



Central Directorate of National Savings

Request for Proposal (RFP)

For

Hiring of Services of Registered Testing Agency for
conducting the Recruitment Tests for various vacant
positions

Government of Pakistan

Ministry of Finance

www.savings.gov.pk

November 2017



1. Description of Work

1. Central Directorate of National Savings (CDNS), invites proposals/bids (Technical and Financial) from well reputed testing agencies/companies/organizations registered in Pakistan for providing the services of testing agency to conduct the written test in Pakistan for selection of best human resource in an efficient, transparent, merit based, fair and reliable manner. The selected testing agency is required to conduct written test for the selection processes. The selected testing agency is required to comply with all instructions provided in the Scope of Services as provided in this document.

Timelines/Deadlines

- Bids submission deadline: **Monday 27-November-2017** up to **1400 Hours**.
- Opening of Technical Bids: **Monday 27-November-2017** up to **1430 Hours**.

2. Scope of Work

The selected testing agency will be responsible for the following activities as a scope of work (but not limited to) and as per the guidelines of Establishment Division, Government of Pakistan:

- i. The testing agency shall be responsible to coordinate with CDNS to develop the "Guidelines for Candidates", which would serve as a guiding tool for the candidates taking written test. The Guidelines will include a sample/model paper for written test.
- ii. The selected agency shall be required to register candidates for taking written test for selection against the vacant posts. The agency shall assign an "Application No.", Roll Number and with record of "Date of Receipt of Application" along with the record of particulars of Fee Challan paid in banks. The "Application No." and "Date of Receipt of Application" should be duly traceable, if required and will be provided to the applicants as acknowledgement of receipt of application. The agency shall ensure a mechanism that no application should be considered after the expiry of last date of submission of application. Registration forms received after the deadline shall not be entertained and shall duly be recorded to ensure transparency and proper record keeping.
- iii. The selected agency under no circumstances shall receive any application directly from any candidate in person/ by hand. The selected agency shall only be responsible for registering candidates who send their forms via courier/registered postal mail/online.
- iv. The agency shall develop a valid and reliable database for maintaining the record of all applicants against advertised posts. This database shall be classified information and will not be used for any purpose other than for CDNS.
- v. The agency shall be responsible for answering any query/complaints (like non issuance of Roll Number Slips, Change of Center, conflict of test timings if applicant is candidate for more than one posts etc.) raised by the applicants and will resolve / guide the candidates in case of any difficulty / ambiguity faced by them during application process by maintaining a valid telephone number facility besides emails, SMS etc.



- vi. It is responsibility of the selected agency to check and verify that submitted registration/application forms of candidates are complete in all respect; in case the form of a candidate is incomplete, the agency will collect the necessary information from candidate and incorporate it, prior to sending the compiled information to CDNS. All edits/corrections are required to be incorporated through verifiable means (preferably fax, email or other written documents). However Methodology and Mechanism for completing the incomplete applications/registration forms should be finalized in agreement with the successful bidding firm with mutual understanding.
- vii. Lists of eligible candidates along with their roll number and test venue details etc. shall be uploaded on the Testing agency's website well in time before the test date. Also SMS and/or emails (if applicable) will be sent to each candidate informing him/her of the particulars mentioned on roll number slips so as to ensure his/her participation in the Test.
- viii. The agency shall issue Roll No. / ID No. to the eligible candidates to hold their test. The agency shall be responsible for issuing and dispatching Call Letters / Roll number slips to the eligible candidates and ensure timely delivery.
- ix. The agency shall arrange test centers / examination halls through its own resources and will ensure all types of arrangements for the smooth holding of test viz. security, arrangement of invigilators, and other facilities etc.
- x. The testing agency will set and print multiple series objective type test booklet. Four different sets of Question Papers (i.e. A, B, C, &D) should be prepared in consultation with CDNS. Each set of question paper should consist of same questions but with different serial numbers. The selected agency shall be responsible to prepare final test paper in consultation with CDNS. The Final Test Paper will be according to the syllabi provided by CDNS. The Testing agency will however, ensure the secrecy of the final test paper and not share it with any employee of CDNS in advance.
- xi. The agency shall also design OMR answer sheets for each set of question paper and print OMR sheets with provision for carbon copy for candidates. Duplicate OMR answer sheets shall be provided to the candidates in the written test so that they can check / tally their marks in the written test. The answer keys must be uploaded on the selected agency's website on the same date in which written test would be conducted.
- xii. The agency shall make the delivery as well as collection of Question papers and OMR answer sheets at and from the examination/Test centers under foolproof security. The arrangement of such security shall be responsibility of the testing agency.
- xiii. The selected executing agency shall be responsible to keep record of all registration/application forms for at least one year after completion of project. Furthermore, the agency shall provide any or all registration/application form(s) to CDNS as and when required. However record keeping mechanism/methodology may be finalized as per the comfort of CDNS, in agreement signed with successful testing agency.



