisfactory KPI performance and mutual written agreement — see GCC-2. |
| ITB-4 | **Joint Ventures** | Permitted — single entity or JV/Consortium. See sheet '5. JV-Consortium Rules' for the 15 conditions. |
| ITB-13/19 | **Bid Submission** | Electronic bids only through EPADS 2.0, on or before 20 October 2026, 03:00 PM. Documents to be signed and uploaded as single PDF (ITB-25). |
| ITB-16 | **Bid Security** | PKR 3,600,000 — irrevocable, on-demand bank guarantee, pay order or demand draft from a scheduled bank, in favour of Pakistan Software Export Board (G) LTD, valid for 180 days from the date of Technical Proposal opening. |
| ITB-17 | **Bid Validity Period** | 180 days from the date of opening of Technical Proposal. |
| ITB-20 | **Deadline for Submission** | 20 October 2026, 03:00 PM |
| ITB-27 | **Minimum Technical Qualifying Score** | 70% marks out of total (i.e. 49 / 70) |
| ITB-28 | **Financial Opening** | Only for technically qualified bidders; date to be communicated separately. |
| ITB-31 | **Evaluation / Award Methodology** | Highest single Revenue Share Percentage offered, applied uniformly to Total Gross Facility Revenue. Minimum Guaranteed Payment is fixed by PSEB and is not |
| ITB-34 | **Time for Signing Contract** | Thirty (30) days from Notification of Award, extendable at PSEB's discretion for justified cause. |
| ITB-35 | **Performance Security** | 2.5% of the contract amount as an irrevocable bank guarantee from a scheduled bank, valid throughout mobilization and the operative Contract term, renewable annually and reducible pro-rata only with PSEB's prior written consent. |

## SECTION 4: PART III — MANDATORY ELIGIBILITY REQUIREMENTS (PASS / FAIL)

| Ref | Requirement | Description | Documentary Evidence Required | Applies To |
|---|---|---|---|---|
| **A. Mandatory Eligibility (Pass/Fail) — failure in any item renders the bid NON-RESPONSIVE** | | | | |
| E-1 | **Legal Registration** | Legally registered/incorporated entity, eligible under law to provide Facility Management Services in Pakistan | Certificate of Incorporation / Registration | Each JV partner |
| E-2 | **Tax Registration** | Valid National Tax Number (NTN) and applicable Sales Tax/GST registration | NTN certificate; Sales Tax/GST registration | Each JV partner |
| E-3 | **Active Taxpayer Status** | Valid Active Taxpayer List (ATL) status, where applicable | FBR ATL printout | Each JV partner |
| E-4 | **Non-Blacklisting / Non-Debarment** | Not blacklisted, debarred or declared ineligible by PPRA or any Government/Public Sector entity | Affidavit on PKR 100/- non-judicial stamp paper, duly notarized | Each JV partner |
| E-5 | **Litigation History** | Disclose any pending/past material litigation, arbitration or contractual dispute with Government/public sector bodies, especially on FM services. Litigation alone is not disqualifying; PSEB may assess its impact on capacity. | Litigation disclosure statement (Form 5) | Each JV partner |
| E-6 | **One Bid per Bidder** | A firm may submit only one bid (individually or in one JV). Participation in two bids disqualifies both. | Declaration | All |
| **B. Additional Requirements for JV / Consortium** | | | | |

# PAKISTAN SOFTWARE EXPORT BOARD (PSEB) — IT PARK ISLAMABAD: BIDDER INFORMATION SHEET

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| | | | | |
|---|---|---|---|---|
| J-1 | **JV Agreement** | Duly executed JV/Consortium Agreement (or Letter of Intent where permitted) naming Lead Partner, all partners, roles, scope of each partner and joint & several responsibility | Signed JV Agreement / LoI | JV |
| J-2 | **Lead Partner & Power of Attorney** | One member nominated as Lead Partner, authorised by valid Power of Attorney to act for all members during bidding and contract execution | Power of Attorney | JV |
| J-3 | **Lead Partner Minimum Experience** | Lead Partner must independently have integrated facilities/building operations experience of 100,000 sq. ft. or more (self-occupied or commercially managed). Other members' experience cannot be used for this. | Contracts / completion certificates | Lead Partner |
| J-4 | **Joint & Several Liability** | All members jointly and severally liable for contract performance | Stated in JV Agreement | JV |
| J-5 | **Responsibility Matrix** | Identify which member is responsible for each major service component | JV Responsibility Matrix | JV |
| J-6 | **No Change in Composition** | No change/substitution of members after bid submission without PSEB's prior written approval | — | JV |

## SECTION 5: JOINT VENTURE / CONSORTIUM CONDITIONS (BDS ITB-4)

| # | Condition | Requirement |
|---|---|---|
| 1 | **Participation** | Bidders may participate as a single entity or as a JV/Consortium of firms with complementary experience relevant to the scope. |
| 2 | **Scope of Expertise** | Members may bring experience in: (a) Integrated Building/Facilities Management & Operations; (b) Janitorial & Cleaning; (c) Security & Safety; (d) Horticulture & Landscaping; (e) Building Maintenance & MEP Operations; (f) Facility Helpdesk & Customer/Occupant Services; (g) Management of office/support facilities; (h) Management of ancillary facilities — banks, restaurants/cafeterias, day-care, gyms and other amenities. |
| 3 | **Lead Partner** | One member nominated as Lead Partner, with demonstrated experience in integrated facilities/building operations or comparable complete FM services of 100,000 sq. ft. or more (self-occupied or commercially managed); responsible for overall management, coordination and delivery. |
| 4 | **Minimum Experience of Lead** | Lead Partner must independently meet the minimum integrated FM experience requirement; other members' experience shall not be used to satisfy it. |
| 5 | **Experience of Other Members** | Other members' experience may be considered for the specific service areas assigned to them (janitorial, security, horticulture, MEP, etc.). |
| 6 | **Financial Capacity** | Financial capacity of JV members may be aggregated for the minimum financial/turnover requirement. |
| 7 | **Joint and Several Liability** | All members jointly and severally liable to PSEB for the contract. |
| 8 | **JV/Consortium Agreement** | Duly executed agreement identifying Lead Partner, roles, responsibilities, scope and contribution of each member; authorises Lead Partner to represent the JV. |
| 9 | **Allocation of Responsibilities** | Clearly identify the member responsible for each major service component, consistent with that member's demonstrated capability. |
| 10 | **Single Bid Participation** | A firm shall not participate in more than one bid, independently or as a JV member. |
| 11 | **Change in Composition** | No change/substitution of members after submission except with PSEB's prior written approval and per PPRA Rules. |
| 12 | **Registration & Statutory Compliance** | Each member must fulfil all applicable registration, tax and statutory eligibility requirements. |
| 13 | **Ancillary Facilities / Rented Premises** | Where scope covers ancillary facilities on rent (offices, banks, restaurants, day-care, gyms), the bidder is responsible only for functions expressly specified in the Scope of Work (coordination, FM, monitoring, maintenance, SLA compliance). |
| 14 | **Evaluation** | JV evaluated strictly per the RFP's qualification and evaluation criteria and methodology. |
| 15 | **Overall Responsibility** | Lead Partner remains responsible for coordination and integration of all service components and delivery per SLA/KPIs. |

