

Government of Pakistan  
NATIONAL INFORMATION TECHNOLOGY BOARD (NITB)  
Ministry of Information Technology & Telecommunications

**INVITATION FOR BIDS**

**SELECTION OF HUMAN RESOURCE (HR) OUTSOURCING SERVICE PROVIDER FOR  
PROVISION OF SERVICES OF QUALIFIED AND SKILLED HUMAN RESOURCES (HR) TO  
NITB**

Tender No. NITB-4(448)/2026

**21<sup>st</sup> May, 2026**

[www.nitb.gov.pk](http://www.nitb.gov.pk)

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Plot No. 24-B, Street No. 6, Sector H-9/1, Islamabad



## BRIEF INTRODUCTION

**National Information Technology Board (NITB)** is an autonomous body (working under the administrative control of the Ministry of Information Technology and Telecommunications) enforcing the vision & policy of Federal Government to serve the public in more effective and efficient manner through due advisories and consultancies and provision of e-Governance software applications to public sector organizations so as to focus on cross-cutting e-Governance applications and initiatives that can be replicated across multiple public organizations for better Government to Government (G2G) and Government to Citizens (G2C) services and communication.

Through this RFP, NITB intends to invite bids from the eligible bidders for provision of services of qualified and skilled human resources (HR). In this regard:

- The bidders will be shortlisted and selected in accordance with Public Procurement Regulatory Authority (PPRA) Rules, 2004.
- The bidders should have the capacity and resources to provide Services of qualified and skilled Human Resources.
- This tendering process shall be governed by PPRA Rules, 2004 from all aspects, and the PPRA Rules, 2004, whether or not specifically referenced in here, shall be deemed part of this RFP where applicable.

## 1. About Bidders / Service Providers (SPs)

- 1.1. The Service Provider (SP) must be registered with **Sales Tax** and **Income Tax Departments** and should be in possession of a **valid NTN certificate**. Copies of the certificates must be provided with the bid document, and SP must be on the **Active Tax Payer List of FBR**.
- 1.2. The SP must provide following on their letterhead:
  - a) Name of the organization.
  - b) Details of offices across Pakistan.
  - c) Location / address of the head office.
  - d) Size of the organization (number of employees along with the list and their designations).
  - e) Organization's Profile along with Organizational Chart covering management structure and key personnel (technical, administrative, and managerial).
  - f) Number of years of being incorporated / registered.
  - g) List of dedicated team/staff with recruitment experience.



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- h) Organization's welfare policies for its employees.
  - i) Details of litigation cases involving the SP organization, if any.
- 1.3. The SP to provide information as per the templates attached herewith.  
SP must be in relevant business / provision of the services for last five (05) years at least.
- 1.4. The SP must provide the list of its clients being provided with the similar services (Third Party HR) in similar IT-based organizations provided in **last five (05) years**. The duration of each service provided MUST be mentioned along with the numbers of HR/Headcount provided and the name and contact information of the beneficiary clients.
- 1.5. Financial capability and yearly growth rate (annual financial turnover) in past five (05) years.
- 1.6. The SP to provide Monthly Rate in terms of percentage (inclusive of all taxes) in the format mentioned in **Annexure-V**.
- 1.7. The SP shall be responsible for payment of any and all applicable duties/taxes etc. regarding the services including those introduced and applied in future by the Government of Pakistan (GOP). The bid percentage MUST be inclusive of all taxes. The SP is hereby informed that the Government shall deduct tax at the rate prescribed under the tax laws of Pakistan (whether existing or of future), from all payments for the services rendered by the service provider who is awarded and signs a contract with NITB.
- 1.8. **Affidavit** (on stamp paper of Rs. 100) that the documents/details/information submitted is true and liable to be rejected if proven false besides giving NITB the right to take legal action against such bidder.
- 1.9. **Affidavit** (on stamp paper of Rs. 100) that the SP has never been blacklisted by any Government/Semi-Government/ Autonomous organization.
- 1.10. **Affidavit** (on stamp paper of Rs. 100) from the SP that Services provided by Human resources MUST fulfil the technological experience, expertise of tools as mentioned in the Annexure-V (schedule of requirements) against each category including any future requirements during the life of the contract.
- 1.11. **Affidavit** (on stamp paper of Rs. 100) from the SP that Human Resources provided will always keep the confidentiality of all the projects, code, and initiatives etc. performed for and on behalf of NITB.
- 1.12. The SP shall be fully responsible for the provision of application licenses to use their hardware, required by the Skilled Human Resource for performing their work.
- 1.13. Skilled Human Resources deputed by the successful SP for the provision of services must have their own hardware to be provisioned by the SP (laptops, smartphones, or other relevant equipment) during their engagement at NITB. During his tenure with the NITB the equipment custodianship/right to use and relevant protocols to be set by NITB. No personal usage of the equipment shall be allowed.