- xiv. After the provision of written test result, further short listing for next screening phase of the recruitment process shall be conducted by the CDNS on its own arrangements for sorted result of test against each post may be shared with CDNS both in Soft and Hard form as per requirement of CDNS.
- xv. The agency shall also take attendance sheets from each center.
- xvi. The agency shall print and display instructions for candidates at each test center at prominent places.
- xvii. The selected agency must ensure that the test process is transparent, fair, secure and open to audit by external auditors. This is a key requirement on the part of the agency as the result of written test is a prime determinant for final selection. The Testing Agency shall allow presence of authorized officers from CDNS (if required by CDNS) at each Testing centers during the Test for effective monitoring of arrangements for conducting the test.
- xviii. The selected agency shall be required to develop a foolproof mechanism for verifying the identity of candidates taking written test.
- xix. Collection of test materials e.g. question papers, answer sheets etc. on completion of examination and sealing of answer sheet under supervision of authorized officers shall be the responsibility of the testing agency.
- xx. The selected agency shall develop MCQs type tests for various posts. The portions of the test and their weightage shall be decided in consultation of CDNS so as to ensure the directives in Recruitment Policy of Establishment Division.
- xxi. The selected agency shall, on demand, provide an authentic and legible copy of candidate's answer sheet to CDNS after announcement of the written test result.
- xxii. The testing agency shall be bound to provide original or authentic copy (whichever is applicable) of any record related to this Recruitment if required by the CDNS.
- xxiii. The selected agency shall conduct Written Test of the eligible registered candidates. The test shall be conducted at the convenient locations in Karachi, Lahore, Peshawar, Abbottabad, Quetta, Islamabad/Rawalpindi, Faisalabad, Gujranwala, Multan, Bahawalpur, Sukkur, and Hyderabad subject to the availability of at least 200 candidates at each center. In case the number of candidates is less than 200 at any center, the written test of that center shall be shifted to the other nearest center.
- xxiv. The selected agency shall provide a merit list for the candidates taking written test as per merit criteria provided by CDNS **within Ten days**. Merit list will include all details including (but not limited to) test marks, name of candidate, date of birth, gender, CNIC No., father name, employment record, address, domicile, mobile no., alternate phone, fax and email etc.
- xxv. The selected testing agency shall share all documents and data relevant with the selection process in both hard copy and soft copy format.
- xxvi. The selected agency shall be bound to provide any other detail related to the project to CDNS, if demanded by CDNS.



