



Port Qasim

Gateway to National Prosperity

PORT QASIM AUTHORITY

BIN QASIM, KARACHI-75020

NOTICE INVITING TENDER **FOR PROVISION OF SERVICES OF SKILLED HUMAN RESOURCES (HR) TO** **PORT QASIM AUTHORITY**

1. Port Qasim Authority invites sealed tenders from qualified and experienced HR outsourcing service providers. The services include the provision of skilled human resources as specified in the tender documents.
2. The firm must be duly registered with Sales Tax and Income Tax Departments under the Federal Board of Revenue and on Active Tax Payer list and registered with PPRA on E-PAD.
3. Interested tenderers may download the Tender Documents/Instructions to bidders from PQA and PPRA websites.
4. Tender documents can be obtained from the office of Manager (Cargo Operations), Cargo Operations Department, Port Qasim Authority before the closing date of bids during office hours. The bidders will have to submit their bids through E-PADS too.
5. The method of procurement shall be Single stage two envelope procedure under Rule 36(b) of the Public Procurement Rules-2004.
6. Bids must also be accompanied with Bid Security of Rs. 600,000/- (Six Hundred Thousand Rupees) in the form of Pay Order in favor of the "Port Qasim Authority" issued by Pakistani Schedule Banks AA rating and located in Karachi, Pakistan.
7. The bids, prepared must be in accordance with the instructions in the bidding documents and must reach in the office of Manager (Cargo Operations), Cargo Operation Department, Port Qasim Authority, Karachi on or before 04/06/24 at 1230 hours. The tenders will be opened on the same day at 1300 hours in the conference room of Admin Building No II Port Qasim Authority in the presence of representatives of firms who may wish to be present. The documents received after due date and time will not be entertained. Tenders submitted without earnest money shall be rejected.
8. Port Qasim Authority reserves the right to accept or reject any or all bids as per PPRA 2004 and no claim whatsoever shall be entertained. In this regard Authority's decision shall be final and binding on all the bidders.


Shahnawaz Mangrio
Secretary



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Ministry of Maritime Affairs



OPERATION DIVISION
Cargo Operation

Request for Proposals (RFP)
No. RFP-02/2024

**ACQUIRING OF HUMAN RESOURCE (HR) OUTSOURCING SERVICE
PROVIDER FOR PROVISION OF SERVICES OF SKILLED HUMAN
RESOURCES (HR) TO PORT QASIM AUTHORITY**
Issue Date: May 2024

[This document contains Tender/TOR of HR outsourcing services



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1. EXECUTIVE SUMMARY

Port Qasim Authority (PQA) is an autonomous body working under the Ministry of Maritime Affairs. PQA is committed to implementing the Federal Government's vision and policy of facilitating trade through Port Qasim. To effectively achieve this, PQA is deploying the Pakistan Single Window (PSW) – a modern port community system and associated equipment. In order to ensure the success of this vital initiative, PQA seeks a vendor to provide skilled human resource services.

2. CATEGORIES OF REQUIRED SERVICES OF SKILLED HUMAN RESOURCES (HR):

- 2.1. Please refer to **Annexure-I** for “**Schedule of Requirements**”
- 2.2. The vendor/firm will be selected in accordance with the policy guidelines of Public Procurement Regulatory Authority (PPRA).
- 2.3. The vendor/firm should have capacity to provide Services of skilled personnel services in categories of which mentioned in **Annexure-I**.

3. ABOUT BIDDERS / RESPONDING ORGANIZATIONS (RO)

- 3.1. The Responding Organization (RO) must be registered with Sales Tax, Income Tax Department, SRB, EPAD and should be in possession of a valid NTN certificate. Copies of the certificates must be provided with the bid document and RO must be on the Active Tax Payer List of FBR.
- 3.2. The RO must provide following on their letterhead:
 - a. Name of Organization
 - b. Details of offices across Pakistan
 - c. Location of Head office
 - d. Size of company (number of employees)
 - e. Company Profile along with Organizational Chart
 - f. Number of years of being incorporated (at least last 10 years in existence)
 - g. List of certified and dedicated technical team/Staff with recruitment experience
 - h. Firm's welfare policies for employees
 - i. Detail of litigation cases, if any
- 3.3. The RO to provide information as per templates available at **Annexure-II, Annexure-III, and Annexure-IV**.
- 3.4. RO must be in relevant business /supplies /services for last ten (10) years at least.
- 3.5. The RO must provide the list of projects/customers with the similar services (Third Party HR) provided in last ten (10) years. The duration of each provided services MUST be mentioned along with the contact numbers of HR/Headcount provided and the name, contact information of the beneficiary organization