## SECTION 6: PART V — TECHNICAL EVALUATION CRITERIA & MARKING

*Evaluated by PSEB Technical Evaluation Committee under PPR Rule 37. Only bidders scoring at or above the minimum qualifying score proceed to financial opening. (Criteria re-numbered 1–13 here for clarity; the source document numbers two criteria as '3'.)*

| Sr. | Evaluation Criterion | Scoring Method | Required Documentary Evidence | Max Marks |
|---|---|---|---|---|

| PAKISTAN SOFTWARE EXPORT BOARD (PSEB) — IT PARK ISLAMABAD: BIDDER INFORMATION SHEET | | | | |
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| 1 | **Relevant Experience and Complementary Expertise** | SINGLE ENTITY (all requirements met independently):<br>• 5 years = 2 marks<br>• 6 to 10 years = 3 marks<br>• More than 10 years = 5 marks<br><br>OR JV/CONSORTIUM:<br>A. Lead Partner experience (FM, Integrated FM, Building Operations, O&M, Property Mgmt) – 2.5 marks:<br>• 5 years = 1 • more than 5 up to 10 years = 1.5 • 6–10 years = 2.5<br>B. Other JV members' complementary expertise (MEP, HVAC, fire & life safety, security, cleaning, horticulture, tenant mgmt, commercialization, parking, CAFM/CMMS, HSE) – 2.5 marks:<br>• Limited but relevant = 1 • Good range across multiple areas = 1.5 • Strong & | List of relevant assignments, contracts/work orders, completion/client performance certificates showing scope and duration; for JV: evidence for Lead Partner and each member + JV Responsibility Matrix | 5.0 |
| 2 | **Similar Large-Scale FM/O&M Experience** | Minimum 3 completed/ongoing similar assignments in the last 10 years — 1.25 marks per qualifying assignment (max 5). Assignments must involve integrated operation, maintenance or management of commercial buildings, office complexes, institutional buildings, business/IT parks, universities, hospitals, hotels or comparable facilities | Per assignment: contract/agreement or work order; completion or satisfactory performance certificate (or current client certificate for ongoing); evidence of client, location, scope, period and bidder's role. JV: identify performing member | 5.0 |
| 3 | **Annual Turnover** | Based on audited financial statements (at least 3 of last 4 completed financial years). JV members' turnover may be aggregated.<br>• PKR 500 Million & above = 5<br>• PKR 301 – 499 Million = 3.5<br>• PKR 50 – 300 Million = 2.5<br>• Under PKR 50 Million = 0 | Audited financial statements for at least 3 of the last 4 completed financial years | 5.0 |
| 4 | Commercial / Real Estate / IT / Business Park Operation Experience | • Commercial/office space leasing or property management – 1.5<br>• IT/technology/business park experience – 1.5<br>• Commercial revenue/tenant management – 1<br>• Parking/commercial facility management – 1 | Contracts, lease/property management agreements, client certificates, work orders, completion/performance certificates. JV: identify responsible member. | 5.0 |
| 5 | **Understanding of IT Park Requirements** | • Facility and operational requirements – 1.5<br>• MEP/critical infrastructure – 1<br>• Tenant/user requirements – 1<br>• Commercial/revenue requirements – 1<br>• Operational risks and mitigation – 0.5 | Technical Proposal / Understanding of Assignment (assignment-specific; generic or copied material scored only to the extent it shows real understanding) | 5.0 |
| 6 | **Technical Methodology and Operational Plan** | • Overall FM/O&M methodology – 2<br>• Preventive/corrective maintenance strategy – 2<br>• 24/7 operation and emergency response – 1<br>• Quality assurance/KPI monitoring – 1<br>• Complaint/work-order management – 1<br>• Business continuity/disaster/emergency management – 1 | Detailed methodology: integrated FM/O&M approach, PM & CM plans, 24/7 arrangements, emergency procedures, QA/QC & KPI framework, complaint/work-order process, BCP/disaster plan | 8.0 |
| 7 | **Management and Staffing Plan** | • Proposed management structure – 1<br>• Facility/Operations Manager & senior management – 1<br>• Engineering/technical manpower – 1<br>• Commercial/finance/tenant management staff – 1<br>• HSE/security/housekeeping management – 0.5<br>• Staffing deployment and shift plan – 0.5 | Organisation chart, manpower deployment plan, CVs of key personnel, qualification certificates, experience/reference letters, job descriptions, shift plan. JV: identify member providing each key person. | 5.0 |
| 8 | **Engineering / MEP Maintenance Capability** | 1 mark each:<br>• Electrical/HT/LT/generator/UPS<br>• HVAC/chillers/AHUs/FCUs, Firefighting/fire alarm/life safety<br>• Elevators/mechanical systems and BMS/ELV/plumbing/water systems | Contracts/work orders, completion certificates, technical staff CVs, professional certifications, maintenance records. JV: identify member. | 3.0 |
| 9 | **Commercialization and Occupancy Plan** | • Office occupancy/tenant acquisition strategy – 1<br>• Commercial-area leasing strategy, Marketing/business development and Revenue enhancement strategy 1 | Assignment-specific Commercialization & Occupancy Plan (tenant acquisition, leasing, marketing, BD, revenue enhancement); optional evidence of past commercialization experience | 2.0 |

