

**NATIONAL VOCATIONAL & TECHNICAL TRAINING
COMMISSION (NAVTTTC)
Government of Pakistan**



Request for Proposal (RFP)
Provision of Services for Maintenance & Upgradation of
NAVTTTC Project Management & Monitoring System (PMMS)

NAVTTTC HQs, Islamabad

February, 2018

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National Vocational & Technical Training Commission (NAVTTTC), Government of Pakistan, is a National Apex TVET Body. NAVTTTC invites sealed bids / proposals from the authorized and registered software firms / companies etc., registered with Income Tax and Sales Tax Departments for provision of Services for Maintenance & Up-gradation of existing NAVTTTC Project Management & Monitoring System (PMMS).

Bidding document / Proposal, containing detailed terms and conditions, method of procurement, procedure for submission of bids, bid security, bid validity, opening of bid, evaluation criteria, clarification / rejection of bids, performance guarantee etc. are available for the interested bidders and may be collected at the address mentioned below and can also be downloaded from <http://www.navttc.org> and (www.ppra.org.pk) free of cost.

The bids / proposals, prepared in accordance with the instructions in the bidding document, must reach at following on or before 27th February 2018 at 11:00am. Bids will be opened on the same day at 11:30am in presence of the bidders.

Deputy Director (M&E)

National Vocational & Technical Training Commission (NAVTTTC) Headquarters,
5th Floor, Evacuee Trust Complex, Sector F-5/1, Islamabad
051-9044407, <http://navttc.org>

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1. Introduction & background

National Vocational & Technical Training Commission (NAVTTTC) is an apex body at national level to regulate, facilitate and provide policy directions in vocational and technical training. The Commission is establishing and promoting linkages among various stakeholders existing at national as well as international level. Aside from this NAVTTTC has special mandate to implement National Skills Development Programs like Prime Minister Youth Skills Development Program.

To automate its training business processes, NAVTTTC has developed a web based software solution, known as Project Management & Monitoring System (PMMS), which manages all operations of projects & programs including partner Institutes selection, Student Admissions, Financial releases, Monitoring, Assessment and Certification. The key stakeholders/Actors of this system includes NAVTTTC HQ, its regional offices, partner institutes, trainers, students, Monitors & Evaluators, Assessors and finance section of NAVTTTC.

After its initial deployment in June, 2016 and start of operations in December 2016, current state of software needs maintenance in performance, security, usability, scalability and functionality domains. NAVTTTC is seeking technical as well as financial proposals from well-established software development organizations having steadfast profiles in terms of successfully deployed & operationalized projects as well as retainable teams comprises of highly skilled professionals

1.1 Scope of Work

The scope of work includes annual maintenance & up-gradation of existing PMMS in following domains as given below (but not limited to):

1.1.1 Performance

- a) Business Logic layer (Code reviews & up-gradation)
- b) Data Access layer as well as Database level optimization
- c) Front End optimization
- d) Any other necessary up-gradation for seeking ultimate goal of improving performance.

1.1.2 Security

- a) Application level security (CRSS, Injections, Overflow, Payloads, and other high level vulnerabilities)
- b) Database level security
- c) Maximum level of defensive shield against attacks on application level

1.1.3 Documentation & Transfer of Technology

Purely technical documentation with respect mapping of the code including at least (Use case, Test Cases, UCDs, SSDs, SDs, Class diagram, DB objects mapping with use cases)

1.1.4 Usability

User-friendly interfaces by using advanced friend end technologies

1.1.5 Functionality

- a) Revamping and Upgradation of assessment module
- b) User Roles & Claims management through identity framework
- c) Minor level changes in existing Reports and creation of customized reports
- d) Offline Cache support

1.2 Upgradation of Attendance Module by incorporating provision to get attendance data from biometric attendance machine with Regional and Central Dashboards)

1.3 Functionalizing and revamping existing Mobile Application of PMMS

1.4 Any other revision / upgradation as required from time to time during the maintenance period.

1.5 To qualify for the tender

Responding Organization(RO) / Joint Ventures as described in the advertisement notice, must address the entire scope outlined above and detailed in other sections of this document as well as any further communication issued in association with this RFP by NAVTTC.