## 2. Terms and Conditions

- 2.1. The contract for provision of Services of Skilled HR will be awarded for two (02) years. However, the term of the contract may be renewed / extended, at NITB's sole discretion and contingent upon satisfactory performance by the successful bidder, for up to one (1) additional term of one (1) year (whether in one go or in phases).
- 2.2. The request for Services under this tender/contract shall be demand-driven and at the sole discretion of NITB as per professional requirements.
  - a) Months will be calculated as per timing observed in NITB within one calendar month.
  - b) SP will manage and approve the attendance and leaves of the skilled HR resources upon recommendation of the NITB while they are working with and for NITB. However, biometric recording of attendance (through attendance management tool / App) and its monthly presentation to the NITB shall be the responsibility of the SP alone.
- 2.3. The cost of the Services shall not exceed the limitations of cost set forth in the financial proposal/contract.
- 2.4. Successful bidder / service provider will provide technical skilled HR service providers and charge service as per the quoted percentage. Successful bidder / 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 NITB fully indemnified.
- 2.5. NITB shall undertake bi-annual performance review and may allow salary increase to high performer and may categories in category A, B+ B, C and D. Category A will be eligible for increase in salary upto 30%, Category B+ upto 20%, Category B upto 10% Category C upto 5% category D shall be required to replace by the SP.
- 2.6. SP will ensure life insurance of all employees provisioned to NITB.
- 2.7. Successful bidder/service provider shall arrange boarding and lodging facilities within national boundaries to the human resources on intimation of NITB as and when required and without fail. However, these expenses may be claimed as per the actual upcoming invoice payment by the NITB.
- 2.8. When requesting services, NITB shall specify the required service category(ies); the allocable monthly cost (agreed under the contract) for each specified position; and the duration of service applicable to the request.
- 2.9. NITB 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.
- 2.10. If at any time and in its sole discretion of NITB, NITB determines that the services performed under and pursuant to the contract by any of the provided resources is not satisfactory or



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unavailable due to any reason, NITB will notify the service provider in writing and the service provider shall immediately withdraw such resource and, at NITB's option, provide a resource who meets the requirements/qualifications within five (5) working days.

- 2.11. Successful bidder / service provider must maintain backup of readily available resources for all categories and must ensure the replacement of any resource within five (5) working days in case any resource is not available due to leaves or any other reason.
- 2.12. Final settlement of the relieving resource will be the responsibility of the successful bidder/service provider, and it must be done once NITB has officially released the resource, after completion of the proper handing over taking over process, subject to issuance of no demand certificate by NITB.
- 2.13. Successful bidder / Service provider will be solely responsible to obtain police clearance, and academic and professional background checks of human resources before engaging them for the services. Any failure in doing so may lead NITB to recommend and get effected termination of the services contract of the human resource without any liability whatsoever, and all responsibility shall be borne by the service provider.
- 2.14. In case of any litigation from any human resource involving NITB, the service provider shall be responsible to respond to the matter without involving NITB at all (where possible) but ensuring the interests of NITB. However, if NITB 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.
- 2.15. The successful bidder / service provider agrees that any software customization, development, innovation, upgradation performed by the technical resources engaged under the contract shall be sole proprietary / IPR of the NITB / Government of Pakistan with clear guidelines of the confidentiality of the content and platform.
- 2.16. NITB may, at its discretion, depute the skilled HR to any office at any place of working requirements within the national boundaries.
- 2.17. NITB reserves the right not to obtain services of any resources up to the total number of resources needed from service providers based on operational or project requirements.
- 2.18. EOBI compliance is mandatory for all provided resources. The successful bidder/service provider shall abide by and comply with the mandatory EOBI requirements for all the provided resources.
- 2.19. 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.
- 2.20. The Service Provider hereby agrees, covenants, and undertakes to ensure the timely disbursement of monthly remunerations to the deployed skilled HR at the latest by 5<sup>th</sup> of each month. This obligation shall remain independent of the status of the Service Provider's own



invoices with NITB, and the Service Provider shall maintain sufficient liquidity to cover these payments for a minimum period of up to three (03) months.

2.21. The service provider shall be responsible for arranging the payment of honorarium on the recommendation of the procuring agency i.e. NITB as and when required. This payment will be reflected in the monthly invoice. **High Priority Requirements**

2.22. The vendor must provide the relevant hardware/software/IT equipment including licenses to undertake the assigned task. The vendor shall ensure that Laptop of relevant specs according to the position and task. The laptop or any allied equipment shall be used as per the NITB policy. No personal data shall reside on these Laptops/equipment.

2.23. The vendor shall ensure the presence of its nominated focal person for all kinds of coordination and support required related to the HR services or the terms of the contract to be made under this RFP. The resource must be qualified in Coordination/HR/Project management.

2.24. The vendor shall ensure the provision of HR management system for all the employees with the features of Attendance, Performance evaluation, Leave management.

2.25. The vendor shall ensure to provide Identity cards to all employees at the date of joining specifically mentioned the Tag line that the employees is working on behalf of NITB under the contract.

2.26. The vendor must ensure that an RFID card printer along with the blank card remains available with its resource at NITB.