## PAKISTAN SOFTWARE EXPORT BOARD (PSEB) — IT PARK ISLAMABAD: BIDDER INFORMATION SHEET

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| | | | | |
|---|---|---|---|---|
| 10 | **Digital CAFM / CMMS Management System** | • CAFM/CMMS/work-order management – 1<br>• Asset management/PM tracking Dashboard/KPI/management reporting Digital complaint/tenant/revenue monitoring 1 | Description of CAFM/CMMS solution, architecture/features, screenshots/demo access, previous deployment evidence, sample dashboards/reports, implementation & integration plan | 2.0 |
| 11 | **HSE / Security / Emergency Management** | • HSE management system Security/access-control methodology 1<br>• Fire/life safety and evacuation Emergency response and drills 1<br>• Incident reporting/risk management 1 | HSE Plan, Security Plan, Emergency Response Plan, Fire/Life Safety & Evacuation Plan, risk matrix, incident reporting procedure, relevant certifications | 3.0 |
| 12 | **Mobilization and Takeover Plan** | 0.5 mark each:<br>• Mobilization methodology/timeline<br>• Asset verification/takeover<br>• Recruitment/deployment of staff<br>• FM control room/CAFM establishment and Transition/business continuity plan | Mobilization schedule, takeover & asset verification method, recruitment schedule, control room setup, CAFM implementation, transition & continuity measures | 2.0 |
| 13 | **Presentation — Operationalization Plan** | Max 2.5 marks for each of the 7 IT Park objectives (2.5 × 7 = 17.5) + 2.5 marks for overall structure:<br>1. Drive technology-led economic growth<br>2. Deliver world-class, flexible infrastructure<br>3. Promote technology entrepreneurship and innovation<br>4. Develop future-ready human capital<br>5. Attract investment and open markets (STZA incentives, FDI, anchor tenants, VC)<br>6. Build a vibrant, connected community (Quadruple Helix)<br>7. Establish a self-sustaining ecosystem | Presentation of Operationalization Plan before Technical Evaluation Committee | 20.0 |
| | | | **TOTAL MARKS** | **70** |
| | | | **Minimum qualifying percentage (BDS ITB-27)** | **70%** |
| | | | **Minimum qualifying marks** | **49** |

## SECTION 7: PART VI & X — FINANCIAL PROPOSAL, EVALUATION & REVENUE MODEL

| Ref | Component | Details | Status / Basis |
|---|---|---|---|
| **A. Financial Proposal Format (Form 7 — Part XI)** | | | |
| Item A | **Minimum Guaranteed Payment (MGP) to PSEB** | PKR equivalent of USD 2.6 Million per annum, paid in 2 biannual instalments of USD 1.3 Million each, at open-market conversion rate on transaction day. Payable irrespective of occupancy/revenue (subject to Force Majeure). Activated after facility transfer. | FIXED BY PSEB — NOT a bid item |
| Item B | **Revenue Share Percentage payable to PSEB** | Single percentage applied uniformly to Total Gross Facility Revenue across ALL revenue streams. This is the ONLY competitively bid financial variable. | QUOTED BY BIDDER: ____ % |
| **B. Evaluation & Award** | | | |
| 1 | **Financial opening** | Financial Proposals of bidders scoring ≥ 70% are opened on a date communicated in writing | Only technically qualified bidders |
| 2 | **Ranking** | No NPV, discount-rate, weighting or formula. Bidders ranked solely on Revenue Share %; highest is recommended for award (subject to competent authority | Highest Revenue Share % wins |
| 3 | **No conditional offers** | No conditional, alternative or qualified financial proposals will be considered. | Strict format |
| **C. Key Commercial Definitions & Rules** | | | |
| 1 | **Gross Revenue** | Total revenue generated, billed, invoiced, received or receivable from all commercial activities, facilities, services, rentals, leases and other income — BEFORE deduction of any operating or business expenses | Definition |

| | | | |
|---|---|---|---|
| 2 | **Operating Costs** | Salaries, wages, utilities, maintenance, repairs, cleaning, security, marketing, administration, commissions, insurance, equipment, consumables, transport, financing costs, depreciation, etc. PSEB makes no payment, reimbursement or deduction. | Borne entirely by Operator |
| 3 | **Revenue Share calculation** | Payable irrespective of the Operator's operating costs, profitability or losses. | On Gross Revenue |
| 4 | **Payments by PSEB** | PSEB shall not pay any amount to the Operator. Operator's remuneration comes only from revenues it generates and retains. | Nil |
| 5 | **Basis of MGP** | IT Park developed through PSDP financing with Korea EXIM Bank EDCF loan; MGP is benchmarked to the Government's repayment obligation. | Debt-service linked |
| 6 | **Revenue handling** | All revenue electronically recorded, receipted, deposited and reconciled through PSEB-approved banking arrangements; periodic reconciliation statements, preferably by QCR-rated auditors on ICAP's list (GCC-11). | Approved banking channels |
| 7 | **Approved revenue streams** | Office rentals/licensing, commercial rentals, parking, conferences/events, restaurants, guestrooms, coffee shops, shops, advertising, common services, utility recovery, etc. | Indicative |
| **D. Five-Year Business & Operating Plan (to be submitted with Technical Proposal — Part X-23)** | | | |
| 1 | **Occupancy assumptions** | Office and commercial space over the contract term | Required |
| 2 | **Office leasing strategy** | With projected leasing/licensing revenue | Required |
| 3 | **Commercial leasing strategy** | With projected commercial revenue | Required |
| 4 | **Revenue forecast** | Consolidated, by revenue stream | Required |
| 5 | **Staffing plan** | With associated cost projections | Required |
| 6 | **O&M expenditure projections** | | Required |
| 7 | **Utility assumptions** | Consumption and cost | Required |
| 8 | **Marketing & tenant acquisition** | | Required |
| 9 | **Parking and event revenue** | Projections | Required |
| 10 | **Profitability and cash flow** | Projections | Required |
| 11 | **Projected payments to PSEB** | MGP and Revenue Share over the contract term | Required |
| Note | **Binding commitments** | Material commitments in the Business Plan accepted by PSEB may be made binding contract obligations. | |

## SECTION 8: PART IV — TERMS OF REFERENCE / SCOPE OF SERVICES

| # | Service / Obligation |
|---|---|
| **A. Ecosystem & Commercialization Services** | |
| 1 | Commercialization of infrastructure for established tech enterprises and growing IT firms |
| 2 | Establishment of Start-up Hub — dedicated space and support for emerging tech start-ups and entrepreneurs |
| 3 | Establishment of Co-Working Space — flexible workspaces for freelancers, remote teams and small businesses |
| 4 | Management of Training and Skills Development — industry-focused training facilities |
| 5 | Management of Experience Centers — research, innovation, prototyping and emerging tech, incl. Makers' Labs and STEM Labs |
| 6 | Management of On-Site Business Advisory Services — legal, tax, financial and business development expertise |
| 7 | Planning and organizing regular industry events, conferences, workshops and networking |
| 8 | Managing Integrated Amenities — gym, restaurants, coffee shops, guestrooms, daycare, banking, retail outlets and parking |
| 9 | Marketing, occupancy development and commercialization within PSEB-approved policies |
| 10 | Office-space and tenant management, leasing/licensing support, billing, utility recovery and customer service |
| 11 | Revenue collection, reconciliation, reporting and audit support |

