

Request for Proposal (RFP)

FOR

THE PROVISIONING OF HEAD-HUNTING SERVICES FOR PSEB

A(01)/PSEB/2026-07

MARCH 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
2. PURPOSE OF THIS DOCUMENT	3
3. SCOPE OF SERVICES	3
4. EVALUATION CRITERIA:.....	6
5. SELECTION CRITERIA	6
6. TERMS & CONDITIONS	9
7. BIDDER’S QUERIES.....	Error! Bookmark not defined.
8. MAILING ADDRESS / CONTACT INFORMATION.....	11
ANNEXURE-A UNDERTAKING FOR BIDDERS	11
ANNEXURE-B (PRICE SCHEDULE).....	12
ANNEXURE-C (SAMPLE CLIENT FEEDBACK FORM FOR HEADHUNTING FIRM PREQUALIFICATION COMPANY).....	13

i. **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.

ii. **Purpose of this Document**

PSEB intends to engage the services of a reputable, competent, and experienced head-hunting firm to support the recruitment of professionals for various positions at Manager level and above. These positions may be funded through the Government approved annual budget, PSEB's self-generated revenues, and Public Sector Development Programs (PSDP) projects etc.

The selected head-hunting firm will provide recruitment services in accordance with applicable rules, PSEB's organizational requirements, and the terms and conditions stipulated in the agreement to be executed between PSEB and the firm. The scope of services will cover the identification, screening, and facilitation for selection of a suitable candidates etc. as required by PSEB.

iii. **SCOPE OF SERVICES/TOR**

3.1 **Search Initiation**

- PSEB will share the following:
 - a) Number, job title, location of the position.
 - b) Job Description and specific requirements of the position.
 - c) Draft advertisement of the position(s)
- Preferably within 3 working days of intimation but not exceeding one week, the Head-Hunting Firm shall provide their comments on the advertisement and after mutual agreement shall publish the job advertisement in at least two national daily newspapers with a minimum 15 calendar days' response time. Applications received up to the closing date of the advertisement will be considered in the first round of evaluation. However, the position will remain open until it is filled.
- The advertisement shall also be posted on the Head-Hunting Firm's website/portal and head-hunting social media platforms
- PSEB reserves the right to additionally publish the advertisement on its website and social media platforms.
- The head-hunting firm shall continue to share additional suitable profiles whether sourced through the advertisement, its database, professional networks, outreach activities, or other recruitment channels, and PSEB reserves the right to review and consider such applications on a rolling basis, as deemed appropriate

3.2 Candidate Identification & Shortlisting

- The Head-Hunting Firm shall provide CVs of best suited candidates that fully meet the specified job criteria to PSEB along with related input and profiles uniformly structured as per agreed format.
- The head-hunting firm shall provide a complete list of all applicants, along with their CVs and clear justification for shortlisting or rejection. PSEB reserves the right to review and cross-verify both the shortlisted candidates and the full list of applicants to assess their suitability in light of the department's requirements.
- In the event that PSEB does not find the proposed shortlisted candidates suitable, the head-hunting firm shall reassess the applications and submit a revised list of shortlisted candidates for further consideration.
- The headhunting firms/companies shall obtain and provide more specific and detailed information to facilitate the selection decision. The referrals from last two employers (wherever applicable) will be done by the headhunting firm for each successfully selected candidate before the decision is finalized.
- Shortlisted candidates must meet the minimum eligibility criteria for the position.
- Headhunting firm can quickly provide CVs of qualified candidates from their existing CV database or talent pool for urgent hiring needs.
- Head Hunting Firm shall maintain a comprehensive database of all applications for audit/reference.
- Head Hunting Firm shall be responsible for accurately and fully disclosing all relevant information and CVs along with providing the following attested documents of shortlisted candidates:
 - Photograph.
 - All the educational documents/transcripts.
 - Entire experience and training certificates.
 - CNIC.
 - Domicile certificate (domicile information).
 - Last pay drawn certificate, including all other benefits.
 - A written declaration in such form as specified inter-alia stating that, he/she has not been convicted by any court of law for any offence involving, moral turpitude, terminated or dismissed or removed or compulsorily retired by the Federal Government, Provincial Government, anybody corporate or institution as a result of disciplinary action against her/ him. Moreover, that all documents and information submitted are genuine and correct in material particular.
 - Since employment in PSEB is conditional upon the satisfactory results of the following, a written willingness/no objection certificate of the candidate shall be provided by the selected Head-Hunting Firm for:
 - Pre-employment medical examination.
 - Providing all original degrees/ transcripts/ certificates/ CNIC at the time of joining for verification from the concerned authorities.
 - Verification from previous employers and referees (**wherever applicable**).