2.27. The asset management responsibility shall reside with the vendor. In case any employee resigns the NITB's related data and relevant knowledge transfer shall be the responsibility of the vendor. Any failure to this will lead to contract termination.

2.28. If any resource request for leave the vendor shall be bound to provide a replacement for the said duration. Except for casual leave this shall include all kinds of leave including sick leaves, maternity and paternity leaves etc.

2.29. The vendor shall be bound to submit the EOBI deposit against each employee along Invoice. No invoice shall be entertained without EOBI deposit receipt.

### 3. Preparation of Bids

3.1. As per PPRA rules, Single Stage –Two envelope procedure will be used for this tendering process.

3.2. 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. NITB 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.

3.3. **Technical Proposal:** The Technical Proposal shall be marked, **“TECHNICAL PROPOSAL”** clearly in bold and legible letters to avoid confusion.



- 3.4. **Financial Proposal:** The Financial Proposal shall be marked **“FINANCIAL PROPOSAL”** clearly in bold and legible letters to avoid confusion.
- 3.5. **Bid Security:** A Bid Security in the shape of a Bank Draft/Pay Order in the name of ‘National Information Technology Board’, equivalent to **Rs. 1 million** must be submitted in original hard form to NITB. However, a copy of the Bid Security shall also be submitted on EPADS.
- 3.6. SP should duly fill in and submit the **Bid Forms** (01, 02, 03 and 04).
- 3.7. SP must provide at least three (03) performance certificates from its previous clients.
- 3.8. All bids and percentages must remain valid for a period of **120 days** from the closing date of the submission of bidding documents. However, the SPs are encouraged to state a longer period of validity of the bids.
- 3.9. The bids shall only be quoted in Pak Rupees (PKR).
- 3.10. The SP shall bear all costs associated with the preparation and delivery of its Bid, NITB will in no case be responsible or liable for those costs.
- 3.11. The bid prepared by the SP and all correspondence and documents relating to the bid exchanged between the bidder and NITB shall be in the ‘English’ language. Any printed literature furnished by the bidder may be written in another language, provided that this literature is accompanied by an English translation, in which case, for purposes of interpretation of the bid, the English translation shall govern.
- 3.12. The bidder is required to stamp every page of the bid documents along with its signature on all the pages.

## 4. Bid Queries:

- 4.1. All queries relating to this RFP should be e-mailed to [muhammad.jamil@nitb.gov.pk](mailto:muhammad.jamil@nitb.gov.pk) at least five days before the bid opening. Answers to the submitted queries shall be given on a priority basis.

## 5. Bids’ Submission Date:

- 5.1. Bids must be submitted on EPADS on or before the last date mentioned in the Tender Notice 08.06.2026 at 1100 hours.
- 5.2. The bids submitted after the prescribed time shall be rejected and returned without being opened.



## 6. Opening, Evaluation, and Rejection of Bids

- 6.1. Technical bids will be opened on the same date i.e. the last date for submission of bids at **1130 hours.**
- 6.2. Details of evaluation criteria and bids evaluation are mentioned in **Annexure-I, Annexure-II, Annexure-III, and Annexure-IV.** Preliminary Evaluation/screening will be done as per **Annexure-II**; whereas, Technical evaluation as per **Annexure-III** and Financial Evaluation of Technically qualified bidders will be as per **Annexure-IV.** Bidders should provide all details in the required templates as provided in this RFP document.
- 6.3. 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.
- 6.4. NITB shall record minutes of the bid opening. All bidders in attendance shall sign an attendance sheet.
- 6.5. NITB 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 bidder who submitted a bid or proposal, the grounds for its rejection of all bids or proposals but is not required to justify those grounds.
- 6.6. NITB shall incur no liability, solely by virtue of rejection of bids, towards the bidders who have submitted bids.
- 6.7. In the above case, notice of the rejection of all bids or proposals shall be given promptly to all bidders that submitted bids.

## 7. Disqualification and Blacklisting of suppliers and contractors

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

## 8. Acceptance of Bids and Award of Procurement Contract

### 8.1. Acceptance of Bid and Award Criteria

The bidder after qualifying through the given criteria in **Annexure-II** will qualify for technical evaluation as per **Annexure-III.** Marks obtained as per the evaluation through **Annexure-III** will



then be calculated as per the formula given in **Annexure-IV** keeping in view the financial proposal (as per **Annexure-V**). Technically qualified bidder having the highest evaluated marks/points (combined Firm's Technical Capacity & Financial Proposal) shall be awarded the contract, if not in conflict with any other law, rules, regulations, or policy of the Government of Pakistan, within the original or extended period of bid validity.

### *8.2. 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 to increase or decrease, the volume of the services without any change in unit price/ percentage or other terms and conditions. Payment will be made for the services actually delivered as per the rate (per unit) provided by the successful bidder.

### *8.3. Notification of Award*

- a) Prior to the expiration of the period of bid validity, the NITB shall notify the successful Bidder in writing that its bid has been accepted.
- b) The notification of award shall constitute the formation of the Contract between NITB and the successful bidder.
- c) The enforcement of the Contract shall be governed by Rule 44 of the PPRA Rules, 2004.