## PAKISTAN SOFTWARE EXPORT BOARD (PSEB) — IT PARK ISLAMABAD: BIDDER INFORMATION SHEET

**Tender No. A (01)/PSEB/2026-27C — Outsourcing, Operation, Management, Maintenance and Commercialization of IT Park Islamabad | Single Stage – Two Envelope | Submission on EPADS 2.0 by 20 October 2026, 03:00 PM**

| | |
|---|---|
| **B. Engineering / MEP Operation & Maintenance** | |
| 12 | Electrical systems — HT/LT, transformers, panels, generators, UPS and lighting (preventive & corrective) |
| 13 | HVAC — chillers, AHUs, FCUs, cooling towers, pumps, ventilation and mechanical systems |
| 14 | Plumbing, water supply, drainage, sewage, pumps, tanks and associated systems |
| 15 | Fire alarm, firefighting, fire pumps, hydrants, sprinklers, extinguishers, emergency systems and fire control room |
| 16 | Elevators/lifts — operation, maintenance, testing, emergency rescue and statutory compliance |
| 17 | BMS, CCTV, access control, public address, ELV and visitor management systems |
| 18 | Energy management, efficiency measures and consumption benchmarking |
| 19 | Utility management, metering, consumption monitoring, billing and recovery (utility bills are Operator's responsibility) |
| 20 | Asset register, CAFM/CMMS, work orders, maintenance history and lifecycle planning |
| **C. Soft Services, Security & Compliance** | |
| 21 | Cleaning, housekeeping, waste management, pest control and landscaping |
| 22 | 24/7 security, access control, surveillance and emergency response |
| 23 | Parking management — access, allocation, security, fee collection and digital parking controls |
| 24 | HSE, emergency preparedness, drills, incident reporting and statutory compliance |
| 25 | Safety and security compliance of all installed equipment (electrical, mechanical, gas, water, etc.) |
| 26 | Statutory compliance & liaison with CDA (Building Control, Fire & Emergency), ICT/District Administration, DMA, EPA, IESCO, SNGPL, PTA, Civil Defence — inspections, certificates, NOCs and rectification of observations |
| **D. Reporting & Exit** | |
| 27 | Monthly, quarterly and annual management reporting to PSEB |
| 28 | Exit management and final handover at contract expiry/termination |
| **E. Key Obligations** | |
| 29 | Operator is the single-point, sole and exclusive operator with full day-to-day operational and commercial control, subject to PSEB's policy, approval, audit and oversight rights |
| 30 | Operator provides all manpower, management, expertise, tools, equipment, consumables and systems for the full contract period |
| 31 | Assets remain PSEB/Government property — no ownership, lien, charge, mortgage or encumbrance may be created |
| 32 | All routine maintenance, repair, servicing and replacement costs of installed equipment borne solely by Operator; assets handed back in same working condition |
| 33 | Indicative response times: critical emergency 15 min; major breakdown 30 min; normal breakdown 2 hrs; routine complaint 4 hrs (final values in SLA) |
| 34 | 24/7 staffing — may include General/Facility Manager, Operations, Commercial, Finance and HSE Managers, Electrical/Mechanical Engineers, technicians, plumbers, BMS/ELV staff, security, cleaning, landscaping, parking, customer service and admin staff |

## SECTION 9: AREA STATEMENT (PART IV-5 / ANNEXURE A)

*Indicative; subject to verification during mobilization/asset takeover (Part IX).*

| S. No. | Category | Area (sq. ft.) | % of Total |
|---|---|---|---|
| 1 | **Office Space** | 240,000 | 33.3% |
| 2 | Services – conference/class rooms, industry-academia linkage, auditorium, business/data/management/security/day-care/fire control facilities | 27,085 | 3.8% |
| 3 | **Commercial Area – food court, café, retail shops, bank, gym** | 30,080 | 4.2% |
| 4 | Business/Management/Security/Day Care/Fire Control & Command Room | 5,000 | 0.7% |
| 5 | **Common Area – lobby, corridors, elevator halls etc.** | 184,825 | 25.7% |
| 6 | **Parking – B1 & B2** | 196,650 | 27.3% |
| 7 | Equipment Area – emergency/generator/fire gas/fire pump rooms etc. | 29,080 | 4.0% |
| 8 | Other Facilities – mosque, visitor centre, guard post, IESCO panel room, tube well | 7,549 | 1.0% |
| | **TOTAL COVERED AREA** | **720,269** | **100.0%** |
| | Site area: 14.9 acres \| Stated total in document: 720,269 sq. ft. | | |

# PAKISTAN SOFTWARE EXPORT BOARD (PSEB) — IT PARK ISLAMABAD: BIDDER INFORMATION SHEET

**Tender No. A (01)/PSEB/2026-27C — Outsourcing, Operation, Management, Maintenance and Commercialization of IT Park Islamabad | Single Stage – Two Envelope | Submission on EPADS 2.0 by 20 October 2026, 03:00 PM**

## SECTION 10: PART VII — KEY PERFORMANCE INDICATORS & SERVICE LEVELS

| # | KPI / Condition | Target / Consequence |
|---|---|---|
| **A. Indicative KPI Targets (Part VII-17)** | | |
| 1 | **Critical system availability** | ≥ 99% |
| 2 | **Preventive maintenance compliance** | ≥ 95% |
| 3 | **Critical complaint response** | ≤ 15 minutes |
| 4 | **Major complaint response** | ≤ 30 minutes |
| 5 | **Routine complaint response** | ≤ 2 hours |
| 6 | **Elevator availability** | ≥ 98% |
| 7 | **Fire/life safety systems** | 100% operational |
| 8 | **Cleaning compliance** | ≥ 95% |
| 9 | **Security compliance** | ≥ 98% |
| 10 | **Monthly reporting** | 100% |
| 11 | **Asset register accuracy** | ≥ 98% |
| **B. Performance Deduction / Service-Credit Framework (Illustrative — Part VII-18)** | | |
| | **Monthly Performance Score** | No deduction |
| | **Monthly Performance Score 85–94%** | Deduction of 1–3% of that month's fixed operating fee/service charge |
| | **Monthly Performance Score 70–84%** | Deduction of 4–8% + formal written notice |
| | Below 70% in any month, OR below 85% for 3 consecutive months | Material performance failure — escalation, step-in rights and/or termination |
| | **Failure of fire/life-safety or critical security systems** | Critical incident regardless of score — report to PSEB within 2 hours; root-cause & corrective action report within 48 hours |
| | **Measurement** | Each KPI measured and reported monthly; consolidated into a Monthly Performance Score (0–100). Final KPIs and deductions to be finalised at contract signing. |