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- 3.6. Financial capability and yearly growth rate (annual financial turnover) in past three (03) years.
- 3.7. The RO to provide Monthly Rate (inclusive of all taxes) against each category and hardware cost in the format mentioned in **Annexure – III**.
- 3.8. The RO shall be responsible for payment of any duties/taxes etc. which are imposed by the Government of Pakistan (GOP). The bid price MUST be inclusive of all taxes. The RO is hereby informed that the Government shall deduct tax at the rate prescribed under the tax laws of Pakistan, from all payments for services rendered by any responding organization who signs a procurement contract with the Government.
- 3.9. **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)**.
- 3.10. **Affidavit** that the RO has never been blacklisted by any Government/Semi Government/Autonomous organization **(on stamp paper of Rs. 100)**.
- 3.11. **Affidavit** from the RO that Services provided by the Human resources MUST fulfil the experience, expertise and skill as mentioned in **Annex – I “Schedule of Requirements”** against each category for any future requirements during the life of the contract **(on stamp paper of Rs. 100)**.
- 3.12. **Affidavit** from the RO that Human Resources provided through this tender 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)**.
- 3.13. The RO shall be fully responsible for the provision hardware or required application licenses to use their hardware, required by the Skilled Human Resource (provided under this contract) i.e.

Equipment and Software Requirements for Service Providers

a. IT Support Officer (Category-I):

Service providers deputed by the successful bidder (as per **Annexure-I**) must possess their own brand new (non-refurbished) laptops as defined in **Annexure – I** along with other necessary equipment for the performance of their duties.

b. Data Entry Operator (Category-II):

Service providers are required to provide desktop with LED to this category as defined in **Annexure – I** along with other necessary equipment for the performance of their duties.

c. Contractual Agreement on Hardware:

i. Hardware Provision:

All necessary hardware, including desktop computers, laptops, printers, and scanners, will be supplied by the contractor. Upon the commencement of the contract with Port Qasim Authority (PQA), these items will transfer to the ownership of PQA.



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- ii. **Software Requirements:**
Each laptop and desktop computer must be equipped with a licensed version of Microsoft Windows 11 and the latest Microsoft Office suite.
 - iii. **Maintenance and Support:**
The appointed vendor is responsible for the maintenance and repair of the provided equipment throughout the duration of the contract. In the event of hardware failure, the vendor is obligated to supply a backup within 24 hours of the complaint being reported.
 - iv. **Replacement Policy:**
If any provided equipment is deemed beyond economic repair, as determined within 24 hours, the vendor must replace it with new equipment, adhering to the specifications outlined in **Annex – I**.
- 3.14. RO to provide organizational chart covering management structure and key personnel (technical, administrative and managerial)
- 3.15. RO to provide at least Hundred (90) resumes (30 for each category provided in **Annexure-I “Schedule of Requirements”** along with the proposal

4. TERMS AND CONDITIONS

- 4.1. Provision of Services of Skilled HR contract will be awarded for two (two) years which may be extended on mutually agreed terms & conditions for another year subject to satisfactory performance by the vendor, available funds with PQA and principal approval by the competent authority for contract extension.
- 4.2. The request of Services under this tender/contract shall be demand driven and at the sole discretion of PQA as per the needs.
 - a. Month will be calculated as per timing observed in PQA within one calendar month
 - b. Attendance of the service providers (Skilled HR) and leaves will be approved and managed by PQA during the time of their service engagement with PQA.
- 4.3. The cost of such Services should not exceed the limitations of cost set forth in the financial proposal/contract.
- 4.4. When requesting services, PQA shall specify the required service category(ies); the allocable monthly cost (agreed under this contract) for each specified category; and the duration of services applicable to the request.
- 4.5. PQA shall have sole discretion to establish the minimum qualifications necessary for the performance of any services to be rendered under and pursuant to this contract.
- 4.6. If at any time and at its sole discretions, PQA determines that the services performed under and pursuant to this contract by any of the service provider (Skilled HR) are not satisfactory or unavailable due to unforeseen situation, PQA will notify the firm in writing and firm shall immediately withdraw such service providers and, at PQA's option, furnish a service provider who meets the requirements/qualifications within ten (10) working days.