However, detailed Software Requirements Specification (SRS) including test cases will be worked out jointly by RO and NAVTTC for aforementioned modules. RO shall split the scope of work into four quarters with consultation of technical committee of NAVTTC. Milestones of each quarter shall be defined and aligned with the Provisional acceptance testing (PAT) of each quarter

2. CLARIFICATION AND AMENDMENT OF RFP DOCUMENTS

2.1 CLARIFICATION

Software firm may request a clarification of RFP document not later than 5 days before the proposal submission date. Any request for clarification must be sent in writing by paper mail, facsimile, or electronic mail (duly signed) to NAVTTC's address given below. NAVTTC will respond by facsimile or electronic mail to such requests and will send written copies of the response (including an explanation of the query, but without identifying the source of inquiry) to all participating Software firm who intend to submit proposals. It's highly recommended for ROs to visit NAVTTC HQ and review the existing system before closure of bidding

The address for requesting clarifications is:

Deputy Director (M&E)
National Vocational & Technical Training Commission,
NAVTTC HQs, 5th Floor, Evacuee Trust Complex,
Agha Khan Road,
F-5/1, Islamabad, Pakistan

2.2 AMENDMENT TO RFP

At any time before the submission of proposals, NAVTTC may, for any reason, whether at its own initiative or in response to a clarification requested by an invited firm, amend the RFP. Any amendment shall be issued in writing through an addendum. NAVTTC shall post the addendum on its website and also send them by mail, facsimile, or electronic mail to all participating Software firm and will be binding on them. NAVTTC may at its sole discretion, extend the deadline for the submission of proposals.

The Software firm shall advise, assist and provide full support to the NAVTTC on all steps necessary & critical to successful implementation of Prime Minister's Youth Skill Development program.

2.3 REGULATORY AND COMMERCIAL CONDITIONS/REQUIREMENTS

For interpretation of any clause of this RFP, the decision of NAVTTC would be final and binding on the SOFTWARE FIRM.

3. Payment Schedule

After award of contract, the successful bidder within 15 days shall deposit performance guarantee in the shape of bank guarantee equal to 10% of the contract value.

3.1 This section contains the payment schedule defined for the project:

Payments shall be made in equal four installments on quarterly basis upon satisfactory provision of maintenance & upgrade services subject to pass of test cases defined in provisional acceptance testing (PAT) of each quarter. A satisfactory provision of services certificate from respective NAVTTC Technical Committee shall be attached after each the PAT with the invoice by the bidder and submitted to Admin Section by ending week of each quarter.

The successful bidder shall seek written permission before starting any task and inform in writing on weekly basis the tasks accomplished in the preceding week. The approval of every successful completion of task and acceptance shall also be sought in writing by the successful bidder only after which, any bill/ invoice shall be submitted.

3.2 Extension and Continuation of operations & maintenance service contract:

Upon success of Final Acceptance Testing (FAT) on completion of annual maintenance & upgradation contract by the selected bidder / firm, NAVTTC may extend and continue the services contract on the terms & conditions mutually agreed by both the parties on annual basis or for any specific period as NAVTTC deems necessary for effective implementation and smooth running of PMMS until the period as it may specify with an annual increase of 5%. Provided that the cost for lesser period than the year shall be calculated @ rate of:

Cost to be paid = (Total annual cost) / (12 months) X (services rendered for complete months).

4. ACCEPTANCE

The acceptance criterion for successful bid is defined in the following sections with details being provided for the bidding procedure to be followed for this tender by NAVTTC.

4.1 Acceptance Criteria

4.1.1 Bidding is open to all Bidders that meet the given minimum qualification criteria relating to previous experience, delivery capability, firms/Joint Ventures (JV), understanding etc., as stated in the advertisement /RFP.

4.1.2 Interested Bidders may obtain further information collect the Bidding Documents during working hours from NAVTTC, at the address& phone No. given below:

4.1.3 Deputy Director (M&E): NAVTTC HQs,

4.1.4 Telephone: 051-9044407

4.1.5 All bids must be accompanied by earnest money, in the shape of a Demand Draft/Pay Order, of not less than two (02) percent of the total bid price in the name of DDO NAVTTC HQs, Islamabad.

4.1.6 The attention of prospective Bidders is drawn to (i) the fact that they will be required to certify in their bids that all software is either covered by a valid license/authorization or was produced by the Bidder and (ii) that violations will be considered fraud, viz, punishable up to the potential blacklisting of the bidder from participation in future procurements.

4.1.7 The bidder should be a company/firm/joint venture having legal presence in Pakistan as well as registered with PSEB.

4.1.8 The Bidder shall bear all costs associated with the preparation and submission of its bid and the NAVTTC will in no case be responsible or liable for those costs.

4.1.9 Bidders are expected to examine all instructions, forms, terms, specifications, and other information in the RFP. Failure to furnish all information required by the RFP or to submit a bid not substantially responsive in every respect will be at the Bidder's risk and may result in the rejection of its bid.

4.1.10 Performance guarantee will begin as per prevailing rules @ 10% of the contract value.

5. Format for Technical Proposals

In addition to the format given Appendix-A, the technical proposal should be concisely 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 at Appendices.

5.1 General

The responding organization should provide the following.