3. Terms & Conditions

- i. The Proposals must reach the office of Assistant Director (HR-I), Central Directorate of National Savings, 23-N, Savings House, G-6 Markaz, Civic Centre, Islamabad on or before “Timelines/Deadlines” as mentioned in Article-1 of this RFP and in Tender Notice as well.
- ii. Technical and Financial proposals should be submitted in separate envelopes. The words “Technical Proposal” and “Financial Proposal” should clearly be written on the top left corner of respective envelopes.
- iii. Technical Proposals will be opened on due date and time by Purchase/Finance Committee on in presence of bidders or their authorized representatives who wish to attend the proceedings. The bids were scrutinized for initial screening in the light of core requirements of the procuring agency (like Bid Security, NTN/Sales Tax Numbers, Affidavit of Non-Black Listing of firm etc.). The bids of bidding firms who do not qualify in initial screening will be rejected straight away and no Technical or Financial Evaluation would be carried out for those firms/bids and returned to the respective bidders. The bids found qualified in initial screening shall be considered for Technical Evaluation of Technical bids. After Technical evaluation, Financial Proposals of only technically qualified bidders shall be opened on a date/time to be announced subsequently. However the details of bidding process and requirements is also explained in different articles of this RFP.
- iv. The Financial Proposal shall be inclusive of all applicable taxes and must be quoted in Pak Rupees as per format given in this RFP.
- v. **Bid security amounting to Rs.200,000/-** (Rupees two hundred thousand only) in shape of Bank Draft / Pay Order in favor of Director General, CDNS, Islamabad, **must be attached with Technical Proposal.**
- vi. **Affidavit on stamp paper (original and latest)** of Rs.100/- duly attested by Notary Public showing that company has never been blacklisted by any Government/semi Government/autonomous body.
- vii. **The bidding firms must be registered with Sales Tax and Income Tax Department** (copy of NTN certificate & Sales Tax certificate must be provided).
- viii. The bidding firms must produce proof of financial soundness (Bank Statement / Turnover of last 03 years (2014, 2015, and 2016 in PKR Million).
- ix. The bid validity period shall be effective till completion of whole recruitments process.
- x. The selected firm / testing agency shall deliver services within 45 days after signing the contract.
- xi. CDNS reserves right to reject any or all the proposals, submitted in response to this tender notice prior to acceptance as per PPR-33 of PPRA-Rules 2004.
- xii. Incomplete proposals shall be rejected.
- xiii. Bids received through fax/Telex/email and after due date/ time will not be considered.



- xiv. As per PPR-39 of PPRA-Rules 2004, the Successful bidder will be bound to submit **Performance Bank Guarantee (“PBG”)/Security @ 5% of the estimated contract value** which will be released after successful completion of project or may be forfeited if the performance of the bidder is found to be poor.
- xv. All applicable taxes will be deducted as per rules and shall be the responsibility of the bidder.
- xvi. Any delay in conducting the written test and sharing of results with CDNS will attract penalty of 0.25 % per day (after the timelines mentioned in Article 3(x) of this RFP) of the total contract price. CDNS reserves the right to recover penalty by adjusting the payment to be made to the testing agency or from the Bank guarantee. In case recovery is made through bank guarantee then the testing agency is bound to resubmit without loss of time, the full bank guarantee provided that the agreement is not terminated. However, CDNS reserves the right to relax the penalty if it is satisfied by the written reasoning and justifications provided by testing company that may fall beyond their control or in case of force majeure. In any case relaxation of penalty rests with the satisfaction of CDNS.
- xvii. CDNS shall have the exclusive rights to surprise check any test center where test would be conducted on the written test day.
- xviii. In case of any shortcoming found on part of testing agency during the entire project period, a penalty up to 03% (Three Percent) of total contract price may be imposed by the CDNS besides taking any other corrective measures. However, CDNS reserves the right to relax the penalty if it is satisfied by the written reasoning and justifications provided by testing company that may fall beyond their control or in case of force majeure. In any case relaxation of penalty rests with the satisfaction of CDNS.

4. Technical Evaluation Criteria

For Technical Evaluation of Technical Bids submitted by Testing Agencies in response to this RFP, the following criteria shall be applied. For this purpose the agencies shall submit documentary proof along with the Technical Bid in shape of sections/chapters/Annexures etc. in an organized manner and as per requirement /format mentioned in this RFP. Since relative marking will be carried out therefore poor compliance of criteria may affect marking of the Technical bids. Therefore bidders are requested to comprehensively provide the accurate information along with copies of evidences otherwise no claim of poor marking in technical evaluation would be entertained. Non-submission of the same and/or not conforming to any of these parameters will lead to low marking of technical bids.