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- 4.7. RO/Vendor will be sole responsible to obtain Police Clearance Certificates and Character Certificate from a Gazetted Officer of Service Providers (Skilled HR) working under this contract before engaging their services.
- 4.8. Port Qasim Authority (PQA) reserves the right to assign Skilled Human Resources to any location within the jurisdiction of PQA, depending on the job's nature. The assignment of shifts will also be at PQA's discretion.
- 4.9. PQA will provide Pick & Drop facilities from designated points as per its routine transport schedule. The timings for these services, subject to PQA's notification, are as follows:

| | |
|---------------------|---------------------------------------|
| Office Joining Time | : 0800 hours / 0830 hours (1st Shift) |
| | : 1600 hours / 1430 hours (2nd Shift) |
| Office Leaving Time | : 1600 hours (1st Shift) |
| | : 0800 hours (2nd Shift) |
- 4.10. The RO/Vendor is required to provide an additional workforce on an as-needed basis, adhering to the same agreed-upon terms and conditions, including costs. However, the number of additional officials in each category shall not exceed the respective limits specified for each in Annex – I.
- 4.11. The RO/Vendor is required to provide a motorcycle, including necessary fuel and maintenance, for resident officials use in addressing work related matters within PQA. Upon entering the contract agreement, this motorcycle will become the property of Port Qasim Authority.

5. PREPARATION OF BIDS

- 5.1. As per PPRA rules, Single Stage –Two envelope procedure will be used for the said procurement.
- 5.2. The bids shall be submitted in a sealed package/packages in such a manner that the contents are fully enclosed and cannot be known until duly opened.
- 5.3. Technical Proposal: Envelope for Technical Proposal shall be marked “TECHNICAL PROPOSAL” clearly in bold and legible letters to avoid confusion. It must contain two (02) hard copies and two (02) soft copies of the technical proposal (each being physically separated, sealed and labelled as “Technical Proposal”). Each envelope should contain similar supporting documents.
- 5.4. Financial Proposal: Envelope for Financial Proposal shall be marked “FINANCIAL PROPOSAL” clearly in bold and legible letters to avoid confusion. It must contain two (02) hard copies of Financial Proposals sealed and marked separately.
- 5.5. Soft copies of both Technical and financial proposals must be provided along with bid envelopes in inerasable format. In case of any difference between hard and soft copy, the hard copy will prevail.
- 5.6. Bid Security: A Bid Security in the shape of a Pay Order in the favor of “Port Qasim Authority” as fixed amount of Rs. =600,000/- (Six Hundred Thousand Rupees) must be submitted along with the technical proposal.



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- 5.7. The Bid Bond to be enclosed in a SEPARATE ENVELOPE, labelled as “BID BOND”, and should be SEALED. It must be ensured by the RO that bid bond should not be in the envelope of financial OR technical proposal. In the technical bid, RO must confirm on company’s letter head that the Bid Bond is being submitted separately as required by PQA.
- 5.8. RO should duly fill in and submit the Bid Forms (01, 02, 03 and 04)
- 5.9. RO must provide at least three (03) performance and backup support certificates from the previous customers.
- 5.10. All bids and prices must remain valid for a period of **150 days** from the closing date of the submission of tender documents. However, the ROs are encouraged to state a longer period of validity of the bids.
- 5.11. The currency in the bids shall only be quoted in Pakistan Rupees (PKR).
- 5.12. The RO shall bear all costs associated with the preparation and delivery of its Bid, PQA will in no case be responsible or liable for those costs.
- 5.13. The Goods/Services to be quoted/supplied under the Contract shall have their origin in eligible member countries (if applicable). Whereas “origin” shall be considered to be the place where the Goods are produced or from which the Services are provided.
- 5.14. The bid prepared by the RO and all correspondence and documents relating to the bid exchanged by the bidder and PQA shall be written 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.
- 5.15. Bidder is required to stamp every page of the bid document along with signature at the required pages and submit back along with the bid.

6. SUBMISSION OF BIDS

- 6.1. Bids shall be delivered by hand or courier in a SEALED CONFIDENTIAL COVER and must reach to **Director Cargo Ops, Port Qasim Authority, Bin Qasim Karachi -75020 (Phone: 021-99272166)** on or before the last date indicated in **Tender Notice i.e. 04-June-2024 at 12:30 HRS.** BIDS/PROPOSALS RECEIVED BY FAX OR EMAIL SHALL NOT BE ACCEPTED.
- 6.2. All bids submitted after the time prescribed in tender notice/documents shall be rejected and returned without being opened.
- 6.3. Conditional/Partial bids shall not be considered.

7. OPENING, EVALUATION AND REJECTION OF BIDS

- 7.1. Technical bids will be opened on the same date at PQA (above mentioned address) at 13:00 HRS in front of bidders or their representatives who may choose to be present.



