

**PAKISTAN INFORMATION COMMISSION  
GOVERNMENT OF PAKISTAN**



## **Tender Notice Hiring Services of a Testing / Recruiting Agency**

Pakistan Information Commission (PIC) invites Sealed bids/proposal from well reputed registered Testing/ Recruiting Agencies to conduct tests and complete other formalities for recruitment on regular posts in PIC. Contract in this respect will be made with successful testing agency for initially a term of three years. Bids should be submitted on "Single Stage Two Envelope Procedure" basis as laid down in Rule 36 (b) of PPRA Rules, 2004. The bids may be submitted to the undersigned by the 22<sup>th</sup> March, 2021 upto 3:00 p.m. The "Technical Proposals" will be opened on the same date at 3:30 p.m. in presence of the bidders or their authorized representatives. "Financial Proposal" of only those testing/ Recruiting agencies will be opened who are found technically qualified. Date of opening of Financial Proposals will be communicated to technically qualified bidders on the addresses given on technical bids. Detailed RFP may be seen in the tender sections of the

Pakistan Information Commission's website: [www.rti.gov.pk](http://www.rti.gov.pk) and the PPRA's website: [www.ppra.gov.pk](http://www.ppra.gov.pk)

- Bids/ Proposals are to be submitted in two separate sealed envelopes clearly marked as "Technical Proposal" and "Financial Proposal".
- Bid security amounting to Rs.200,000/- (Rupees two hundred thousand) in shape of Bank Draft, Pay Order etc. in favor of Pakistan Information Commission, Islamabad, must be attached with Technical Proposals.
- Bid documents may be obtained from the undersigned free of cost or may be down loaded from the websites of PPRA or PIC.
- The bids received after due date or incomplete bids will not be entertained. The Commission can reject all bids or proposals at any time prior to acceptance of a bid or proposal, in light of the provisions of Rule 33 (1) of Public Procurement Rules, 2004.

**Assistant Director, PIC**

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## **PAKISTAN INFORMATION COMMISSION**

Hiring of services of registered testing/ recruiting agency to  
conduct recruitment tests for various vacant positions

Request For Proposal

MARCH, 2021

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## 1. Description of Work

Pakistan Information Commission (PIC), invites proposals/bids (Technical and Financial) from well reputed testing and recruiting agencies/companies/organizations registered in Pakistan for providing the services to conduct the written test in Pakistan and carrying out other formalities for recruitments to select the best human resource in an efficient, transparent, merit based, fair and reliable manner. The selected testing/ recruiting agency will be bound to comply with all instructions provided in the Scope of Services as mentioned in this document.

### Timelines/Deadlines

- Bids submission deadline: **22-03-2021 up to 1500 Hours.**
- Opening of Technical Bids: **22-03-2020 at 1530 Hours.**

## 2. Scope of Work

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

- i Public Procurement Regulatory Authority (PPRA) rules shall strictly be adhered to.
- ii The Testing Agency/firms shall be registered with relevant government organization of the Federal government (attested copy of valid registration should be attached).
- iii The Testing Agency/firms has managerial capacity including the following:
  - i. Own infrastructure/building/office accommodation or rented building
  - ii. Sufficient manpower on its sanctioned strength.
  - iii. Rented halls/space/buildings on the panel to meet the requirement for conducting screening tests.
- iv Financial stability certificate of a minimum worth of Rs.10 million duly verified by the Bank.
- v The Testing Agency/firms has relevant professionals/experts on its panel for preparation of paper/screening test. (CVs must be attached).
- vi The Testing Agency/firms has sound Technical capacity including appropriate IT infrastructure/equipments/machines to handle the requirement of screening test.
- vii Fifty percent (50%) of the negotiated fee charged from candidate shall be paid by the PIC. out of their own budget.
- viii The testing agency shall be bound to complete result of the entire process within 45 days from the date of agreement/authorization till announcement of result.
- ix In case the recruitment process is cancelled by the PIC before conducting screening tests, complete fee shall be reimbursed to candidates.
- x The testing agency shall maintain a record of screening test and shall be shared with PIC on need basis.
- xi The Testing Agency/ Firm should have a web based facility and shall be required to announce result of screening tests within 48hrs giving the following details on its website:
  - i. Complete list giving names of the applicants and fee paid thereof by each applicant;
  - ii. List of rejected applicants with reasons thereof; iii. Complete merit list giving score obtained by each applicant in order of merit.
- xii The selected agency shall develop MCQs type tests for various posts. The portions of the test and their weightage shall be decided in consultation with PIC so as to ensure the directives in Recruitment Policy of Establishment Division/ PIC.
- xiii The testing agency shall develop guidelines for candidates which shall include sample model papers for written MCQs type test for various test and be placed on its website.