- Name of the participating organization or participating organizations (if more than one) in the responding consortium, including their scope of involvement.
- Years of experience of the participating organization or participating organizations (if more than one)

5.2 Financial Capabilities

The responding organization shall describe:

- The financial position of its organization.
- **Income Statement or Annual Report** should be included in the detailed Technical proposal.
- The **National Tax Numbers**
- **PSEB Registration Number**
- **Sales Tax Registration Numbers**
- **Photo copies of concerned documents should be provided.**

5.3 Relevant Experience

Sr. No.	Name of the Project	Total Project Cost (Rs. in Million)	Status ongoing/ completed	Name of the Project's Customer, Contact person & Contact Details

5.4 Staff assigned to the project:

Responding Organizations must demonstrate their relevant experience in projects of similar nature, industry sector, size, status (ongoing/ completed), cost and geography. Responding organizations should provide the details of experience in similar projects according to the following format.

NAVTTTC requires the resumes of staff, assigned to this project as per format given in Appendix-B

5.5 Project Implementation/Management Plan

a. The Responding Organization (RO) shall provide a detailed implementation plan and project management plan. Responding Organization should provide the **timeline/Gantt Chart** including resources needed.

b. Responding Organization should cover **tasks assigned to the employees and resource allocation** of responding organization during the course of the project. This should not be in generic terms but should be specific to the project. Work Breakdown Structures, mentioning names of tasks, sub tasks, start date, finish date, resources and milestones will also be appreciated.

c. In the training category, ROs to provide detailed training schedules along with the names & technical qualifications of resources.

5.6 Support Capabilities

ROs must provide support for the solution for the duration of the entire lifecycle of the project, i.e., up to the time of exit of the RO from the project, or whenever required.

The RO should indicate the support capabilities for software application. Number, qualifications and relevant certifications of support personnel must be indicated.

The chapter on Support plan should cover following categories in detail:

a.	Comprehensive Support plan
b.	Issue handling (software /Bug fixing) Plan as mentioned above.
c.	Details of Support Experience
d.	Technical Support staff location (Office Locations)
e.	Support experience of Government Projects

5.7 Technologies proposed

RO must elaborate proposed set of technologies to be used in requested domains and their impact on security, performance, reliability and usability of software in prescribed format. Examples are mentioned

Sr.No	Domain	Name of Technology /Methodology	Impact
1	User, Roles & claim management	Identity framework	Enhance security Performance

6. General Terms & Conditions

6.1 Earnest Money

An Earnest Money, in the shape of a Bank Draft/Pay Order in the name of DDO NAVTTC, equivalent to 2% of the total cost of bid should be submitted along-with the tender document. Bid bond must be valid for ninety (90) days after the end of the bid validity period. Accordingly, a bid with a bid security that expires before sixty (60) days after the end of the bid validity period shall be rejected as non-responsive.

6.2 Validity of the Proposal

All proposals and prices shall remain valid for a period of 180 days from the closing date of the submission of the proposal. However, the responding organization is encouraged to state a longer period of validity for the proposal.

6.3 Technical Committee

Technical committee will be constituted by the competent authority for the technical evaluation of the proposals.

6.4 Technical evaluation

There will be a two-stage technical evaluation. Preliminary evaluation (Initial Screening) of technical bids will be done on the basis of following parameters or in light of the PEC criteria:

- a. RO/JV bidder should be a Company/firm having legal presence in Pakistan. Certificate of registration with Pakistan Software Export Board (PSEB) must be submitted.
- b. RO /JV have atleast 15 full time relevant technical resources for last one year.
- c. **Photo copies of Income Statement or Annual Report** should be included in the detailed Technical proposal along with, **National Tax Numbers and Sales Tax Registration Numbers**

Detailed technical evaluation will be done for firms who qualify the preliminary evaluation, mentioned above. **These firms may be asked to give presentations on their solution.** The technical *Evaluation Committee* on the parameters given in the technical proposal will make the technical evaluation. The weightage for the technical proposal will be 80 points. Technical evaluation will be as done for the following parameters:

Sr. No	Description	Marks Allocation
1	Already done projects with focus on above noted domains in scope of work (No of Projects)	1-5=10 5-10=15 10-15+=20
2	No of Professionals having more than five year of experience to be associated with this project (No of Professionals)	1-2=5 3 or more=10
3	Technical Demonstration of Existing projects with focus on security, Performance, Security, documentation, usability (Level of Satisfaction with certificates of procuring agencies)	Below Satisfaction=5 Satisfactory=10 Extra Ordinary=20
4	Technical proposal (Technologies=10, Database Optimization=10, Security=10, Documentation=10, Project Management=10)	50

20 % weightage will be given to financial proposals of responding organizations. The formula for financial scoring is that the lowest bidder gets 20 points and the other bidders score 20 multiplied by the ratio of the lowest bid divided by the quoted price.