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- 7.2. Details of **evaluation criteria** are attached at **Annexure-II. Preliminary Evaluation/screening** will be done as per **Annexure-II-A**; whereas, technical evaluation as per **Annexure-II-B** and **Financial Evaluation** of Technically qualified bidders will be as per **Annexure II-C**. ROs should provide all details in required templates as provided under:
- Annexure-II-A** for Initial Screening
 - Annexure-II-B** for technical evaluation (technical proposal envelope)
 - Annexure-II-C** for financial evaluation (financial proposal envelope).
- 7.3. Date and time for the opening of the Financial Bids, after thorough technical evaluation of the bids, shall be communicated to the technically qualified bidders only, whereas the Financial bids of technically disqualified bidders shall be returned un-opened. In this connection, see **PPRA Rule: 36(b)** in general and **PPRA Rule: 36- b(viii)** in particular.
- 7.4. The procuring agency shall read aloud the unit price as well as the bid amount and shall record the minutes of the bid opening. All bidders in attendance shall sign an attendance sheet.
- 7.5. PQA may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. The procuring agency shall upon request communicate to any supplier or contractor who submitted a bid or proposal, the grounds for its rejection of all bids or proposals, but is not required to justify those grounds.
- 7.6. PQA shall incur no liability, solely by virtue of its invoking sub-rule (1) towards suppliers or contractors who have submitted bids or proposals.
- 7.7. In the above case notice of the rejection of all bids or proposals shall be given promptly to all suppliers or contractors that submitted bids or proposals.

8. DISQUALIFICATION AND BLACKLISTING OF SUPPLIERS AND CONTRACTORS

- 8.1. PQA shall disqualify a supplier or contractor 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.
- 8.2. Suppliers and contractors who either consistently fail to provide satisfactory performances or are found to be indulging in corruptor fraudulent practices shall face permanent or temporary bar, from participating in procurement proceedings.

9. ACCEPTANCE OF BIDS AND AWARD OF PROCUREMENT CONTRACT

9.1. Acceptance of Bid and Award Criteria

The bidder after qualifying through the given criteria in **Annexure-II-A** will qualify for technical evaluation as per **Annexure II-B**. Marks obtained as per the evaluation through **Annexure II-B** will then be calculated as per the formula given in **Annexure**



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II-C keeping in view the financial proposal (**as per Annexure III**). Technically qualified firm having 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.

9.2. Procuring Agency's Right over quantities at the time of Award

The Procuring Agency reserves the right at/after the time of award of procurement contract to increase or decrease, the quantity of **goods/services** up to 15% as originally specified in the **Annexure-I** (Schedule of Requirements) without any change in unit price or other terms and conditions. Payment will be made for the items/services actually **delivered as per rate (per unit)** provided by the bidder.

9.3. Notification of Award

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

9.4. Signing of Contract

- a. After the notification of award, the Procuring Agency shall send the successful Bidder the Contract Form/Document
- b. The Contract shall become effective upon affixation of signature of the Procuring Agency and the selected Bidder on the Contract document.
- c. If the successful Bidder, after completion of all codal formalities shows an inability to sign the Contract then its Bid Security shall stand forfeited and the firm may be blacklisted and de-barred from future participation, whether temporarily or permanently. In such situation the Procuring Agency 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 contract, successful delivery of goods, furnishing of the performance/security Deposit and confirmation of the performance/Security Deposit by the PQA with the Bank of the successful bidder.
- e. The successful bidder will be required to give satisfactory assurance of its ability and intention to supply the Goods / Services pursuant to the Contract, within the time set forth therein.

10. AMENDMENT OF BIDDING DOCUMENTS

- 10.1. At any time prior to the deadline for submission of bid, the Client/procuring agency 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.



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- 10.2. The amendment shall be part of the bidding documents will be notified by website.
- 10.3. In order to afford the prospective bidder reasonable time in which to take the amendment into account in preparing its bid, the Client may, at its discretion, extend the deadline for the submission of bid.

11. PERFORMANCE GUARANTEE

- 11.1. The successful Bidder shall be required to deposit in the form of a Bank Guarantee, as **Performance Bond** upon execution of the procurement of services contract, a sum equivalent to **PKR 03 Millions**, on the Form and in the manner prescribed by the Procuring Agency. The Bank Guarantee for Performance Security shall be issued by a schedule bank of Pakistan (Karachi Branches) having 'AA' credit rating acceptable to the Authority and shall be kept valid from the date of issue, and should cover the performance of services during the contractual period, which will not be less than 02 years
- 11.2. Failure to provide a Performance Guarantee by the successful Bidder is a sufficient ground for annulment of the award and forfeiture of Bid Security. In such event the Procuring Agency may award the contract to the next highest evaluated marks/points or call for new bid.
- 11.3. Performance Guarantee shall be released after closing of contract.

12. RENEWAL OF CONTRACT

- 12.1. The contract is renewable on mutually agreed terms & conditions for another year subject to satisfactory performance by the vendor, available funds with PQA and principal approval by the competent authority for contract extension. Moreover, on renewal of the contract, contractor will submit renewed Bank Guarantee with same amount ensuing clause 11.1.
- 12.2. The contractor will provide renewed Registration, License/NOC from Government of Pakistan (Federal and Provincial) & confirmed by Ministry of Interior, cleared from Special Branch Police to oblige renewal of the contract (ONLY IF APPLICABLE).