3.3 Interview & Engagement Cycle

- PSEB will interview the shortlisted candidates shared by the headhunting firm.
- In the event that none of the shortlisted candidates is found suitable for selection, the head-hunting firm shall continue the search process, further shortlist candidates, and present additional profiles until the position is successfully filled.
- Head Hunting Firm shall coordinate with candidates regarding interview schedules and availability, while PSEB may also directly contact candidates if required.
- Headhunting firm shall inform all the unsuccessful applicants about status of their applications.
- Headhunting firm shall provide a declaration of not referring the selected candidate to other competing employers for one year from the date of joining of candidate.
- Head Hunting Firm shall provide a written declaration that all candidate documents and information are genuine and correct.
- Payment will be made on completion of the successful hiring of an individual against the position
- Payment against advertisement will be reimbursed as per the actual cost of advertisement, for which the original paid receipts or invoices from the newspaper must be submitted.
- The bidder is required to quote percentage of the one-month salary of the position approved by PSEB - **(Annexure-B)**
- The headhunting firms/companies shall send an invoice against each appointed candidate and the payment would be made as per the agreement
- Unless the parties agree otherwise in writing, the headhunting firms/companies will be paid for services only if PSEB hires/appoints the candidate referred by the headhunting firms/companies.
- In case the employment of the candidate placed by the headhunting firms/companies is terminated within ninety (90) days period from the date of joining or if the employee decides voluntary termination from the employment of the PSEB, within the probation period; the headhunting firms/companies shall provide a replacement candidate without additional cost only for that specified position within Ninety (90) days. The replacement candidate must meet the same minimum eligibility criteria and job specifications as the original advertised position.

3.4 Assessments

- Where required by PSEB, the head-hunting firm shall conduct psychometric evaluations, leadership competency assessments, and reference checks of the shortlisted/selected candidate(s). The firm shall clearly inform PSEB of the tools, methodologies, and assessment frameworks used for these evaluations. PSEB may also require the use of specific assessment tools or evaluation methods based on the nature and requirements of the position. Detailed assessment reports shall be submitted to PSEB for review and record.

3.5 Confidentiality

- Head Hunting Firm shall maintain strict confidentiality throughout the process.

- PSEB’s identity, name, or logo shall not be disclosed in any communication with candidates until the interview stage.
- All correspondence with candidates shall be conducted under the Head-Hunting Firm’s identity.

iv. EVALUATION CRITERIA:

- **Single Stage Two Envelope Bidding Process** The selection process will be conducted in accordance with the Single Stage – Two Envelope Procedure, as provided under Rule 36(b) of the Public Procurement Rules, 2004.

The evaluation will follow the Quality and Cost Based Selection (QCBS) methodology, where both technical and financial proposals will be considered. Technical proposals will be evaluated first. Only those bidders who meet the minimum technical qualification threshold will proceed to the financial evaluation stage. The bid shall accompany earnest money in the shape of Demand Draft and Pay Order in the favor of Pakistan Software Export Board amounting to Rs. 50,000/-.

v. SELECTION CRITERIA

The selection of the successful bidder shall be made on the basis of the Quality and Cost Based Selection (QCBS) method, applying the following weightage:

- Technical Proposal: 70%
- Financial Proposal: 30%

Technical Evaluation

To qualify for financial evaluation, a bidder must obtain a minimum of 70% marks in the technical evaluation. Bidders scoring below 70% will be considered technically non-responsive and their financial proposals will not be opened.

Technical evaluation will be carried out as per the following 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
	<u>Undertaking on Judicial Stamp Paper Valuing Rs 500/-</u> Submission of undertaking - that the firm is not blacklisted	Mandatory	Undertaking as per Annexure-A