S#	Technical Evaluation Criteria
A	Experience: Number of years, since inception of business operations as Registered testing company with the relevant Government agency. (Relevant copy of certificate must be
B	Clientele & Coverage: a) No. of the clients <input type="checkbox"/> Bank /Financial institution <input type="checkbox"/> Government Clients <input type="checkbox"/> Other Clients b) Presence of service across different Districts (Details related to point (a) along with work orders and details of point (b) must be attached.)
C	Annual Turnover: Total business of last 3 years 2016 PKR MILLION 2015 PKR MILLION 2014 PKR MILLION (Details as per above format must be attached)



D	Details of Similar Work / Assignments already completed <ul style="list-style-type: none">• One to Ten assignments• Ten to Twenty assignments• Above Twenty assignments (Relevant copy of certificate must be attached)
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Important Note:

- i. The competent authority may reject all bids or proposals at any time prior to acceptance of a bid or proposal. The procuring agency shall upon request communicate to any bidder, the grounds for its rejection of all bids or proposals, but shall not be required to justify those grounds.
- ii. CDNS shall have the right to contact clients of the testing firm/ agency to verify performance of the testing firm/ agency.
- iii. CDNS shall have the right to contact the complainant regarding the details of the complaints against the testing firm/ agency.
- iv. Poor compliance of any requirements and guidance mentioned in this RFP may affect the ranking/ marking of Technical Evaluation of bid, therefore it is advised to prepare Technical bids very carefully otherwise no claim for poor marking shall be entertained.
- v. Each page of the bid (Technical & Financial) must be signed and stamped by authorized officer of testing Agency/bidder.
- vi. No any document will be accepted after bids submission timelines/Deadlines, however CDNS may ask the bidder for any clarification.
- vii. Please provide documentary evidences for above mentioned criteria in Technical Bid in shape of chapters with proper page marking and proper referencing to relevant documents/evidences in the summary/title page etc.
- viii. Relative marking will be observed for Evaluation Criteria.
- ix. All bids are addressed/submitted to and similarly all enquiries regarding this RFP shall be submitted in writing at least 5 days before opening of Bids to following address after which queries will neither be entertained nor responded by CDNS:

Muhammad Bilal
Assistant Director (HR-I)
23-N, Savings House, G-6 Markaz,
Civic Centre, Islamabad
Ph: 051-9215746



5. Implementation & Payment Schedule

- i. In compliance of Establishment Division, Government of Pakistan, Memo No. F.53/1/2008-SP dated 18th August, 2017, 50% of the fee payable to testing agency will be paid by Government of Pakistan (in this case through CDNS) to save the unemployed citizens from financial burden. The agency shall collect remaining 50% of the fee from the candidates and CDNS shall have no obligation in this regard.
- ii. Issuance of letter of acceptance to successful testing agency as per PPR-2(h), 35 and 38 of PPRA Rules 2004.
- iii. Signing of Agreement/contract within 15 days after the letter of acceptance.
- iv. Submission of un-conditional and irrevocable Performance Bank Guarantee (“PBG”) equal to 05% (Five Percent) of total contract price (initially based on estimated cost and finally the successful bidder have to adjust the PBG amount to make it exactly 5% of contract value, when actual data of costing would be in hand), valid till completion of project.
- v. 100% payment (on part of CDNS i.e. 50% of Fee) against satisfactory performance of the testing agency and successful completion of required services. CDNS may require from the Testing Agency, the authentic copy of attendance Sheet, OMR answer sheet of candidate, original copy of bank challan of fee paid by candidate directly to testing agency and Application Form of candidate along with Invoice besides other relevant document (if required to avoid undue payment). It may be noted that CDNS will pay the 50% Fee of only those candidates who actually appeared in the Test.
- vi. Release of PBG after successful completion of the contract or forfeiture of PBG on poor Performance and/or blacklisting of firm as the case may be.

6. Format for Technical Proposals

In addition to the format given as **Annexure-A & B**, the technical proposal should be comprehensively prepared, presented and structured in the form of chapters to include, but not necessarily be limited to, the following information. Support material should not be part of the main proposal but should be placed in annexure.

