

REQUEST FOR PROPOSAL (RFP)

**HIRING THE SERVICES OF IT CONSULTANCY FIRMS / AGENCIES /
COMPANIES FOR STAFF AUGMENTATION, SOFTWARE
DEVELOPMENT, UX/GRAPHICS DESIGN, AND SOFTWARE QUALITY
ASSURANCE IN NAVTTC**



**National Vocational & Technical Training Commission (NAVTTC) HQs,
M/o Federal Education & Professional Training, Government of the Pakistan
Plot No. 38, Kirthar Road, Sector H-9/4, Islamabad**



GOVERNMENT OF PAKISTAN
NATIONAL VOCATIONAL & TECHNICAL TRAINING
COMMISSION
NAVTTTC HQs, Plot No. 38, Kirthar Road, Sector H-9/4, Islamabad
Phone: 051-9044140, Fax: 051-9206638, <http://navttc.gov.pk>



REQUEST FOR PROPOSAL (RFP)

HIRING THE SERVICES OF IT CONSULTANCY FIRMS / AGENCIES / COMPANIES FOR STAFF AUGMENTATION, SOFTWARE DEVELOPMENT, UX/GRAPHICS DESIGN, AND SOFTWARE QUALITY ASSURANCE IN NAVTTTC

Sealed proposals are invited from well reputed IT Consultancy firms / Agencies / Companies which are registered with FBR, having NTN for provision of IT solutions, staff augmentation for software development, ux/graphics design, and software quality assurance in National Vocational & Technical Training Commission, Government of Pakistan, Islamabad. The detailed Request for Proposal (RFP) can be obtained from this office (free of cost) or download from our website: <http://navttc.gov.pk> and <http://www.ppra.org.pk>.

2. The Proposals (Technical & Financial separately), complete in all respect, submit online EPAD (<https://eprocure.gov.pk/#/auth/login>) and also hard copy must reach the office of Deputy Director (NSIS), 2nd Floor Headquarters, Plot # 38, Kirthar Road, Sector H – 9/4, Islamabad by or before **10-05-2024** upto **02:00 p.m** which will be opened on the same day at 02:30 p.m.

3. NAVTTTC reserves rights to accept or reject any or all bids/proposals in accordance with PPR Rules-2004.

Sd/-
Deputy Director (HR)
National Vocational & Technical Training Commission
Islamabad

1. **INTRODUCTION:**

The National Vocational and Technical Training Commission (NAVTTTC) is seeking proposals for staff augmentation to enhance operational capacities within our IT department. This initiative, which you have the opportunity to be a part of, is designed to support the ongoing development and maintenance of NAVTTTC's National Skill Information System (NSIS) and other critical IT systems that underpin our mission to elevate vocational and technical training across Pakistan. We aim to procure services of highly qualified IT professionals from reputed IT firms like yours through a staff augmentation services model who can integrate seamlessly with our existing teams to drive innovation and efficiency in our projects. Proposals should demonstrate an ability to provide skilled personnel that meets our specific job requirements and organizational goals.

2. **SCOPE OF WORK:**

NAVTTTC invites proposals from eligible and qualified firms or individuals from the local software development industry to provide staff augmentation services for the following lots:

1. **Software Development**

- a. Full Stack Developer (.NET)
 - Develop and maintain .NET applications.
 - Design database schemas and write efficient SQL queries.
 - Collaborate with frontend and backend developers to deliver full-stack solutions.
 - Participate in requirements analysis.
 - Write .NET Core Web APIs
 - Deploy applications and systems.
 - Revise, update, refactor, and debug code to ensure code quality.
- b. SQL BI Developer
 - Design, develop, and maintain SQL Server Reporting Services (SSRS) reports.
 - Create and manage SQL Server Integration Services (SSIS) packages.
 - Optimize SQL queries for performance.
 - Design and develop data models, dashboards, and reports using Power BI.
 - Collaborate with business analysts to gather report requirements and ensure data accuracy.

2. **UX/Graphics Design**

- a. UI/UX Engineer
 - Design user interfaces for web and mobile applications.
 - Conduct user research and usability testing.

- Collaborate with developers to implement designs.
- b. Graphic Designer
 - Design visuals for social media posts, websites, and marketing materials.
 - Collaborate with the marketing team to create engaging content.
 - Ensure brand consistency across all designs.

3. Software Quality Assurance

- a. Senior Software QA Engineer
 - Develop and execute test plans and test cases.
 - Identify, record, and track defects.
 - Mentor junior QA engineers.
- a. Junior Software QA Engineer
 - Execute test cases and report defects.
 - Assist in developing test plans.
 - Collaborate with the QA team to ensure product quality.

The selected firms will be responsible for providing qualified professionals lot-wise against these positions.

3. JOB REQUIREMENTS:

LOT # 1		
Job Title:	Academic Qualification:	Experience:
Full Stack Developer (.NET)	A 16-year bachelor’s degree in computer science, software engineering, information technology, or a related field from a Higher Education Commission (HEC) recognized Institute.	Minimum of 3 years of experience in .NET development.
SQL BI Developer	A 16-year bachelor’s degree in computer science, software engineering, information technology, or a related field from a Higher Education Commission (HEC) recognized Institute.	Minimum of 2 years of experience in SQL BI development

LOT # 2		
Job Title:	Academic Qualification:	Experience:
Graphic Designer	A 16-year bachelor’s degree in graphic design, Interaction Design, or a related field from a	Minimum of 2 years of experience in UI/UX design. 3

	recognized Higher Education Commission (HEC) Institute.	
Graphic Designer	A 16-year bachelor's degree in graphic design or a related field from a recognized Higher Education Commission (HEC) Institute.	Minimum of 2 years of experience in graphic design.