13. DEBARMENT / BLACKLISTING OF FIRM

- 13.1. As per clause-19 of the PPRA rules 2004, PQA reserves the right of debarment 'or' blacklisting of a firm, association, corporation, joint venture, company, partnership or any other legal entity subject to any of the following acts:-
 - a. Consistent failure to provide satisfactory performance.
 - b. Contractor becomes insolvent.
 - c. Existence of judicial decision against a contractor in respect of a corrupt or collusive practice.
 - d. Submission of false and spurious documents, making false statements and allegations to gain undue advantage.



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- e. Commission of fraud.
 - f. Contractor abandons the contract.
 - g. Contractor without reasonable excuse fails to commence the work 'or' suspends the progress of work for 14 days.
 - h. Contractor is not executing the work in accordance with the contract or is persistently or flagrantly neglecting to carry out his obligations under the contract.
 - i. 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.
- 13.2. Chairman Port Qasim Authority, will constitute a committee comprising of three PQA officers and they will investigate the matter in connection with allegation 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 contractor who is to be debarred / blacklisted. The said committee will forward its clear recommendations for the approval of Chairman PQA.
- 13.3. 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, PQA also reserves the right of permanent blacklisting of a contractor subject to severity of the corrupt or fraudulent practices.

14. IMPLEMENTATION & PAYMENT SCHEDULE

Note: Payments will be made against delivered services only. The time period is defined in this bid document for payments against submitted bills.

| S# | MILESTONE | TIME PERIOD | PAYMENT |
|----|---|--|--|
| 1. | Nomination/Deputation of Skilled Human Resource for PQA | Within three weeks' time from the signing of agreement/contract between PQA and the qualified vendor/firm. Performance Guarantee MUST be provided to cover the security period of the contract which will be two (02) year from the date of signing of the contract | Performance Guarantee submitted to PQA |
| 2. | Service Providers (Technical Human Resource) working at PQA | Within three weeks after the written request is initiated from PQA | Payment shall be made on half yearly basis in accordance to the agreed per month rates under the contract Payment will be processed upon receiving the half yearly official invoice from the firm |
| 3. | End of Contract | Issuance of clearance Certificate to service provider | Release of Performance Guarantee/security |



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15. JOINT VENTURES

Bids submitted by a joint venture of two or more companies or partners shall comply with the following requirements:

- a. The Bid, and in case of successful Bid, the Contract form, shall be signed by all so as to be legally binding on all the partners;
- b. One of the partners shall be authorized to be in charge; and this authority shall be evidenced by submitting a power of attorney signed by legally authorized signatories of all the partners;
- c. The partner in charge shall be authorized to incur liabilities, receive payments and receive instructions for and on behalf of any or all partners of the joint venture;
- d. All partners of the joint venture shall be liable jointly and severally for the executing of the Contract in accordance with the Contract terms, and a relevant statement to this effect shall be included in the authorization in the Bid Forms and the Form of Agreement (in case of a successful Bid); and
- e. A copy of the agreement entered into by the joint venture partners shall be submitted with the Bid.



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SCHEDULE OF REQUIREMENTS: ANNEXURE-I

| Category | Job Position | Minimum Qualification | Special Training | Exp (Relevant) Min. Years | # of Officials | Term (Years) | Expertise/ Skills | Hardware/Bike Minimum Requirements (Vendor Supplied) |
|----------|---------------------|---|---------------------|---------------------------|----------------|--------------|--|--|
| I | IT Support Officer | Bachelors in IT/Computer Science or equivalent technical training | Software Management | 3 | 1 | 2 | Cloud operations, web tech, software troubleshooting | - One (1) brand-new (non-refurbished) Laptop as per Configuration¹ - One (1) Printer as per Configuration⁴ - One (1) Motor Bike |
| II | Data Entry Operator | Bachelors in Science or equivalent | Typing Speed | 3 | 7 | 2 | Typing, transcription, data entry, record-keeping, MS Office | - Four (4) numbers brand-new (non-refurbished) Desktop as per Configuration² with LED having Configuration³ - One (1) Brand New (non-refurbished) Printers as per Configuration⁴ - Two (2) Brand New (non-refurbished) Scanners as per Configuration⁵ |
| III | Skilled Worker | Basic Literacy | - | 3 | 2 | 2 | - | - |

Minimum Configuration

Detail

1. Laptop

- : Equipped with:
 - a. A multi-core processor, 8GB RAM, Primary Drive: 512 GB NVMe SSD, built-in webcam and microphone, Wi-Fi and Bluetooth connectivity, and a minimum 15-inch HD display. Compatible with Windows 11 and latest Microsoft Office
 - b. Licensed Microsoft Windows 11 Pro or latest
 - c. Licensed Microsoft Desktop Office 2021 or latest