### *8.4. Signing of Contract*

- a) After the notification of the award, NITB shall send the successful Bidder the Contract Form/Document.
- b) The Contract shall become effective upon affixation of the signature of NITB and the successful bidder on the Contract document.
- c) 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 bidder firm may be blacklisted and debarred from future participation in bidding process, whether temporarily or permanently. In such a situation, NITB may award the contract to the next lowest evaluated bidder or call for new bids.
- d) The Bid Security submitted by the successful bidder at the time of submitting its bid shall be returned to the Bidder upon signing of the contract and furnishing of the performance guarantee.
- e) The successful bidder will be required to give satisfactory assurance of its ability and intention to supply the Services pursuant to the Contract, within the time set forth therein.



## 9. Amendment of Bidding Documents

- 9.1. At any time prior to the deadline for submission of the bid, NITB may, for any reason, whether at its own initiative or in response to a clarification requested by the prospective bidder, modify the bidding documents by amendment.
- 9.2. The amendment shall be part of the bidding documents and will be notified through publication on the website where the original RFP was published.
- 9.3. In order to afford the prospective bidder reasonable time in which to take the amendment into account in preparing its bid, NITB may, at its discretion, extend the deadline for the submission of the bid.

## 10. Performance Guarantee

- 10.1. The successful Bidder shall be required to deposit in the form of a Bank Guarantee, as a Performance Bond upon execution of the services contract, equivalent to PKR five (05) Millions, on the Form and in the manner prescribed by NITB. This Performance Guarantee shall be issued by a scheduled bank operating in Pakistan and shall be kept valid from the date of issue and should cover the performance of services during the entire contractual period.
- 10.2. Failure to provide a Performance Guarantee by the successful Bidder is sufficient ground for annulment of the award and forfeiture of Bid Security. In such an event, the Procuring Agency may award the contract to the bidder having next highest evaluated marks/points or call for a new bid.
- 10.3. Performance Guarantee shall be released after the closing of all the obligations under the contract.

## 11. Renewal of Contract

- 11.1. The contract will initially be for a term of two (02) years. However, the term of the contract may be renewed / extended, at NITB's sole discretion and contingent upon satisfactory performance by the successful bidder, for up to one (1) additional term of one (1) year (whether in one go or in phases).

## 12. Debarment/blacklisting of firm

- 12.1. As per clause-19 of the PPRA rules 2004, NITB reserves the right of debarment or blacklisting of the bidder / service provider subject to any of the following acts: -
  - a) Any breach of confidentiality obligations.
  - b) Consistent failure to provide satisfactory performance.
  - c) Service providers become insolvent.



- d) Existence of judicial decisions against a bidder / service provider in respect of corrupt and fraudulent practice.
  - e) Submission of false and spurious documents, making false statements and allegations to gain undue advantage.
  - f) Commission of fraud.
  - g) Service provider abandons the contract.
  - h) Service provider without genuine and acceptable excuse fails to commence the work or suspends the progress of work for fourteen (14) calendar days.
  - i) Service provider is not executing the work in accordance with the contract or is persistently or flagrantly neglecting to carry out his obligations under the contract.
  - j) Commission of embezzlement, criminal breach of trust, theft, cheating, forgery, bribery, falsification or destruction of records, receiving stolen property, false use of trademark, securing fraudulent registration with sales tax authorities, Pakistan Engineering council etc., giving false evidence, furnishing of false information of serious nature.
- 12.2. Chief Executive Officer (CEO), NITB will constitute a committee comprising of three NITB officers who will investigate the matter in connection with allegations of corrupt, fraudulent, coercive or collusive practices or illegally harassment or threat. Moreover, the committee shall also accord adequate opportunity of being heard to the service provider who is considered to be debarred / blacklisted. The said committee will forward its clear recommendations for the approval of CEO, NITB.
- 12.3. The debarment shall be for a reasonable specified period of time, commensurate with the seriousness of the cause. However, the debarment period shall not exceed from three years. Moreover, NITB also reserves the right of blacklisting of a service provider subject to severity of corrupt or fraudulent practices.

## 13. Implementation & Payment Schedule

Note: Payments will be made against successfully delivered services only. Each invoice shall be duly accompanied by the salary slips of all the human resources deputed for provision of services to NITB for that month. The period is defined in this bid document for payments against submitted bills.

Sr NO.	MILESTONE	TIME PERIOD	PAYMENT
1	Nomination/ Placement of Skilled	Within one week's time from the signing of the contract between NITB and the qualified service provider.	Performance Guarantee submitted to NITB



	Human Resources for NITB	Performance Guarantee MUST be provided to cover the security period of the contract, which will be two (02) years from the date of signing of the contract.	
2	Service Providers (Technical Human Resources) working at NITB	Within one week after the written request is initiated from NITB.	Payment shall be made on a monthly basis in accordance with the agreed per-month rates under the contract.  Payment will be processed upon receiving the monthly official invoice from the service provider accompanied by the salary slips of agreed pays (only) of all the human resources deputed for provision of services to NITB for that month.
3	End of Contract	Issuance of clearance Certificate to the Service Provider	Release of Performance Guarantee

## 14. Joint Ventures

No Joint Venture is allowed for and under this RFP.