Note: During the technical evaluation a bidder or all bidders may be called for detail technical presentation/clarification, if desired by CDNS.

6.1 General

The bidders should provide the following:

- Name of the participating agency.
- Number of years of incorporation of the participating agency.
- Value, Size and Nature of contracts in hand and contracts completed, in tabular form.



LATE BIDS:-Any bid received, after the deadline for submission of bids, will be rejected and/or returned unopened to the Bidder/its postal address whichever the case may be.

6.2 Financial Capabilities

The bidder shall describe the financial position/strength/soundness of its agency. Business Statement for (at least) last 3 years should be included in the Technical proposal. Additionally, the bidder shall provide information (including financial value of contracts) on any major contract that have been awarded to them or their business partners or equity holders, where it is felt that this would be beneficial in supporting their response to this RFP. The National Tax Numbers and Sales Tax Registration Numbers of the company and/or partners should also be indicated (Photo copies of concerned documents should be attached with technical proposal).

6.3 Relevant Experience

Bidder should have relevant experience (Recruitment Tests) of such work with Banks/ Financial Institutions /Government / Semi Government / Autonomous or Financial Sector Organization. Bidder should provide the details of experience in similar contracts according to the following format. Photocopies of proofs of such work may also be attached.

S#	Nature of Contract Brief	Value of Contract	Size of Contract (e.g. No. of candidates participated / services delivered etc.)	Name of the Client with Contact person & Contact Details

6.4 NO ERASURES OR ALTERATIONS

Techno-commercial details must be filled up completely. If any shortcoming(s) / discrepancy (ies) is / are found in the documents/parameters mentioned in the RFP of any Testing Agency during the evaluation stage, the testing agency will not be considered for empanelment /contract. Further, no alterations or erasures shall be allowed after submission of the bid.

7. General Terms & Conditions

7.1 Earnest Money/Bid Bond

An earnest money/bid bond is required and acceptable in the shape of a Bank Draft/Pay Order/Demand Draft/ Banker’s cheque/CDR only, issued from any scheduled bank operating in Pakistan, of rupees one hundred thousand (PKR 200,000/-), in the favour of Director General, central Directorate of National



Savings, Islamabad. **The Bid Bond must be submitted with the SEALED TECHNICAL PROPOSAL, without which the proposal shall not be entertained/accepted.**

7.2 Performance Bank Guarantee. (“PBG”)

The successful vendor shall be required to submit an un-conditional and irrevocable PBG, a sum equivalent to Five Percent (05%) of the total contract value valid till completion of the contract (please Article-5(IV) of this RFP). This PBG shall be issued by any scheduled bank operating in Pakistan in shape of CDR only and the value for the outstanding deliverables of the contract will remain valid until the final and formal termination of Contract by CDNS. The PBG should be accompanied by an under taking on Rs.50 (Pak Rupees fifty only) Stamp Paper mentioning the detail of CDR which is submitted as Performance Bank Guarantee (the detailed contents of under taking may be obtained from procuring agency). CDNS may forfeit the PBG if the bidder’s performance found to be poor or bidder breaches any of its obligations under the contract agreement or published RFP besides black listing the testing agency or any other action taken under the law or all.

7.3 Currency

All currency in the proposal shall be quoted in Pak Rupees (PKR) only.

7.4 Withholding Tax, Sales Tax and other Taxes/Levies

The bidder is hereby informed that the Government shall deduct tax/duties at the rate prescribed under the tax laws of Pakistan, from all payments for services rendered purchase/supply by any bidder who signs the contract with the Government. The bidder will be responsible for all taxes/duties on transactions and/or income, which may be levied by government from time to time. **The bidder will be responsible for payment of all applicable taxes/duties on transactions and/or income, which may be levied by government from time to time.**

7.5 Contracting

The selected Testing agency will sign the Contract with Government through CDNS, for which draft may be obtained from selected agency, within seven (07) days of issuance of work order/acceptance letter.