## SECTION 11: PART VIII — KEY CONTRACT CONDITIONS (GCC / ITB)

| Clause | Subject | Key Provision |
|---|---|---|
| GCC-2 | **Scope and Term** | 15 years from Commencement Date; extendable at PSEB's sole discretion by up to 5 years, subject to satisfactory KPI performance, continued eligibility and financial standing, mutual written addendum and PPRA Rules. |
| GCC-3 | **Standard of Performance** | Diligence, efficiency and professional skill consistent with recognized FM industry practice and the KPIs/SLA. |
| GCC-4 | **Performance & Bid Security** | As per BDS; Performance Security released on satisfactory completion of obligations. |
| GCC-5 | **Insurance** | At Operator's cost: public liability, employer's/workers' compensation, equipment/third-party liability and other statutory insurance; limits and insurers approved by |
| GCC-6 | **Subcontracting** | Operator fully responsible for subcontractors; specialised subcontracting needs PSEB's prior written approval where stipulated. |
| GCC-7 | **Audit and Inspection** | PSEB may audit/inspect operations, assets, tenant records, revenue records and books of account. |
| GCC-8 | **PSEB Oversight** | PSEB retains policy, strategic, approval, audit and oversight rights (see Responsibility Matrix). |
| GCC-9 | **Compliance with Laws** | Tax, labour, safety, environmental laws and lawful instructions of PSEB/Government. |
| GCC-10 | **Reporting** | Monthly, quarterly and annual management, financial and performance reports. |
| GCC-11 | **Revenue Management** | Record, receipt, deposit and reconcile all revenue through PSEB-approved banking; reconciliation preferably by QCR auditors on ICAP's list. |
| GCC-12 | **Force Majeure** | No liability for failure caused by Force Majeure, subject to prompt notice and mitigation. |
| GCC-13 | **Step-In Rights** | PSEB may take over critical systems/functions temporarily where Operator failure poses material risk to safety, security or continuity. |
| GCC-14 | **Default and Termination** | For cause: material breach, persistent KPI failure, fraud, corruption, insolvency, abandonment, serious safety/security failures (subject to cure periods in SCC). Termination for convenience on notice per SCC. |
| GCC-15 | **Exit Management** | Orderly exit and transfer of all assets, records, manuals, drawings, maintenance history, warranties, tenant records and digital systems. |
| GCC-16 | **Liquidated Damages** | KPI deductions per Part VII; LDs for mobilization/milestone delays per SCC. |
| GCC-17 | **Dispute Resolution** | Amicable settlement first, then arbitration under the Arbitration Act, 1940; seat Islamabad. |

# PAKISTAN SOFTWARE EXPORT BOARD (PSEB) — IT PARK ISLAMABAD: BIDDER INFORMATION SHEET

**Tender No. A (01)/PSEB/2026-27C — Outsourcing, Operation, Management, Maintenance and Commercialization of IT Park Islamabad | Single Stage – Two Envelope | Submission on EPADS 2.0 by 20 October 2026, 03:00 PM**

| | | |
|---|---|---|
| GCC-18 | **Governing Law** | Laws of the Islamic Republic of Pakistan. |
| GCC-20 | **Amendment** | Only by written agreement signed by both parties, per PPRA Rules. |
| ITB-3 | **Corrupt & Fraudulent Practices** | Bid rejected and firm may be blacklisted under PPR Rule 21. |
| ITB-16 | **Forfeiture of Bid Security** | If bidder withdraws during validity, refuses arithmetic correction, or fails to sign contract / furnish Performance Security. |
| ITB-29 | **No Contact Rule** | No contact with PSEB on the bid from opening to award; attempts to influence may lead to rejection. |
| ITB-32 | **Right to Reject** | PSEB may reject all bids/annul process before award under PPR Rule 33. |
| ITB-36 | **Integrity Pact** | To be signed where procurement value exceeds the prescribed threshold. |
| SCC | **Special Conditions (to be finalised)** | Will specify: securities, KPI deduction matrix & caps, cure periods, termination-for-convenience notice, insurance sums, arbitration details, fee escalation, sector-specific regulatory requirements. |

## SECTION 12: PART IX — MOBILIZATION, TAKEOVER, RESPONSIBILITIES & EXIT

| # | Activity / Function | PSEB / Responsible | Operator |
|---|---|---|---|
| **A. Mobilization Activities (within 60 days of Commencement — Part IX-19)** | | | |
| 1 | Inspect and verify all assets, systems and equipment against the Asset Register (Annexure B) | Operator | |
| 2 | Review drawings, O&M manuals and warranty documentation (Annexure C) | Operator | |
| 3 | **Recruit, train and deploy proposed staff** | Operator | |
| 4 | **Establish central control room, CAFM/CMMS and helpdesk** | Operator | |
| 5 | Prepare and submit preventive maintenance plans for all major systems | Operator | |
| 6 | Establish security, access-control and revenue-collection systems | Operator | |
| 7 | Jointly prepare and sign Asset Takeover Report (baseline for maintenance and exit obligations) | PSEB + Operator | |
| **B. Responsibility Matrix (Part IX-21 — illustrative)** | | | |
| 1 | **Ownership / Governance** | PSEB | — |
| 2 | **Building operation** | — | Operator |
| 3 | **MEP operation and maintenance** | — | Operator |
| 4 | **Cleaning / housekeeping** | — | Operator |
| 5 | **Security** | — | Operator |
| 6 | **Parking management** | Oversight | Operator |
| 7 | **Office leasing / tenant management** | Approval / Oversight | Operator |
| 8 | **Commercial area management** | Approval / Oversight | Operator |
| 9 | **Revenue collection** | Audit / Oversight | Operator |
| 10 | **Utility management** | Oversight | Operator |
| 11 | **Asset register** | Audit through External Audit | Operator |
| 12 | **Routine maintenance / replacement** | — | Operator |
| 13 | **Major capital replacement** | As defined in Contract | As defined in Contract |
| 14 | **KPI monitoring** | PSEB | Operator reporting |
| 15 | **Final handover** | PSEB | Operator |
| **C. Exit & Final Handover (Part IX-22) — Exit Plan due 180 days before expiry or immediately on termination notice** | | | |
| 1 | All assets in good working condition (fair wear and tear excepted), matched to Asset Takeover Report | Operator | |
| 2 | All records, manuals, drawings, as-built documents and maintenance history | Operator | |
| 3 | **All valid warranties and guarantees** | Operator | |
| 4 | All tenant records, lease/licence agreements and outstanding dues status | Operator | |
| 5 | All digital systems, CAFM/CMMS data, access credentials and passwords | Operator | |
| 6 | Final reconciliation of revenue collected, deposited and payable to PSEB | Operator | |
| 7 | Joint Final Handover Report — condition precedent to release of residual Performance Security | PSEB + Operator | |