- xiv The selecting testing agency shall be required to register candidates online and acknowledgement receipt of applications may be issued accordingly.
- xv 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 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 applications of only those candidates should be uploaded/ accepted who fulfill all the requirements of qualification, age, experience etc. set by the PIC. No such application shall be entertained as has deficiency in any condition set by this organization.
- xvi No application should be considered after expiry of last date of submission of applications. Registration forms received after the deadline shall not be entertained but shall duly be recorded to ensure transparency and proper record keeping.
- xvii The selected agency under no circumstances shall receive any application directly from any candidate in person/ by hand. The selected agency shall be responsible for registering candidates who send their application forms via courier/registered postal mail/online (the procedure as finalized/ decided at the time of recruitment).
- xviii The agency shall develop a valid and reliable database for maintaining the record of all applicants against advertised posts. This database will contain classified information and will not be used for any purpose other than that of PIC. The agency hand over the data base to PIC after completion of the Assignment.
- xix 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 the issues and provide guidance to the candidates in case of any difficulty / ambiguity faced by them during application process, by maintaining a valid telephone number facility in addition to emails, SMS etc.
- xx 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 PIC. All edits/corrections are required to be incorporated through verifiable means (preferably fax, email or other written documents).
- xxi Lists of eligible candidates along with their roll numbers and test venue details etc. shall be sent through SMS, and uploaded on the Testing agency's website well in time before the test date. This is to ensure that test details through SMS and roll number slips shall be issued to each candidate informing him/her of the particulars so as to ensure his/her participation in the Test.

xxii 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.

xxiii 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.

xxiv 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.

xxv The agency shall also take attendance sheets from each center.

xxvi The agency shall print and display instructions for candidates at each test center at prominent places. 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 PIC (if required by PIC) at each Testing centers during the Test for effective monitoring of arrangements for conducting the test.

xxvii The selected agency shall be required to develop a foolproof mechanism for verifying the identity of candidates taking written test.

xxviii 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.

xxix The selected agency shall, on demand, provide an authentic and legible copy of candidate's answer sheet to PIC after announcement of the written test result.

xxx The selected agency shall conduct Written Test of the eligible registered candidates. The test shall be conducted at the convenient locations in Karachi, Lahore, Multan, Peshawar, Abbottabad, Quetta, Islamabad/Rawalpindi and Sukkur 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.

xxxi The selected firm/ agency shall provide a merit list of the candidates taking written test as per merit criteria provided by PIC. Merit list will include all details including (but not limited to) test marks, name of candidate, date of birth, disability, gender, CNIC No., father name, employment record (pre and post qualification both), professional certifications/ diplomas/ achievements, address, domicile, religion, mobile no., alternate phone, fax and email etc.