2. Desktop

- : Equipped with:
 - a. Standard configuration includes a multi-core processor, 8GB RAM, Primary Drive: 256 GB NVMe SSD, Secondary Drive: 1TB 7200 RPM SATA HDD (Combo Option), integrated graphics, and multiple USB ports. Compatible with Windows 11 and the latest Microsoft Office
 - b. Licensed Microsoft Windows 11 Pro or latest
 - c. Licensed Microsoft Desktop Office 2021 or latest

3. LED

- : Minimum 21-inch Full HD display with adjustable stand, VGA and HDMI ports, and anti-glare screen technology.

4. Printer

- : Dual-function laser printer for fast, black & white and sharp text printing, with wireless and wired connectivity options, and automatic duplex printing (double-sided).

5. Scanner

- : High-performance office document scanners with an automatic feeder for efficient multi-page scanning and a flatbed option for various document types, compact design, high resolution scanning capabilities, and compatibility with multiple operating systems.



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EVALUATION CRITERIA: ANNEXURE-II

Criteria for the Assessment of Proposal

Technical Proposal (70%)

Please refer to below detailed Technical Evaluation Tables

Financial Proposal (30%)

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

| S#. | DESCRIPTION | RELEVANT TABLE / FORM | SCORE WEIGHTAGE | MAXIMUM SCORE |
|--------------|---------------------------------------|-----------------------|--|---------------|
| 1. | Preliminary Evaluation / Screening | Annexure II-A | MUST provide all the requested information as per " <u>Annexure-II-A</u> " to qualify for the Technical Evaluation. Bidder MUST use Bid Form 02 as template to provide information. | |
| 2. | Firm's Technical Evaluation /Capacity | Annexure II-B | 70% | 700 |
| 3. | Financial Evaluation | Annexure II-C | 30% | 300 |
| TOTAL | | | 100% | 1000 |



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PRELIMINARY EVALUATION CRITERIA: ANNEXURE-II-A

Bids evaluation shall be subject to 100% compliance to the following criteria for Vendor's qualification for Technical and Financial Evaluation. (**Bidder must provide below mentioned information in Technical Envelope, Bid Form 2 will be used as template to provide the information**)

| S#. | GENERAL TERMS AND CONDITIONS FOR COMPLIANCE | CLAUSE | YES/NO |
|-----|---|--------|--------|
| 1. | The Responding Organization (RO) must be registered with Sales Tax, Income Tax Department, SRB, EPAD and should be in possession of a valid NTN certificate. Copies of the certificates must be provided with the bid document and RO must be on the Active Tax Payer List of FBR. | 3.1 | |
| 2. | The firm must provide on letter head, Name of organization, details of offices across Pakistan and location of Head office, size of company (number of employees), number of years of being incorporated (at least last ten 10 years in existence). | 3.2 | |
| 3. | The RO must provide the list of projects/customers with the similar services (Third Party HR) provided in last 10 (10) years . The duration of each provided services MUST be mentioned along with the contact numbers of HR/Headcount provided and the name, contact information of the beneficiary organization | 3.5 | |
| 4. | Financial capability and yearly growth rate (annual financial turnover) in past three (03) years . | 3.6 | |
| 5. | 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) | 3.9 | |
| 6. | Affidavit that the RO has never been blacklisted by any Government/Semi Government/Autonomous organization (on stamp paper of Rs. 100) | 3.10 | |
| 7. | Affidavit from the RO that Services provided by the Human resources MUST fulfil the experience, expertise and skill as mentioned in Annex – I “Schedule of Requirements” against each category for any future requirements during the life of the contract (on stamp paper of Rs. 100). | 3.11 | |
| 8. | Affidavit from the RO that Human Resources provided through this tender 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). | 3.12 | |
| 9. | The RO shall be fully responsible for the provision hardware or required application licenses to use their hardware, required by the Skilled Human Resource (Compliance of Complete 3.13 Clause) | 3.13 | |
| 10. | RO to provide organizational chart covering management structure and key personnel (technical, administrative, and managerial) | 3.14 | |
| 11. | RO to provide at least Ninety (90) resumes, 30 each against the categories provided in Annexure-I “Schedule of Requirements” along with the proposal | 3.15 | |
| 12. | Bid Bond/Security: A Bid Bond in the shape of a Pay Order in the favor of “Port Qasim Authority” as fixed amount of Rs. =600,000/- (Six Hundred Thousand Rupees) must be submitted along with the technical proposal. | 5.6 | |



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TECHNICAL EVALUATION: ANNEXURE-II-B