# PAKISTAN SOFTWARE EXPORT BOARD (PSEB) — IT PARK ISLAMABAD: BIDDER INFORMATION SHEET

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## SECTION 13: BID SUBMISSION CHECKLIST (ITB-13 / PART XI)

*All documents to be properly signed and uploaded as a single PDF per envelope on EPADS 2.0 (ITB-25). Bids not on EPADS 2.0 or received after the deadline will not be accepted.*

| Ref | Document | Remarks | Form |
|---|---|---|---|
| **ENVELOPE 1 — TECHNICAL PROPOSAL (upload on EPADS 2.0; NO price information)** | | | |
| T-1 | **Bid Submission Form** | Signed by authorized signatory | Form 1 |
| T-2 | Bid Security — PKR 3,600,000 (scan uploaded; original delivered to PSEB office before deadline) | In favour of Pakistan Software Export Board (G) Ltd | Form 2 |
| T-3 | **Bidder Information Form** | Include JV partners and shareholding | Form 3 |
| T-4 | Eligibility & Non-Blacklisting Declaration + notarized affidavit on PKR 100 stamp paper | Each JV partner | Form 4 |
| T-5 | Conflict of Interest, Beneficial Ownership & Litigation Declaration | | Form 5 |
| T-6 | Registration/Incorporation certificate, NTN, Sales Tax/GST registration, ATL status | Each JV partner | — |
| T-7 | **Power of Attorney for authorized signatory / Lead Partner** | | — |
| T-8 | JV/Consortium Agreement (or LoI) and JV Responsibility Matrix | If JV | — |
| T-9 | **Similar Experience Form + contracts/work orders** | | Form 6 |
| T-10 | **Client Performance / Completion Certificates** | For each claimed assignment | — |
| T-11 | Financial Capacity Form + Audited Financial Statements (3 of last 4 years) | | — |
| T-12 | **Understanding of IT Park Requirements** | Assignment-specific | — |
| T-13 | **Technical Methodology & Operational Plan** | | — |
| T-14 | Proposed Organization & Staffing Form, Key Personnel CVs and certificates | | — |
| T-15 | **Engineering/MEP capability evidence** | | — |
| T-16 | **Commercialization & Occupancy Plan** | | — |
| T-17 | **Five-Year Business & Operating Plan** | See sheet 7, section D | — |
| T-18 | **CAFM/CMMS solution description** | | — |
| T-19 | HSE, Security, Emergency Response and Fire/Life Safety Plans | | — |
| T-20 | **Mobilization & Takeover Plan** | | — |
| T-21 | **KPI/SLA Acceptance Form** | | — |
| T-22 | **Integrity Pact (where applicable)** | | — |
| T-23 | **Operationalization Plan presentation** | Presented to Technical Evaluation Committee | — |
| **ENVELOPE 2 — FINANCIAL PROPOSAL (upload on EPADS 2.0)** | | | |
| F-1 | Financial Proposal Form (MGP acknowledged + Revenue Share % quoted) | Unconditional | Form 7 |
| F-2 | **Revenue Sharing Proposal** | | — |
| F-3 | **Minimum Guaranteed Payment acceptance** | MGP fixed by PSEB | — |
| F-4 | **Declaration of Price Validity** | 180 days | — |
| **AFTER AWARD** | | | |
| A-1 | **Performance Security (2.5% of contract amount)** | At/before contract signing | — |
| A-2 | **Signed Contract Agreement & SLA** | Within 30 days of award | Part XII |
| A-3 | **Asset Takeover Form** | During mobilization | — |
| A-4 | **Exit/Handover Plan** | 180 days before expiry | — |

## SECTION 14: CONTACTS & ADDRESSES

| Purpose | Details |
|---|---|
| **Procuring Agency** | Pakistan Software Export Board (PSEB), Ministry of IT & Telecom |
| **Head Office / Bid Opening Venue** | PSEB (G) Ltd, Plot 61, 6th Floor, New State Life Tower, Adjacent Saudi Pak Tower, Blue Area, Islamabad |
| **Site Visit Contact 1** | gkhurshid@pseb.org.pk |
| **Site Visit Contact 2** | shassan@pseb.org.pk |

| PAKISTAN SOFTWARE EXPORT BOARD (PSEB) — IT PARK ISLAMABAD: BIDDER INFORMATION SHEET | |
|---|---|
| **Tender No. A (01)/PSEB/2026-27C — Outsourcing, Operation, Management, Maintenance and Commercialization of IT Park Islamabad \| Single Stage – Two Envelope \| Submission on EPADS 2.0 by 20 October 2026, 03:00 PM** | |
| **Site Address** | IT Park Islamabad, Kuri Road (Jinnah Avenue Extension), Zone IV, Chak Shahzad, Islamabad |
| **Clarifications** | In writing to PSEB, not later than 7 days before bid deadline (ITB-10) |
| **Grievances** | Written grievance to PSEB within 15 days of cause of action (PPR Rule 48) |