	by any of Provincial or Federal Government Department.		
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Sr. No.	Evaluation Grounds	Max. Score	Proof/Evidence Required																								
1.	Years of Experience (Head-Hunting Firm) <table border="1"> <thead> <tr> <th>Years of Experience</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>Upto 3</td> <td>4</td> </tr> <tr> <td>4-5</td> <td>7</td> </tr> <tr> <td>More than 5</td> <td>10</td> </tr> </tbody> </table>	Years of Experience	Marks	Upto 3	4	4-5	7	More than 5	10	10	Certificate of Incorporation/ registration																
Years of Experience	Marks																										
Upto 3	4																										
4-5	7																										
More than 5	10																										
2.	Client Portfolio (Last 5 Years) <table border="1"> <thead> <tr> <th>No of Clients</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>Upto 5</td> <td>5</td> </tr> <tr> <td>6-10</td> <td>8</td> </tr> <tr> <td>Above</td> <td>10</td> </tr> </tbody> </table> Public Sector/Government Organization <table border="1"> <thead> <tr> <th>No of Clients</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>Upto 3</td> <td>3</td> </tr> <tr> <td>4-7</td> <td>7</td> </tr> <tr> <td>Above 7</td> <td>10</td> </tr> </tbody> </table> Financial Institutions/Banks <table border="1"> <thead> <tr> <th>No of Clients</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>Upto 2</td> <td>2</td> </tr> <tr> <td>3-5</td> <td>5</td> </tr> <tr> <td>Above 5</td> <td>10</td> </tr> </tbody> </table>	No of Clients	Marks	Upto 5	5	6-10	8	Above	10	No of Clients	Marks	Upto 3	3	4-7	7	Above 7	10	No of Clients	Marks	Upto 2	2	3-5	5	Above 5	10	30	List of clients with engagement letters/contract copies *PSEB reserves the right to contact the clients for cross verification
No of Clients	Marks																										
Upto 5	5																										
6-10	8																										
Above	10																										
No of Clients	Marks																										
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3.	Track Record in Filling Management Positions (Grade: Manager and Above) – Last Five Years <table border="1"> <thead> <tr> <th>No of Positions filled</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>Upto 50</td> <td>5</td> </tr> <tr> <td>51-150</td> <td>10</td> </tr> <tr> <td>Above 150</td> <td>15</td> </tr> </tbody> </table>	No of Positions filled	Marks	Upto 50	5	51-150	10	Above 150	15	15	List of placements with evidence (offer letters/confirmation emails). *Only positions where full recruitment cycle was completed will be considered.																
No of Positions filled	Marks																										
Upto 50	5																										
51-150	10																										
Above 150	15																										
4.	Client Feedback/Performance		Signed feedback forms																								

Criteria	Marks	20	as per Annexure-C, including contact details (telephone, email of clients) *Feedback from at least 3 clients; average score will be considered ** PSEB reserves the right to independently verify the accuracy of the information submitted by bidder from the referenced clients
Timeliness of Service Delivery	4		
Accuracy in Candidate Matching	4		
Quality of Candidates	4		
Overall Client Satisfaction	4		
Post –Placement Support	4		
5. Presentation/ Demonstration that Highlights Methodology & Approach		15	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
Sub-Criteria	Marks		
Clarity of Recruitment Process (Step-wise Approach)	5		
Sourcing strategy (databases, networks, outreach)	5		
Screening & evaluation techniques	5		
6. HR Tools/Technology (HRIS, Databases, AI Tools)		10	Details of software/tools with proof of usage/licensing.
Sub-Criteria	Marks		
Advanced License HR systems with demonstrated use	10		
Basic tools/databases	5		
No Formal system	0		
Grand Total		100	

Note:

Achieving 70% marks in technical scoring 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.

Financial and Final Evaluation Criteria

Head Hunting Services (Should be Quoted Percentage Rate of one-month gross salary, inclusive of sales tax and others all applicable taxes on case to case basis)

Scoring Methodology

a. Technical Score (St):

$(\text{Bidder's Technical Score} / \text{Highest Technical Score}) \times 70$

b. Financial Score (Sf):

$(\text{Lowest Financial Quote} / \text{Bidder's Financial Quote}) \times 30$

c. Combined Score (Total Score):

Total Score = St + Sf

Award of Contract

All bidders will be ranked based on their combined technical and financial scores. The bidder achieving the highest total score shall be considered for award of the contract.

vi. TERMS & CONDITIONS

- Firms cannot apply by forming a consortium (both local or international Firms).
- The selection of a headhunting firm shall not bar PSEB from using sources other than the selected headhunting firm and can directly recruit/hire at any position through its own recruitment process.
- Prices quoted must remain firm for acceptance up to 180 days from the date of bid opening.
- Each bid must be accompanied by a bid security of Rs. 50,000/-, submitted in the form of a pay order or demand draft from a scheduled bank in favor of Pakistan Software Export Board (PSEB).
- Bid security must remain valid for at least one eighty days (180) days from the date of bid submission
- Quoted Percentage Rate of the gross salary should be in Pak rupees and inclusive of all applicable taxes. Prices quoted without any tax remarks will be treated as inclusive of all applicable taxes. Any change in Government duties or taxes shall be borne by the successful bidder(s).
- The initial contractual period will be for a period of two (02) years and extendable for further period of one (01) year subject to the satisfactory performance.
- The Technical Proposals will be opened in the presence of all those candidate companies that wish to attend the bid opening meeting.
- Financial proposals shall only be opened for bidders who have qualified in the technical evaluation stage. The financial bid opening session will be held in the presence of qualified bidders or their authorized representatives who choose to attend.
- PSEB may reject all the bids and cancel the invitation at any stage of bidding process as per PPRA rule 33.