Example:

Value quoted by lowest bidder = A
Value quoted by second lowest bidder = B
Value quoted by third lowest bidder = C

Financial scoring of the lowest bidder will be = 20
Financial scoring of the second lowest bidder will be = $(A/B)*20$
Financial scoring of the third lowest bidder will be = $(A/C)*20$
Technical scoring out of 80

Points obtained in the detailed technical evaluation will be carried forward & prorated. Tender will be awarded to the Responding Organization with maximum accumulative points (Technical Score + Financial Score). **The decision of technical evaluation committee & thereafter will be binding on all concerned and will in no case be challengeable in any forum.**

6.5 Currency

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

6.6 Withholding Tax, Sales Tax and other Taxes

The responding organization 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 contract with the Government. The responding organization will be responsible for the payment of all taxes on transactions and/or income, which may be levied by Government of Pakistan.

6.7 Dealership and warranties

The responding organization (RO) should be an authorized Partner, dealer or reseller FROM **THE ORIGINAL MANUFACTURER** or its distributor for provided equipment or software.

6.8 Governing Law

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

6.9 Acceptance of Proposals

The NAVTTC reserves the right not to accept reject any or all proposal process without assigning any reason whatsoever.

The acceptance criteria will be as follows:

1. RO must be technically comply with the initial screening criteria.
2. RO must score at least 60% in the technical evaluation.
3. RO must be the highest evaluated bidder (i.e. Technical Score + Financial Score is maximum).

7. Instructions for Responding Organizations

7.1 Submission of Proposal

It is highly recommended that before bidding representative of RO must visit NAVTTC HQ to review the existing system with prior written request from NAVTTC Technical Committee

The complete proposals, technical and financial, should be strictly as per time line & address given in the advertisement. Any bid received after the bid submission deadline prescribed by the NAVTTC will be rejected and returned unopened to the RO. Modifications to the submitted bid will not be accepted.

The responding organization shall deliver five copies of the technical proposal each copy being physically separated, bound, sealed and labelled as "Technical Proposal" (one master and four copies, labelled as such on their respective envelopes). All Five copies to be further bound in one envelope. Format for submission of Technical proposal (along with chapters mentioned in Clause 4) is attached as Appendix-A.

The responding organization shall deliver one copy of the financial proposal being physically separated, bound, sealed and labelled as "Financial Proposal". Financial Proposals shall provide a cost-estimate for the overall project along with detailed cost-estimates for various discrete parts of the project.

The Bank Draft for Bid Bond should be enclosed with financial proposal.

The NAVTTC technical committee will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order etc.

Financial bid with any arithmetical errors shall be subject to rectification by the NAVTTC. If an RO does not accept the correction of errors, its bid will be rejected and its bid security may be forfeited.

NAVTTC may waive any minor informality, nonconformity, or irregularity in a bid that does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any RO.

7.2 Mode of Delivery and Address

Proposals shall be delivered by hand or courier so as to reach the **NAVTTC HQs** the last date and time indicated for submission.

PROPOSALS RECEIVED BY FAX OR EMAIL SHALL NOT BE ACCEPTED.

A. APPENDIX: SUMMARY OF TECHNICAL PROPOSAL

Summary of Technical proposal should serve as the cover page for the detailed technical proposal in the form of chapters mentioned from clauses 4.1 to 4.7. Failure to provide the 'Summary of Technical Proposal' on the format given below, and/or failure to provide the accompanying detailed technical proposal will render the proposal non-responsive and thus not fit for processing

Cat	S. NO	INFORMATION REQUIRED	
A		General	
	1	No of Years in business in Pakistan	
	2	No of Offices & locations in Pakistan	
	3	Annual Turnover (Rs. in Million)	
	B	Details of total staff employed	
C		Experience of Implementation of proposed systems	
D		Training Experience Details	
E		Support Capabilities	

NAVTTTC requires the resumes of staff, assigned to this project as per format given in **Appendix-B**.

B. APPENDIX: FORMAT FOR RESUMES

1. General Details: Name

Date of Joining, in this Company	
Designation in the Company	
Role Assigned in this Project/Activity	
Email	
Mobile #	

2. Education

Sr. No.	Degree	Passing Year	Institution Name	Major/Minor Subject	Division /GPA

3. Certifications

Sr. No.	Name of Certification	Year of obtaining	Date till Certification is Valid	Certification ID / Number/ Institution Name

Please provide attested photocopies of certifications with prescribed resume format. Certifications will not be considered valid without the photocopies.

4. Experience

Total IT Experience (Yrs): _____

Detail of Experience:

Sr. No.	Company Name	Designation /Position	Job Description	Experience Years/Months
1				
2				

5. Projects Details:

Sr. No.	Name of the Project	Role in the Project	Nature & Description of the Project	Tool & Technologies usage in the project	Duration of the Project