EVALUATION CRITERIA

## OUTSOURCING, OPERATION, MANAGEMENT, MAINTENANCE AND COMMERCIALIZATION OF IT PARK ISLAMABAD

D11079

Pakistan Software Export Board (Pakistan Software Export Board) , 6th Floor, New State Life Tower, Plot #61 Near Saudi Pak Tower, Jinnah Avenue, Blue Area, Islamabad

| | | |
|---|---|---|
| Technical Marks | | 70 |
| Passing Marks | | 49 |
| | Qualitative | Marks |
| Relevant Experience & Complementary Expertise Single Entity: 5 Years = 2; >5–10 Years = 3; >10 Years = 5. JV: Lead Partner = 3; Other Members = 2 Based On Relevant Complementary Expertise. 5 | ✓ | 5 |
| Similar Large-Scale FM/O&M Experience First Qualifying Assignment = 2; Each Additional Qualifying Assignment = 1 (Maximum 4 Assignments), Completed/ongoing Within Last 10 Years. | ✓ | 5 |
| Annual Turnover ≥ PKR 500m = 5; PKR 301–499m = 3; PKR 50–300m = 2; < PKR 50m = 0 | ✓ | 5 |
| Commercial / Real Estate / IT / Business Park Operation Commercial/office Leasing/property Management 1; IT/business Park 2; Revenue/tenant Management 1; Parking/commercial Facilities 1. | ✓ | 5 |
| Understanding Of IT Park Requirements Facility/operations 1; MEP/critical Infrastructure 1; Tenant/user Requirements 1; Commercial/revenue 1; Risks/mitigation 1. | ✓ | 5 |
| Technical Methodology & Operational Plan FM/O&M Methodology 2; Preventive/corrective Maintenance 2; 24/7/emergency Response 1; QA/KPIs 1; Complaints/work Orders 1; Business Continuity/disaster Management 1. | ✓ | 8 |
| Management & Staffing Plan Management Structure 1; Facility/Operations Manager & Senior Management 1; Engineering/technical 1; Commercial/finance /tenant Management 1; HSE/security/housekeeping And Staffing/shift Plan 1. | ✓ | 5 |
| Engineering / MEP Maintenance Capability Electrical/HT/LT/generator/UPS 1; HVAC And Elevators/mechanical 1; Firefighting/fire Alarm/life Safety And BMS/ELV/plumbing/water 1. | ✓ | 3 |
| Commercialization & Occupancy Plan Office Occupancy/tenant Acquisition 1; Commercial-Area Leasing, Marketing/business Development And Revenue Enhancement 1. | ✓ | 2 |
| Digital CAFM / CMMS Management System CAFM/CMMS/work-Order Management 1; Asset/preventive Maintenance Tracking, Dashboard/KPI Reporting And Digital Complaint/tenant /revenue Monitoring 1 | ✓ | 2 |
| HSE / Security / Emergency Management HSE Management And Security/access Control 1; Fire/life Safety/evacuation And Emergency Response/drills 1; Incident/risk Management 1. | ✓ | 3 |
| Mobilization & Takeover Plan Mobilization/timeline , Asset Verification/takeover And Recruitment/staff Deployment 1; FM Control | ✓ | 2 |

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| | | |
|---|---|---|
| Relevant Experience & Complementary Expertise Single Entity: 5 Years = 2; >5–10 Years = 3; >10 Years = 5. JV: Lead Partner = 3; Other Members = 2 Based On Relevant Complementary Expertise. 5 | ✓ | 5 |
| Similar Large-Scale FM/O&M Experience First Qualifying Assignment = 2; Each Additional Qualifying Assignment = 1 (Maximum 4 Assignments), Completed/ongoing Within Last 10 Years. | ✓ | 5 |
| Annual Turnover ≥ PKR 500m = 5; PKR 301–499m = 3; PKR 50–300m = 2; < PKR 50m = 0 | ✓ | 5 |
| Commercial / Real Estate / IT / Business Park Operation Commercial/office Leasing/property Management 1; IT/business Park 2; Revenue/tenant Management 1; Parking/commercial Facilities 1. | ✓ | 5 |
| Understanding Of IT Park Requirements Facility/operations 1; MEP/critical Infrastructure 1; Tenant/user Requirements 1; Commercial/revenue 1; Risks/mitigation 1. | ✓ | 5 |
| Technical Methodology & Operational Plan FM/O&M Methodology 2; Preventive/corrective Maintenance 2; 24/7/emergency Response 1; QA/KPIs 1; Complaints/work Orders 1; Business Continuity/disaster Management 1. | ✓ | 8 |
| Management & Staffing Plan Management Structure 1; Facility/Operations Manager & Senior Management 1; Engineering/technical 1; Commercial/finance /tenant Management 1; HSE/security/housekeeping And Staffing/shift Plan 1. | ✓ | 5 |
| Engineering / MEP Maintenance Capability Electrical/HT/LT/generator/UPS 1; HVAC And Elevators/mechanical 1; Firefighting/fire Alarm/life Safety And BMS/ELV/plumbing/water 1. | ✓ | 3 |
| Commercialization & Occupancy Plan Office Occupancy/tenant Acquisition 1; Commercial-Area Leasing, Marketing/business Development And Revenue Enhancement 1. | ✓ | 2 |
| Digital CAFM / CMMS Management System CAFM/CMMS/work-Order Management 1; Asset/preventive Maintenance Tracking, Dashboard/KPI Reporting And Digital Complaint/tenant /revenue Monitoring 1 | ✓ | 2 |
| HSE / Security / Emergency Management HSE Management And Security/access Control 1; Fire/life Safety/evacuation And Emergency Response/drills 1; Incident/risk Management 1. | ✓ | 3 |
| Mobilization & Takeover Plan Mobilization/timeline , Asset Verification/takeover And Recruitment/staff Deployment 1; FM Control Room/CAFM And Transition/business Continuity 1. | ✓ | 2 |
| Operationalization Plan Presentation To TEC. 2.5 Marks Per Objective + 2.5 For Structure: Tech-Led Growth; Flexible Infrastructure; Entrepreneurship & Innovation; Human Capital; Investment & Market Access; Quadruple Helix; Self-Sustaining Ecosystem. | ✓ | 20 |

| Financial Marks | | 30 |
|---|---|---|
| | Qualitative | Marks |
| Fixed Fee: PKR Equiv. Of USD 2.6M/yr In 2 Biannual USD 1.3M Instalments At Open-Market Rate, Regardless Of Occupancy, After Facility Transfer. Bid Variable: Single % Of Total Gross Facility Revenue; Highest % Ranks First. | – | 30 |