7.6 Governing Law

This RFP and any contract executed pursuant to this tender shall be governed by and construed in accordance with the laws of Islamic Republic of Pakistan. The Government of Pakistan and all bidders responding to this RFP and parties to any contract executed pursuant to this RFP shall submit to the exclusive jurisdiction to Courts at Islamabad.

7.7 Acceptance Criteria

As per PPRA Rule 36(b) - Single Stage Two envelopes bidding procedure, the proposals will be evaluated technically first. 42 out of 70 marks are the qualifying marks. Financial bids of only qualified bidders will be opened. The distribution of 100 marks and formulae of financial bids evaluations will be as follows:

Technical Proposal (T)	=	70 Marks. (42 are qualifying marks)
Financial Proposal (F)	=	30 Marks.
Total (T+F)	=	100 Marks.

The technical proposals/bids securing 42 marks i.e. 60% of total marks (70) allocated for Technical Proposals or more in the technical evaluation will qualify for the next stage, i.e. financial bid opening. Technical bids, securing less than 42 marks will be considered as Technically Disqualified and the financial bid of respective bidder will be returned unopened. The bidder whose quoted prices are lowest will get the maximum marks (i.e. 40 marks) in financial evaluation using formulae given below:

(A) Bid Ratio = (a) Lowest quoted price / (b) Quoted price for which financial marks are required

[For lowest bid ratio would be 1]

(B) Bid Ratio x 30 = Financial marks of (b)

The cumulative effect of both Technical and Financial marks shall determine the position of the bidders.

The contract may be awarded to the bidder whose bid is approved on the basis of evaluated to be lowest as per PPRA Rules.



Note: - The proposal from any Testing Agency which is blacklisted from any government entity will not be considered.

7.8 Technical Evaluation

Preliminary scrutiny (Initial Screening) of technical bids will be done on the basis of following parameters which are pre-requisites; non-compliance of any of following clauses shall disqualify the bidder straight away.

7.8.1 Have been in the same business for at least three years.

7.8.2 The Testing Agency is registered with Tax Department (Income tax, sales tax etc.)

7.8.3 Affidavit on stamp paper (original and latest) of Rs.100/-duly attested by Notary Public, showing that bidder is not black listed from any government department and no suit is pending in any court of law.

7.8.4 Bid Security as earnest money placed in the Envelope of Technical Proposal/Bid of required amount and shape as mentioned in Tender Notice and Article-3(V) of this RFP.

7.8.5 100% compliance of all clauses of this RFP.

Note: After closing date and time no bid will be entertained.



Technical Evaluation Criteria

(Annexure-A)

S.No	Technical Evaluation Criteria	Marks	Reference
A	Experience: Number of years, since inception of business operations as Registered testing agency with the relevant Government agency. (Relevant copy of certificate must be attached)	15	Place at Page No. ___ of Bid
B	Clientele & Coverage: a) No. of the clients <input type="checkbox"/> Bank /Financial institution <input type="checkbox"/> Government Clients <input type="checkbox"/> Other Clients b) Presence of service across different Districts (Details related to point (a) along with work orders and details of point (b) must be attached.)	a)8 b)8	Place at Page No. ___ of Bid
C	Annual Turnover: Total business of last 3 years 2016 PKR MILLION 2015 PKR MILLION 2014 PKR MILLION (Details as per above format must be attached)	17	Place at Page No. ___ of Bid
D	Details of Similar Work / Assignments already completed <ul style="list-style-type: none"> • One to Ten assignments • Ten to Twenty assignments • Above Twenty assignments (Relevant copy of certificate must be attached)	22	Place at Page No. ___ of Bid

Format for Financial Proposal

(Annexure-B)

S.No.	Per Candidate Fee* (Rs.) (including all applicable taxes)

* This shall be 50% of the total Fee/cost of conducting test per candidate.

NOTE: It is reiterated here that in compliance of Establishment Division, Government of Pakistan, Memo No. F.53/1/2008-SP dated 18th August, 2017, 50% of the fee payable to testing agency will be paid by Government of Pakistan (in this case through CDNS) to save the unemployed citizens from financial burden. The agency shall collect remaining 50% of the fee from the candidates and CDNS shall have no obligation in this regard.