### 3. Terms & Conditions

- i The Proposals must reach the office of Assistant Director, Pakistan Information Commission, 1st Floor, National Arcade, 4A Plaza, F-8 Markaz, Islamabad on or before the **22<sup>th</sup> March, 2021**.
  - i. "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. Technical Proposals will be opened on due date and time as mentioned in Article-1 of this RFP and in Tender Notice as well, by the Purchase Committee in presence of bidders or their authorized representatives who will attend the proceedings. The bids will be 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 will be carried out and returned to the respective bidders. The bids found qualified in initial screening will be considered for Technical Evaluation. After Technical evaluation, Financial Proposals of only technically qualified bidders will be opened on a date/time to be announced subsequently. However, the details of bidding process and requirements have also been mentioned in different articles of this RFP.
- iii The Financial Proposal shall be inclusive of all applicable taxes and must be quoted in Pak Rupees as per format given in this RFP.
- iv Bid security amounting to Rs.200,000/- (Rupees two hundred thousand only) in shape of Bank Draft, Pay Order etc. in favor of Pakistan Information Commission, Islamabad, must be attached with Technical Proposal.
- v The Testing Agency/firms shall provide an 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 organization.
- vi The bidding Testing Agency/firms shall have NTN/Sales Tax Number and should be on Active Taxpayer list of FBR (attested copies of NTN certificate & Sales Tax certificate must be provided).
- vii The bid validity period will remain effective till completion of whole process.
- viii PIC reserves right to reject the proposals, submitted in response to this RFP/tender notice prior to acceptance as per Rule-33 of PPRA-Rules 2004.
- ix Incomplete proposals will be rejected.
- x Bids received through fax/Telex/email will not be considered.
- xi No document will be accepted after bids submission timelines/Deadlines. The PIC may ask the bidder for any clarification.



- xii All applicable taxes will be deducted as per rules. It will be the responsibility of the bidder to submit bids inclusive of all applicable taxes.
- xiii Any delay in conducting the written test and sharing of results with PIC will attract penalty of 0.25 % per day, after given timeline, of the total contract price. PIC 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 will be bound to resubmit, without loss of time, the full bank guarantee, provided the agreement is not terminated. However, PIC reserves the right to relax the penalty if it is satisfied by the written justifications provided by testing company explaining reasons which were beyond their control or because of force majeure. In any case relaxation of penalty rests with the satisfaction of PIC.
- xiv In case of any shortcoming found on part of testing agency during the entire project period, a penalty up<sup>2</sup>to 03% (Three Percent) of total contract price may be imposed by the PIC besides taking any other<sup>2</sup> corrective measures. However, PIC 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 PIC.

## 4. Technical Evaluation Criteria

As per Annex "A"

### Important Note:

- i PIC shall have the right to contact clients of the testing firm/ agency to verify performance of the testing firm/ agency.
- ii PIC shall have the right to contact the complainant regarding the details of the complaints against the testing firm/ agency.
- iii 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.
- iv Each page of the bid (Technical & Financial) must be signed and stamped by authorized officer of testing Agency/bidder.
- v 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. may be provided.
- vi All queries regarding this Request for Proposal (RFP) may be submitted in writing at least 5 days before opening of the Bids to the undersigned after which the queries will neither be entertained nor responded by the PIC:

## 5. Implementation & Payment Schedule

- i In compliance with Establishment Division, Government of Pakistan, Memo No. F.53/1/2008-SP dated 18<sup>th</sup> August, 2017, 50% of the fee payable to testing agency will be paid by Government of Pakistan (in this case by Pakistan Information Commission) to save the unemployed citizens from financial burden. The agency shall collect remaining 50% of the fee from the candidates and PIC shall have no obligation in this regard. The bidder agency shall include taxes only on 50% of the application fee to be received from PIC.
- 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 100% payment (on part of PIC i.e. 50% of Fee) against satisfactory performance of the testing agency and successful completion of required services. PIC may require from the Testing Agency, 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 PIC will pay the 50% Fee of only those candidates who actually appeared in the Test.

- v 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 formats 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 PIC.

### 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 on his postal address whichever the case may be.

### 6.2 Financial Capabilities

The bidder shall describe the financial position/strength/soundness of his agency. Business Statement for (at least) last 3 years should be included in the Technical proposal. Besides, the bidder shall provide information (including financial value of contracts) of any major contract that has 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 in 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

An earnest money is required and acceptable in the shape of a Bank Draft/Pay Order/Demand Draft/ CDR only, issued from any scheduled bank operating in Pakistan, of rupees two hundred thousand (PKR 200,000/-), in favour of Pakistan Information Commission, Islamabad. The Earnest Money must be submitted with the SEALED TECHNICAL PROPOSAL, without which the proposal shall not be entertained/ accepted.

### 7.2 Duration of Contract

This contract of the services shall be valid for an initial period of three (3) years, or till the completion of recruitment process for the posts, advertised or extended otherwise in writing and with mutual consent only after stating the valid justification.