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## ELIGIBILITY CRITERIA

### OUTSOURCING, OPERATION, MANAGEMENT, MAINTENANCE AND COMMERCIALIZATION OF IT PARK ISLAMABAD

D11079

Pakistan Software Export Board (Pakistan Software Export Board) , 6th Floor, New State Life Tower, Plot #61 Near Saudi Pak Tower, Jinnah Avenue, Blue Area, Islamabad

| Bidder's Type |
|---|
| Any |

| Required Registration | |
|---|---|
| FBR (NTN) | FBR (GSTN) |

| Eligibility Criteria | Document |
|---|---|
| Mandatory Eligibility • To Be Eligible For Evaluation, A Bidder, Whether Participating As A Single Entity Or As A Joint Venture (JV)/Consortium, Must Satisfy Each Of The Following Mandatory Eligibility Requirements. Failure To Meet Any Applicable Mandatory Requirement Shall Render The Bid Non-Responsive: | ✓ |
| • Legal Registration The Bidder Must Be A Legally Registered/incorporated Entity And Must Be Eligible Under Applicable Laws To Undertake The Required Facility Management Services In Pakistan. | ✓ |
| • Tax Registration The Bidder Must Possess A Valid National Tax Number (NTN) And Applicable Sales Tax/GST Registration. | ✓ |
| • Active Taxpayer Status The Bidder Must Have Valid Active Taxpayer List (ATL) Status, Where Applicable. | ✓ |
| • Non-Blacklisting / Non-Debarment The Bidder Shall Submit An Affidavit On PKR 100/- Non-Judicial Stamp Paper, Duly Notarized, Confirming That The Bidder Has Not Been Blacklisted, Debarred, Or Declared Ineligible By PPRA Or Any Competent Government/Public Sector Entity In Accordance With Applicable Rules And Regulations. | ✓ |
| • Litigation History The Bidder Shall Disclose Details Of Any Pending Or Past Material Litigation, Arbitration, Or Contractual Dispute With Any Government Department, Public Sector Organization, Autonomous/semi-Autonomous Body, Or Other Procuring Agency, Particularly Relating To Facility Management Services Or Services Of A Similar Nature. | ✓ |
| • Mere Existence Of Litigation Shall Not, By Itself, Constitute A Ground For Disqualification. The Procuring Agency May Assess Any Disclosed Litigation, Where Relevant, For Its Potential Impact On The Bidder's Legal, Financial, Technical Or Managerial Capacity And Ability To Perform The Proposed Contract. Any Such Assessment Shall Be Made In Accordance With The Criteria Stated In The Bidding Document And Applicable PPRA Rules. | ✓ |
| • Instructions For Joint Venture (JV)/Consortium • Where Participation As A JV/Consortium Is Permitted Under The Bidding Documents, The Following Conditions Shall Apply: | ✓ |

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| | |
|---|---|
| A Single Entity Or As A Joint Venture (JV)/Consortium, Must Satisfy Each Of The Following Mandatory Eligibility Requirements. Failure To Meet Any Applicable Mandatory Requirement Shall Render The Bid Non-Responsive: | |
| • Legal Registration The Bidder Must Be A Legally Registered/incorporated Entity And Must Be Eligible Under Applicable Laws To Undertake The Required Facility Management Services In Pakistan. | ✓ |
| • Tax Registration The Bidder Must Possess A Valid National Tax Number (NTN) And Applicable Sales Tax/GST Registration. | ✓ |
| • Active Taxpayer Status The Bidder Must Have Valid Active Taxpayer List (ATL) Status, Where Applicable. | ✓ |
| • Non-Blacklisting / Non-Debarment The Bidder Shall Submit An Affidavit On PKR 100/- Non-Judicial Stamp Paper, Duly Notarized, Confirming That The Bidder Has Not Been Blacklisted, Debarred, Or Declared Ineligible By PPRA Or Any Competent Government/Public Sector Entity In Accordance With Applicable Rules And Regulations. | ✓ |
| • Litigation History The Bidder Shall Disclose Details Of Any Pending Or Past Material Litigation, Arbitration, Or Contractual Dispute With Any Government Department, Public Sector Organization, Autonomous/semi-Autonomous Body, Or Other Procuring Agency, Particularly Relating To Facility Management Services Or Services Of A Similar Nature. | ✓ |
| • Mere Existence Of Litigation Shall Not, By Itself, Constitute A Ground For Disqualification. The Procuring Agency May Assess Any Disclosed Litigation, Where Relevant, For Its Potential Impact On The Bidder's Legal, Financial, Technical Or Managerial Capacity And Ability To Perform The Proposed Contract. Any Such Assessment Shall Be Made In Accordance With The Criteria Stated In The Bidding Document And Applicable PPRA Rules. | ✓ |
| • Instructions For Joint Venture (JV)/Consortium • Where Participation As A JV/Consortium Is Permitted Under The Bidding Documents, The Following Conditions Shall Apply: | ✓ |
| • JV Agreement The JV/Consortium Shall Submit A Duly Executed JV/Consortium Agreement Or, Where Permitted, A Letter Of Intent/undertaking To Enter Into Such Agreement, Clearly Identifying: • The Name Of The Lead Partner; • Names Of All JV Partners; • Roles And Responsibilities Of Each Partner; • Scope Of Services To Be Performed By Each Partner; And • Arrangements For Joint And Several Responsibility For Performance Of The Contract. | ✓ |
| • Lead Partner The JV Shall Nominate One Member As The Lead Partner, Who Shall Be Authorized Through A Valid Power Of Attorney To Represent And Act On Behalf Of All JV Members During The Bidding Process And, In Case Of Award, During Contract Execution. | ✓ |
| • Joint And Several Liability All Members Of The JV/Consortium Shall Be Jointly And Severally Liable For The Due Performance And Execution Of The Contract In Accordance With The Terms And Conditions Of The Bidding Documents And Contract. | ✓ |
| • Mandatory Eligibility Requirements For Each Partner Unless Specifically Stated Otherwise In The Bidding Documents, The Following Requirements Shall Be Fulfilled Individually By Each JV Partner: • Legal Registration/incorporation; • NTN And Applicable Sales Tax/GST Registration; • ATL Status, Where Applicable; • Non-Blacklisting/non-Debarment Declaration; • Litigation Disclosure. | ✓ |
| • No Change In JV Composition After Submission Of The Bid, No Change In The Composition Of The JV/Consortium Shall Be Permitted Except With The Prior Written Approval Of The Procuring Agency And Where Permissible Under The Applicable PPRA Rules And Bidding Documents. | ✓ |

*This is an e-Pak Acquisition and Disposal System (EPADS) generated document and doesn't require a signature.*