## 15. Penalties

If the qualifying bidder fails to fulfill any obligations as stipulated in this RFP a penalty shall be imposed as per following:

The obligation is not fulfilled within 01 Week = 0.1 percent of the total Invoice

- Delay by up to two Weeks = 1 % of the total Invoice
- Delay by up to three weeks = 2% of the total invoice
- Delay by up to one month = 3% of the total invoice
- Delay by up to two months = 5% of the total invoice
- Delay beyond two months shall lead to the contract termination.

NITB shall detect the amount of penalty directly from the invoice amount.



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## 15. Dispute

In case of any dispute the CEO NITB shall constitute a dispute resolution committee with members from the NITB and Vendor. In case the dispute is not resolved by the Dispute resolution committee the matter will be referred to arbitration as per the governing law of the arbitration act of Pakistan.



## ANNEXURE-I

### EVALUATION CRITERIA:

#### Criteria for the Assessment of Proposal

#### Technical Proposal (80%)

Please refer to the detailed Technical Evaluation Tables

#### Financial Proposal (20%)

To be computed as a ratio of the Proposal's offer to the lowest evaluated bid among the proposals received by NITB.

SR. NO.	DESCRIPTION	RELEVANT TABLE / FORM	SCORE WEIGHTAGE	MAXIMUM SCORE
1.	Preliminary Evaluation / Screening	Annexure-II	MUST provide all the requested information as per " <b>Annexure-II</b> " to qualify for the Technical Evaluation. Bidder MUST use <b>Bid Form 02</b> as a template to provide information.	
2.	Firm's Technical Evaluation /Capacity	Annexure-III	80%	800
3.	Financial Evaluation	Annexure-IV	20%	200
<b>TOTAL</b>			<b>100%</b>	<b>1000</b>

**Note:** - NITB may increase or decrease the number of categories and may increase or decrease the number of human resources against each category depending on the need. It is the sole discretion of bidders to set any percentage against each category, however, only the accumulative final percentage will be considered during Financial Evaluation irrespective of any calculation made by the bidder for a category.



## ANNEXURE-II

### PRELIMINARY EVALUATION CRITERIA:

Bid evaluation shall be subject to 100% compliance with the following criteria for bidders' qualification for Technical and Financial Evaluation (**Bid Form 2 will be used as a template to provide the information**).

SR. NO.	GENERAL TERMS AND CONDITIONS FOR COMPLIANCE	CLAUSE	YES /NO
1.	The Service Provider (SP) must be registered with <b>Sales Tax and Income Tax Department</b> and should be in possession of a valid NTN certificate. Copies of the certificates must be provided with the bid document, and SP must be on the <b>Active Tax Payer List of FBR</b> .	1.1	
2.	The firm must provide on letterhead, Name of the organization, details of offices across Pakistan and the location of the Head office, size of the company (number of employees), and number of years of being incorporated.5Years in existence).	1.2	
3.	SP to provide an organizational chart covering management structure and key personnel (technical, administrative, and managerial)	1.2	
4.	The SP must provide the list of its clients with similar services (Third Party HR) provided in the <b>5 years</b> . The duration of each provided service <b>MUST</b> be mentioned along with the numbers of HR/Headcount provided and the name and contact information of the beneficiary clients.	1.5	
5.	Financial capability and yearly growth rate (annual financial turnover) in the <b>past 05 years</b> .	1.6	
6.	Affidavit that the documents/details/information submitted is true and liable to be rejected if proven false and, in that case, legal action is liable on that company (on stamp paper of Rs. 100)	1.9	
7.	Affidavit that the SP has never been blacklisted, and having no pending litigation with any court of law or with any Government/Semi-Government/Autonomous/Private organization (on stamp paper of Rs. 100)	1.10	
8.	Affidavit from the SP that skilled Human Resources <b>MUST</b> fulfill the technological experience, the expertise of tools as mentioned in Annexure-V (schedule of Requirements) against each category including any future requirements during the life of the contract (on stamp paper of Rs. 100).	1.11	



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9.	Affidavit from the SP that skilled Human Resources will keep the confidentiality of all the projects, code, and initiatives performed under this contract during and after the contract expiry (on stamp paper of Rs. 100)	1.12	
10.	A <b>Bid Security</b> in the shape of a Bank Draft/Pay Order in the name of 'National Information Technology Board', equivalent to <b>Rs. 1 million</b> must be submitted along with the proposal.	3.5	



## ANNEXURE-III

### TECHNICAL EVALUATION:

**Detailed evaluation** will be done for the firms who qualify for the preliminary evaluation stage. The qualification means “yes” to all the mentioned clauses along with the valid supporting document required in the preliminary evaluation as per **Bid Form-02**.