### 7.3 Performance Bank Guarantee. ("PBG")

As per Rule 39 of PPRA Rules, 2004, 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. 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 PIC. The PBG should be accompanied by an undertaking 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 undertaking may be obtained from procuring agency). PIC 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.

### 7.4 Currency

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

### 7.5 Withholding Tax, Sales Tax and other Taxes/Levies

The bidder is hereby informed that the Government (in present case the PIC) shall deduct tax/duties at the rate prescribed under the tax laws of Pakistan, from all payments for services rendered by any bidder who signs the contract with the PIC. 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.

### 7.6 Contracting

The selected Testing agency will sign the Contract with PIC within seven (07) days of issuance of acceptance letter.

## 7.7 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.

## 7.8 Acceptance Criteria

As per PPRA Rule 36(b) - Single Stage Two envelopes bidding procedure, the proposals will be evaluated technically first. 65% (55 out of 85) 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:

i. Technical Proposal (T) = 85 Marks (55 out of 85 are qualifying marks) ii.

Financial Proposal (F) = 15 Marks

Total Marks = T+F = 85 +15 =100 Marks.

The technical proposals/bids securing 55marks i.e. 65% of total marks (85) 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 55 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. 15 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 15 = 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.

#### 7.9 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.

7.9.1 The testing / recruiting agency is registered with SECP.

7.9.2 The testing / recruiting agency has valid ISO certificate.

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

7.9.4 The testing/ recruiting agency is registered with Tax Department (Income tax, sales tax etc.)

7.9.5 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.

7.9.6 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.

7.9.7 100% compliance of all clauses of this RFP.

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

**Ali Afzal**  
**Assistant Director**  
**Pakistan Information Commission**  
**1st Floor, National Arcade, 4A Plaza, F-8 Markaz, Islamabad**  
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## (Annexure-A)

### Technical Evaluation Criteria

Sr. No.	Technical Evaluation Criteria	Maximum Marks	Sub Marks	Marks Obtained
1	Qualified Senior Management/top management running the affairs of recruiting/testing services (Certified, PhD., Masters, Technical etc)	10		
	1-5 PhD./Certified Accountants		3	
	1-5 Masters		2	
	Above 5 PhD./Certified Accountants		3	
	Above 5 Masters		2	
2	Company profile: must be a registered body having experience of similar work assignments of test conducting with staff of:	10		
	50-100 employees		4	
	101-150 employees		8	
	151-200 employees		10	
3	Recruiting/Testing Agency's relevant experience in terms of number of candidates tested so far. Please provide details of clients and test dates, number of candidates which could be verified from client organizations)	10		
	Less than 100,000 candidates tested		4	
	100,000-500,000		8	
	Above 500,000		10	
4	Recruiting/Testing Agency's geographic presence. Address of registered offices and venues required for testing. 1 mark for presence in each province/region	5		
5	Recruiting/Testing service projects handled for entry-level management positions in the last 3 years	15		
	Government		5	
	Multinational companies		5	
	Banks/financial institutions		5	
	(1 mark for each project handled ensuring conformity to the schedule & TOR, subject to a maximum of 10) Please provide details of clients and test dates.			
6	Turnover from testing assignments in last 3 years (annual breakup)	15		



	Below 10 million		5	
	From 10-100 million		10	
	Above 100 million		15	
7	Methodology:	20		
	a) Work plan and time line of pre and post-test in the form of flow chart/diagram Note: Most efficient time line shall be given full marks.		10	
	b) Develop guidelines for the candidates including model papers in each discipline/category, i.e, Economics, Law, Finance, IT, Business Administration, Media, etc		10	
Total		85		

## (Annexure-B)

### Format for Financial Proposal

1	Per Candidate Fee* (Rs.) (including all applicable taxes)
2	Total 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 18<sup>th</sup> August, 2017, 50% of the fee payable to testing agency will be paid by **Government of Pakistan (in this case by PIC)** to save the unemployed citizens from financial burden. The agency shall collect remaining 50% of the fee from the candidates and PIC shall have no obligation in this regard.