Detailed evaluation will be done for the firms who qualify 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, the **Procurement Committee** will verify the compliance with criteria/specifications mentioned in the following table:

| FIRM'S TECHNICAL CAPACITY | |
|--|------------|
| Criteria | Max Marks |
| Number of Relevant HR Staff (with Recruitment Experience) Evidence Required: List on company's letterhead; subject to verification Calculation Criteria: - 1-10 resources: 15 Marks - 11-20+ resources: 30 Marks | 30 |
| Number of Similar Services (Third Party HR) in Pakistan (Last 10 Years) Evidence Required: Copies of customer letters/contract copies/work orders Calculation Criteria: - 1-3 Projects: 10 marks (+5 for each Govt. Customer) = Total 25 Marks - 4-6 Projects: 20 marks (+5 for each Govt. Customer) = Total 50 Marks - 7-9 Projects: 55 marks (+5 for each Govt. Customer) = Total 100 Marks | 100 |
| Worth of Projects of Similar Nature (Outsourcing of HR) in Last 3 Years Evidence Required: Proof of Similar Nature Project mentioning worth of Projects Calculation Criteria: - 100 to 200 million: 25 Marks - 200+ to 300 million: 50 Marks - 300+ million: 100 Marks | 100 |
| Financial Strength (Last Three Years) – Annual Turnover (PKR) Evidence Required: Audit report and proof of financial strength Calculation Criteria: - Up to 100 million: 50 Marks - Up to 125 million: 75 Marks - Up to 150 million or more: 100 Marks | 100 |
| Permanent Office in Karachi Evidence Required: Proof of office location; subject to inspection. Calculation Criteria: - Yes: 25 Marks - No: 0 Marks | 25 |
| Resumes: Provision Against Each Category, Evaluation: Procurement committee will check relevance. Evidence Required: Contact information in CVs/profiles. Calculation Criteria: - IT Support Officer: 30 resumes with 80%+ matching = 105 Marks - Data Entry Operator: 30 resumes with 80%+ matching = 105 Marks - Support Staff: 30 Resume with 80%+matching= 105 Marks | 315 |
| Capability for Capacity Building (Technical Trainings) Evidence Required: Verifiable evidence of conducting trainings Calculation Criteria: - Yes: 25 Marks - No: 0 Marks | 30 |
| TOTAL | 700 |



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FINANCIAL EVALUATION: ANNEXURE-II-C

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

| EVALUATION OF FINANCIAL PROPOSAL | | MAX MARKS | | | | | | | | | | | | |
|---|--------|------------|--------|-------|--------|-------|--------|--------------------------------|-----|--------------------------------|--------|--------------------------------|--------|-----|
| TERMS AND CONDITIONS | | | | | | | | | | | | | | |
| <p>Example of a Bid Cost Evaluation</p> <p>When the total cost of each bid has been established, these costs should be converted to a score out of 300. Since the lower the cost the better, the lowest cost should be awarded a score of 100. All other bids should be scored using the formula:</p> <p>Bid's Score = $300 \times (\text{lowest total cost} / \text{bid cost})$ Example:</p> <p>Three bids are received. The total cost for each is:</p> <table> <tr><td>Bid A</td><td>Rs 120</td></tr> <tr><td>Bid B</td><td>RS 124</td></tr> <tr><td>Bid C</td><td>Rs 142</td></tr> </table> <p>The cost score for each bid is:</p> <table> <tr><td>Bid A = $300 \times 120/120 =$</td><td>300</td></tr> <tr><td>Bid B = $300 \times 120/124 =$</td><td>290.32</td></tr> <tr><td>Bid C = $300 \times 120/142 =$</td><td>253.52</td></tr> </table> | | Bid A | Rs 120 | Bid B | RS 124 | Bid C | Rs 142 | Bid A = $300 \times 120/120 =$ | 300 | Bid B = $300 \times 120/124 =$ | 290.32 | Bid C = $300 \times 120/142 =$ | 253.52 | 300 |
| Bid A | Rs 120 | | | | | | | | | | | | | |
| Bid B | RS 124 | | | | | | | | | | | | | |
| Bid C | Rs 142 | | | | | | | | | | | | | |
| Bid A = $300 \times 120/120 =$ | 300 | | | | | | | | | | | | | |
| Bid B = $300 \times 120/124 =$ | 290.32 | | | | | | | | | | | | | |
| Bid C = $300 \times 120/142 =$ | 253.52 | | | | | | | | | | | | | |
| Total | | 300 | | | | | | | | | | | | |



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FINANCIAL PROPOSAL: ANNEXURE III

QUOTATION

NAME OF THE FIRM:

A: Human Resource

| S# | Category | Services of: | Number Of Resources (A) | Cost per month per Service Provider (HR) *inclusive of all taxes and/or other cost (if any) (B) | Total AxB |
|--------------|----------|---------------------|-------------------------|---|-----------|
| 1 | I | IT Support Officer | 1 | | |
| 2 | II | Data Entry Operator | 10 | | |
| 3 | III | Support Staff | 2 | | |
| TOTAL | | | 13 | | |

B: Hardware/Equipment (One Time)

| S# | Hardware/ Equipment for | Item <small>(for detail specs Refer Clause 3.13 and Annex - I)</small> | Qty (A) | Per Item Inclusive of All Taxes (B) | Total AxB |
|--------------|-------------------------|---|---------|-------------------------------------|-----------|
| 1 | IT Support Officer | Laptop | 1 | | |
| | | Printer | 1 | | |
| 2 | Data Entry Operator | Desktop With LED | 4 | | |
| | | Printer | 1 | | |
| | | Scanner | 2 | | |
| TOTAL | | | | | |

C: Bike (One Time)

| S# | Item | Qty (A) | Per Unit inclusive of All Taxes (B) | Total AxB |
|--------------|------------|---------|-------------------------------------|-----------|
| 1 | Motor Bike | 1 | | |
| Total | | | | |

| S# | Section | Total |
|-------------------------|----------------------------------|-------|
| 1 | A: Human Resource | |
| 2 | B: Hardware/Equipment (One Time) | |
| 3. | C: Bike (One Time) | |
| Total in Numbers | | |
| Total in Words | | |



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LETTER OF INTENT: BID FORM-01

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

To,
Director Cargo (Ops)
Port Qasim Authority, Bin Qasim
Karachi – 75020

LETTER OF INTENT

Dear Sir,

Having examined the tender documents, we offer to supply and deliver the Goods/Services under the above named tender in full conformity with the said bidding documents/rules and at the rates/unit prices described in the price schedule provided in Financial Bid (Annexure-III) 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 Price Schedules attached herewith and are made part of this bid.

We undertake, if our Financial Bid is accepted, to deliver the Goods/Services in accordance with the delivery schedule specified in the 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 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 the laws against fraud and corruption in force in Pakistan.

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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DOCUMENTARY EVIDENCE: BID FORM-02

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 initial 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.

| S# | REQUIRED DOCUMENTATION | CLAUSE NO. | SIGNATURE OF BIDDER | SUPPORTING DOCUMENT'S NAME | PAGE NUMBER IN THE BID |
|-----|--|------------|---------------------|----------------------------|------------------------|
| 1. | NTN Certificate | 3.1 | | | |
| 2. | GST/SRB/E-Pads registration Certificate | 3.1 | | | |
| 3. | On Active Tax Payers List of FBR | 3.1 | | | |
| 4. | Registration/Incorporation/Business Certificate | 3.2 | | | |
| 5. | Complete Company profile and Organizational Chart | 3.2 | | | |
| 6. | Evidence of Firm's last ten (10) year's Performance (Services of similar nature) | 3.5 | | | |
| 7. | Annual Financial Turnover of Past three (03) years | 3.6 | | | |
| 8. | Affidavit: documents/details/information is true | 3.9 | | | |
| 9. | Affidavit: bidder is not blacklisted by any Federal, Provincial Public sector organization | 3.10 | | | |
| 10. | Affidavit of compliance with "Schedule of Requirements" | 3.11 | | | |
| 11. | Affidavit of Confidentiality | 3.12 | | | |
| 12. | Compliance of Clause 3.11 | 3.11 | | | |
| 12. | Bid Bond/Security | 5.6 | | | |
| 13. | Bid Validity period of 150 days | 5.10 | | | |
| 14. | Original Bidding documents duly signed/stamped | 5.15 | | | |



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FIRM'S PAST PERFORMANCE: BID FORM-03

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

Signature: _____

Name: _____

Designation: _____

Official Stamp: _____



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PORT QASIM AUTHORITY
Ministry of Maritime Affairs



SECURITY DEPOSIT: BID FORM-04

To,
Director Cargo (Ops)
Port Qasim Authority, Bin Qasim
Karachi – 75020

Whereas [Name of Supplier+ (hereinafter called “the Supplier”) has undertaken, in pursuance of Contract No.*number+ dated *date+ to supply *description of goods/services+ (hereinafter called “the Contract”). And whereas it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a scheduled bank having minimum AA rating locate in Karachi for the sum of **PKR three (03) Millions** as a Security for compliance with the Supplier’s performance of services and obligations in accordance with the Contract.

And whereas we have agreed to give the Supplier a Guarantee:

Therefore, we here by affirm that we are Guarantors and responsible to you, on behalf of the Supplier, 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 Supplier 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 is valid until the__day of__, 2026

Signature and Seal of the Firm

Address: _____

Date: _____