In detailed evaluation, NITB Procurement Committee will verify compliance with the criteria/specifications mentioned in the following table: **Firm’s Technical Capacity**

FIRM’S TECHNICAL CAPACITY		
Sr. NO	TERMS AND CONDITIONS	MAX MARKS
1	<p>The number of relevant HR Staff (with recruitment experience) to handle hiring/recruitment.</p> <ul style="list-style-type: none"> <li>Firm MUST provide evidence; list of relevant HR staff on company’s letterhead (NITB may verify the facts through internal or external sources or may ask for additional information if required.)</li> </ul> <p><i>Calculation Criteria: 250-300 resources – 05 marks 301 – 500 resources – 15 marks 500+ resources – 25 marks</i></p>	<b>25</b>
2	<p>Number of similar services clients (Third Party HR) provided in Pakistan within the Public Sector and any other organization with large IT-based HR Service Provision (last 05 years only)</p> <ul style="list-style-type: none"> <li>Firm MUST provide evidence in the form of a copy letter from the customer/contract copy/work order copy.</li> </ul> <p><i>Calculation Criteria: 1-5 Clients – 50 marks 6-10 Clients – 75 marks 11 and above Clients – 100 marks</i></p>	<b>100</b>
3	<p>Provided Minimum 300 similar skilled (IT, Telecom, Cybersecurity, Ai, Office Administration) Human Resources under a single contract to the state-owned entities or Private sector with minimum 400 similar Human resources.</p> <ul style="list-style-type: none"> <li>Firm MUST provide evidence in the form of a bank statement as proof of salaries disbursement for last 6 months</li> </ul> <p><i>Calculation Criteria: 350 million – 50 marks Up to 450 million – 75 marks 450+ Million – 100 marks</i></p>	<b>100</b>



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4	At least one project in the past 03 Years specifically held with IT Sector  <i>Calculation Criteria: 1-2 projects – 50 marks 3-4 projects – 100 marks</i>	100
5	At least one project in the past 03 Years specifically held with Telecom/Digital Media/Datacenters	50
6	Average cumulative Financial Turnover of the firm in last three (03) years –Turnover (PKR) <ul style="list-style-type: none"><li>Firm MUST provide Audit report and tax returns relevant proof of financial strength</li></ul> <i>Calculation Criteria: &gt; 300 million &lt; 400 million – 50 marks &gt; 400 million &lt; 600 million –100 marks &lt; 600+ million – 150 marks</i>	150
7	Registered Offices located in Islamabad/Rawalpindi <ul style="list-style-type: none"><li>Firm MUST provide evidence, as Procurement Committee (or anyone nominated by the committee) may visit the office for presentation and discussion with the given team.</li></ul> <i>Calculation Criteria: Yes – 25 marks No – 0 Marks</i>	25
8	CVs/Resumes: Provision of resumes/CVs against each category (as per Annexure-V) fulfilling <b>100%</b> of the requirements mentioned against each category (as per Annexure-V) <ul style="list-style-type: none"><li>Procurement committee will evaluate the relevance of the resume. Against each category, a total of two (02) CVs must be submitted with the proposal for evaluation.</li></ul> <i>Calculation Criteria: Each qualifying CV will get 1.12 marks (CV must fulfill all the given categories) Only 2 CVs shall be considered for any particular category.</i>	150
9	The procurement Committee may call and check the authenticity of the resume/CVs/profiles. Submitted CVs/Profiles must contain contact information for the resources. Any CV without a contact number or missing information of job duration or employer name will not be accounted for.	
10	Capability for Capacity Building is preferable for technical training including on the job training. <ul style="list-style-type: none"><li>Firm MUST provide verifiable evidence of conducting training. The training provided by vendor himself shall not be counted unless a specialized professional was hired for the training or the training is conducted from other relevant institutes</li></ul>	50



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	<b>Calculation Criteria: Capacity Building preferably for technical training including on job training:</b> <b>Yes – 50 marks</b> <b>No – 0 marks</b>	
11	The vendor shall provide the following tools to NITB for the management of HR resources i. HR Management System ii. Attendance Management System with Geofencing and mobile based (Android iOS) iii. Task Management System iv. CV evaluation software  <b>Calculation Criteria: &lt; Three tools carry 0 marks</b> <b>Any three tools from the above 25 marks</b> <b>All four tools 50 marks</b>	<b>50</b>
	<b>TOTAL</b>	<b>800</b>
	<b>Minimum Qualification Marks Required</b>	<b>(80%)</b>



ANNEXURE-IV

FINANCIAL EVALUATION:

EVALUATION OF FINANCIAL PROPOSAL													
TERMS AND CONDITIONS	MAX MARKS												
<p>Example of a Bid Cost Evaluation</p> <p>When the percentage of each bid has been established, these percentages will be converted to a score out of 200.            Since the lower the percentage the better, the lowest percentage amount should be awarded a score of 200. All other bids should be scored using the formula: Bid's</p> <p>Score = <math>200 \times (\text{lowest total percentage} / \text{bid percentage})</math></p> <p>Example:</p> <p>Three bids are received. The total average percentage for each is:</p> <table style="margin-left: 40px; border: none;"> <tr><td>Bid A</td><td>20%</td></tr> <tr><td>Bid B</td><td>25%</td></tr> <tr><td>Bid C</td><td>30%</td></tr> </table> <p>The cost score for each bid is:</p> <table style="margin-left: 40px; border: none;"> <tr><td>Bid A = <math>200 \times 20/20 =</math></td><td>200</td></tr> <tr><td>Bid B = <math>200 \times 20/25 =</math></td><td>160</td></tr> <tr><td>Bid C = <math>200 \times 20/30 =</math></td><td>133.33</td></tr> </table>	Bid A	20%	Bid B	25%	Bid C	30%	Bid A = $200 \times 20/20 =$	200	Bid B = $200 \times 20/25 =$	160	Bid C = $200 \times 20/30 =$	133.33	200
Bid A	20%												
Bid B	25%												
Bid C	30%												
Bid A = $200 \times 20/20 =$	200												
Bid B = $200 \times 20/25 =$	160												
Bid C = $200 \times 20/30 =$	133.33												
<b>TOTAL</b>	<b>200</b>												

Technically qualified firms having highest marks evaluated (Combined Firm's Technical Capacity & Financial Proposal) shall be awarded the contract.



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**FINANCIAL PROPOSAL SUBMISSION:**

The vendor is required to submit the financial proposal as single line item as a %Age inclusive of All Taxes applicable for All categories. Separate Quote against categories will be rejected/



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ANNEXURE-V

CATEGORIES OF POSITIONS

Sr. No.	Service Category Title	Sr. No.	Service Category Title
1	Programmer / Web Developer / Software Developer	35	Sr. Mobile App Developer
2	Mobile App Developer	36	Sr. Graphic Designer
3	Sr. Programmer / Web Developer / Software Architect / Principal Software Engineer	37	Data Scientist
4	Programmer – iOS	38	Data entry operator
5	Programmer – Android	39	Team Lead
6	Programmer – Unity	40	Social Media Handler
7	Programmer - HTML Front End	41	3D Animator
8	Programmer - React Native/JS/Vue JS/Angular	42	Photographer
9	Programmer - MEAN/MERN/Full Stack	43	Inbound call support
10	Programmer - Backend Developer	44	Program Coordinator
11	Programmer – Java	45	Team Lead Data Centre
12	Programmer - .NET	46	Power Team Lead
13	Programmer - Python	47	Sr. System Administrator
14	Programmer – Ruby	48	Sr. Network Admin
15	Programmer – Node	49	System Administrator
16	Programmer - PHP/Laravel/Code Ignitor/Yii	50	Network Administrator
17	Programmer - C++	51	Network Security Administrator
18	Programmer - Embedded Firmware Developer	52	App & Sys Security Administrator
19	Programmer - Microsoft Dynamics AX	53	Network and System Support Officer
20	Programmer - Microsoft SharePoint	54	Power Technician
21	Sr. Software Engineer	55	AC Technician
22	Database Developer/Administrator	56	Solution Architect
23	GIS Specialist	57	Sr. Team Lead/Software Architect
24	Graphic Designer	58	ERP Architect
25	QA Specialist/Tester	59	Sr. Technology Architect / Scrum Master / Agile Specialist
26	Information Security Specialist	60	BPR Specialist / Big Data Specialist
27	Project Coordinator	61	UI/UX Specialist



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Sr. No.	Service Category Title	Sr. No.	Service Category Title
28	Legal Executive	62	Program Manager
29	Digital Media and Social Media Experts	63	Help Desk/ Technical Support/Customer Help Service
30	Business Intelligence (BI) Engineer	64	Implementation Manager
31	Business Analyst	65	Master Trainer
32	Cyber/Network Security Specialist	66	Document/FRD/BRD/SRS Specialist
33	Network/System Engineer	67	Artificial Intelligence Engineer and allied field
34	Telecom Engineer	68	R&D Engineer

**Note: The SP Quote the Single %Age inclusive of All Taxes applicable for All categories.**

The NITB shall assign Levels of employees at its own discretion as per the following:

Level	Hierarchy Title	Experience	Salary

Category	All Categories
Minimum Qualification of a human resource	Minimum Bachelor's HEC-recognized degree for <u>all categories</u> .  <i>Except for the following categories mentioned below where a relevant Matric/Intermediate/diploma is required:</i> AC Technician, Data Entry Operators, Inbound Call Support, Photographer, Power Technician, Document specialist, Network system Operator
Total Experience in relevant technology / or provision of relevant Services	Only post-qualification experience will be considered in the relevant field. However, this criterion may be relaxed on a case-by-case basis, considering the criticality of the need, and key expertise of the resource to be engaged.