- 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.
- Bids shall be evaluated as per evaluation criteria prescribed in bidding document /RFPs.
- The vendor /company will keep close liaison with PSEB HR department in the whole selection process of the candidates including shortlisting, evaluation and final selection through nominated representative
- In case of false information, PSEB reserves the right to initiate a legal action.

vii. **Clarification and Amendment in REP Documents**

- a) Firms may request for a clarification of contents of the bidding document in writing via E-Pad, and procuring agency shall respond to such queries in writing within three calendar days, provided they are received at least five calendar days prior to the date of opening of the proposal. The procuring agency shall communicate such a response to all parties who have obtained RFP documents without identifying the source of inquiry. Should PSEB deem it necessary to amend the RFP as a result of a clarification, it shall do so.
- b) At any time before the submission of Proposals, the Procuring Agency may amend the RFP by issuing an addendum corrigendum in writing. The addendum shall be sent to all Firms and will be binding on them. Firms shall acknowledge receipt of all amendments. To give Firms reasonable time in which to take an amendment into account in their Proposals the Procuring Agency may, If the amendment is substantial, extend the deadline for the submission of Proposals.

viii. **Bid Submission and Opening**

1. Bids shall be submitted electronically via the PPRA e-Procurement Portal (EPADS) at <https://eprocure.gov.pk>. Manual, email, or courier-based bid submissions shall not be accepted, except for the original bid security. In case of any disruption/failure in submitting the bid on E-Pad, PSEB shall not be held liable, since the E-PADS is owned and operated by PPRA. In case of any disruption observed on the day of bid opening due to any reason related to server/internet connectivity, the next working day shall be considered as the opening day for the same.
2. Assistance with EPADS registration or technical support may be obtained from:
PPRA EPADS Support Team
Director MIS, Room No. 109, 1st Floor, FBC Building, Sector G-5/2, Islamabad
Phone: 051-111-137-237.
3. The bids, prepared in accordance with the instructions in the bidding documents along with bid security instrument (Copy) & Proof of Eligibility documents as specified in bid documents in favor of the undersigned must be submitted through EPADS by **8th April, 2026 at 03:00 pm**. Technical bids only will be opened on the same day at **03:30 pm** at below mentioned address in the presence of vendors/bidders or their authorized representatives who desires to attend the bid opening session.
4. The financial bids will be opened only of those bidders who qualifies in technical proposals evaluation. The opening of financial bids will be notified separately once technical evaluation has been completed. Please note that submission date and time

shall be strictly adhered, and it will be bidders' responsibility to ensure the submission of bid before closing date and time.

Note: Original Bid Security instrument MUST BE submitted to the undersigned before closing hours of the bids submission time, otherwise the Bid will not be accepted. Only those bids will be entertained who applied through EPADS: <https://eprocure.gov.pk>

ix. **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-A Undertaking for Bidders
(To be Provided on Judicial Stamp Paper)

It is hereby solemnly confirmed that the undertaking is submitted in respect of PSEB's tender

titled “The Provisioning of Head-Hunting Services for Pakistan Software Export Board”.

○ **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.

○ **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-B (Price Schedule)

Price Schedule/ Financial Cost Sheet (To be submitted as a part of financial proposal)

Sr. no.	Description	% of one month salary (incl. all taxes)
1	Head Hunting Services (Should be Quoted Percentage Rate of one month gross salary, inclusive of sales tax and others all applicable taxes on case to case basis)	X

“X” will determine the lowest quote.

Notes:

Signature of authorized person

Name:

(Company Seal)

In the capacity of
Duly authority by

Note: No cutting or overwriting is allowed. Any cutting or overwriting will lead to rejection of the financial bid.

Annexure-C (Sample Client Feedback Form for Headhunting Firm)

Name: [Name of Headhunting Firm]

Your Company Name:

Date:

Instructions:

Thank you for taking the time to complete this feedback form. Your honest evaluation will assist the PSEB in prequalifying headhunting firms. Please rate your experience with [Name

of Headhunting Firm] on a scale of 1 (Strongly Disagree) to 4 (Strongly Agree) for each of the following criteria:

S#	Evaluation Criteria	Rating (1-4)	Comments
1	Timeliness of Service Delivery		How timely was the firm in completing the search and presenting qualified candidates?
2	Accuracy in Candidate Matching		Did the presented candidates closely match the job description and your company's requirements?
3	Quality of Candidates		Were the presented candidates highly qualified and experienced for the position?
4	Overall Client Satisfaction		How satisfied were you with the overall service provided by the headhunting firm?
5	Post-Placement Support		Did the firm provide adequate support after the candidate was placed (e.g., onboarding assistance)?

Additional Comments:

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