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BID FORM-01

LETTER OF INTENT:

Bid Ref No.: \_\_\_\_\_  
Date: \_\_\_\_\_ Date of the Opening of Technical Bid  
Name of the Tender: \_\_\_\_\_

To,

**ASSISTANT DIRECTOR (ADMN)**  
**National Information Technology Board (NITB)**  
**Plot No. 24-B, Street No. 6**  
**Sector H-9/1, Islamabad**

**LETTER OF INTENT**

Dear Sir,

Having examined the tender documents, we offer to provide the Services under the above-named tender in full conformity with the said bidding documents/PPRA rules and at the rates/unit percentages described in the percentage schedule provided in Financial Bid or such other sums as may be determined in accordance with the terms & conditions of the said tender. The above amounts are in accordance with the Percentage Schedules attached herewith and are made part of this bid.

We undertake, if our Financial Bid is accepted, to provide the Services in accordance with the delivery schedule specified in the Annexure-V (Schedule of Requirements).

If our Financial Bid is accepted, we undertake to provide a Performance Security Deposit in the form, in the amounts, and within the times specified in the tender documents.

We agree to abide by this bid, for the Bid Validity Period specified in the tender documents and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.

Until the formal final procurement contract is prepared and executed between us, this bid, together with your written acceptance of the bid and your notification of the award of the contract, shall constitute a binding Procurement Contract between us.

We understand that you are not bound to accept the lowest or any Financial Bid you may receive. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe all the applicable laws including those relating to fraud and corruption.



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**Dated This:**

\_\_\_\_\_

**Signed:**

\_\_\_\_\_

\_\_\_\_\_

**In the capacity of: (title or position)**

**Duly authorized to sign this bid for and on behalf of:**

**(name of Bidder)**





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BID FORM-02

## DOCUMENTARY EVIDENCE:

Name of the Firm: \_\_\_\_\_

Bid Reference No: \_\_\_\_\_

Date of opening of Bid: \_\_\_\_\_

Documentary evidence for determining eligibility of the bidders & evaluation of bids. Bidders should only mark their initials against those requirements that they are attaching with the form. Bidders are required to mention the exact page number of relevant document placed in the Bid. Bidders are advised to attach all supporting documents with this form in the order of the requirement as mentioned in column-2.

SR. NO.	REQUIRED DOCUMENTATION	CLAUSE NO.	SIGNATURE OF BIDDER	SUPPORTING DOCUMENT'S NAME	PAGE NUMBER IN THE BID
1.	NTN Certificate	1.1			
2.	GST Certificate	1.1			
3.	On Active Tax Payers List of FBR	1.1			
4.	Registration/Incorporation/Business Certificate	2.2			
5.	Complete Company profile and Organizational Chart	1.2			
6.	Evidence of the Firm's last five (05) years' Performance (Services of similar nature)	1.5			
7.	Annual Financial Turnover of the Past three (03) years	1.6			
8.	Affidavit: documents/details/information is true	1.9			
9.	Affidavit: bidder is not blacklisted and having any pending litigation by any Federal, Provincial Public or Private sector organization in any court of law	1.10			
10.	Affidavit of compliance with Annexure-V (Schedule of Requirements).	1.11			



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11.	Affidavit of Confidentiality	1.12			
12.	Bid Bond/Security	3.5			
13.	The bid Validity period of 120 days	3.8			

14.	Original Bidding documents duly signed/stamped	3.12			
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BID FORM-03

**FIRM'S PAST PERFORMANCE:**

Name of the Firm: \_\_\_\_\_

Bid Reference No: \_\_\_\_\_

Date of opening of Bid: \_\_\_\_\_

NAME OF THE CLIENT/INSTITUTION	PURCHASE ORDER NO.	DESCRIPTION OF ORDER	VALUE OF ORDER	DATE OF COMPLETION	WORK COMPLETION CERTIFICATE BY CLIENT

- Note: 1. Bidders may use additional Sheets if required.  
2. All certificates are to be attached with this form

Signatures \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Official Stamp:



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BID FORM-04

## SECURITY DEPOSIT:

To,

**ASSISTANT DIRECTOR (ADMN)**  
**National Information Technology Board (NITB)**  
**Plot no 24-B, Street No. 6**  
**Sector H-9/1, Islamabad**

Whereas [Name of Service provider+ (hereinafter called "the Service Provider") has undertaken, in pursuance of Contract No.\*number+ dated \*date+ to provide \*description of services+ (hereinafter called "the Contract").

And whereas it has been stipulated by you in the said Contract that the Service Provider shall furnish you with a Bank Guarantee (Performance Guarantee) issued by a scheduled bank for the sum of **PKR five (05) Million** as a Security for compliance with the Service Provider's performance of services and obligations in accordance with the Contract.

And whereas we have agreed to give the said Guarantee on behalf of the Service Provider:

Therefore, we hereby affirm that we are Guarantors and responsible to you, on behalf of the Service Provider, up to a total of [Amount of the Guarantee in Words and Figures] and we undertake to pay you, upon your first written demand declaring the Service Provider to be in default under the Contract and without cavil or argument, any sum or sums within the limits of [Amount of Guarantee] as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This Security Deposit/ Bank Guarantee is valid till contract period.

Signature and Seal of the Bank

Address: \_\_\_\_\_

Date: \_\_\_\_\_