LOT # 3		
Job Title:	Academic Qualification:	Experience:
Senior Software QA Engineer	A 16-year bachelor's degree in computer science, software engineering, information technology, or a related field from a Higher Education Commission (HEC) recognized Institute.	Minimum of 4 years of experience in software quality assurance.
Junior Software QA Engineer	A 16-year bachelor's degree in computer science, software engineering, information technology, or a related field from a Higher Education Commission (HEC) recognized Institute.	Minimum of 1 year of experience in software quality assurance.

Note: Rates may be quoted on per post basis. NAVTTC will make formal demand of professionals as per load of work. However, the firms will assess requirements each position.

4. PROJECTS BY NAVTTC:

1. Project Management System for Prime Minister Youth Skill Development Program: (<https://nsis.navttc.gov.pk/>)

This portal maintains data in the form of modules for Training Institutes to provide detailed information about their institute, e.g., profile, infrastructure, Trades being offered, etc. Online Assessment of Institutes, Assessment of Institutes, Scrutiny, and final selection of institutes. The portal registers candidates, their entry tests, merit list generation, class enrollment, daily attendance, final assessment, and certification.

2. SVP Takamol: (<https://svp.navttc.gov.pk/>)

Under the Kingdom of Saudi Arabia's Skill Verification Program, the SVP Takamol portal has been developed to assess skills for the Pakistani workforce proceeding to Saudi Arabia. This portal has been used for the registration of Institutes, registration of candidates, assessors, and online assessment of the candidates on the required trade.

3. Integrated National Job Portal: (<https://jobs.gov.pk/>)

The Integrated National Job Portal provides a place where job seekers and employees can upload/gather information regarding their jobs/employment opportunities. Job seekers and employers can create their login information and complete the data form. The portal sends emails/messages about the relevant jobs to job seekers as and when posted by the employer.

4. NAVTTC Task Management: (<http://tm.navttc.gov.pk>)

Task Management system tracks the progress of tasks assigned to different wings within NAVTTC. The monthly progress of the wings is being monitored through this software.

5. Registration of Institutes: (<http://register.navttc.gov.pk/>)

TVET institutes seeking registration with NAVTTC can create their profile here. It is a comprehensive portal where institutes can provide complete information about their institute profile, infrastructure, offered trades, faculty, etc.

6. NAVTTC main website: (<http://navttc.gov.pk>)

The NAVTTC website provides first-hand information to the public regarding the roles, responsibilities, and task management of NAVTTC. Besides this, day-to-day activities like advertisements regarding jobs, tenders, training, and other purposes are being posted on the website for the public.

7. Skilling Pakistan website: (<http://www.skillingpakistan.org/>)

The website provides public information regarding TVET Institutes throughout Pakistan. Viewers can gather information regarding TVET institutes throughout the country.

8. NVQF Portal: (<https://nvqf.pk>)

NVQF Portal provides primary data regarding CBT&A training, admission, assessment, and management to the TVET institutes throughout Pakistan.

9. Skills Verification System: (<http://svt.navttc.gov.pk>)

An online skills verification system has been launched through which applicants with TVET degrees/certificates can apply to verify their degrees/certificates. The certification wing of NAVTTC has access to this and can issue attestation of the degrees/certificates sent online by the public.

10. Learning Management System: (<http://lms.navttc.gov.pk>)

This online Learning Management System is under development. It will provide free-of-cost online learning management to students who can take online classes/tutorials for various courses.

11. Accreditation Management System: (<http://ams.navttc.gov.pk>)

TVET institutes seeking accreditation with NAVTTC can create their profile here. It is a comprehensive portal where institutes can provide complete information about their institute profile, infrastructure, offered trades, faculty, etc.

5. AREA OF INTERVENTION:

1. Project Management System for Prime Minister Youth Skill Development Program <https://nsis.navttc.gov.pk/>
2. SVP Takamol <https://svp.navttc.gov.pk/>
3. Integrated National Job Portal <https://jobs.gov.pk/>
4. NAVTTC Task Management <http://tm.navttc.gov.pk>
5. Registration of Institutes <http://register.navttc.gov.pk/>
6. NAVTTC main website <http://navttc.gov.pk>
7. Skilling Pakistan website <http://www.skillingpakistan.org/>
8. NVQF Portal <https://nvqf.pk>
9. EPAD <https://eprocure.gov.pk/#/auth/login>
10. Degree Verification System <http://svt.navttc.gov.pk>
11. Learning Management System <http://lms.navttc.gov.pk>
12. Accreditation Management System <http://ams.navttc.gov.pk>

The above noted portals have mostly been developed using **Angular** and **DOT NET Core** technologies.

6. SUBMISSION GUIDELINES:

Interested firms/individuals are requested to submit their proposals containing the following:

1. Technical proposal detailing the approach and methodology.
2. Financial proposal with cost breakdown.
3. Company profile or individual resume.
4. Relevant portfolio showcasing similar projects.

7. MARKS-BASED EVALUATION CRITERIA:

The evaluation of proposals will be based on the following criteria and marks allocation:

- | | |
|---|-------------------|
| 1. Qualifications and Experience of Proposed Staff | (40 marks) |
| 1.1. Relevant academic qualifications | (10 marks) |
| 1.2. Years of relevant professional experience | (20 marks) |
| 1.3. Certifications and training relevant to the job role | (10 marks) |
| 2. Quality of Service Plan | (30 marks) |
| 2.1. Clarity and comprehensiveness of the staffing plan | (10 marks) |

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- | | |
|--|-------------------|
| 2.2. Approach to integration with existing NAVTTC teams | (10 marks) |
| 2.3. Continuity and risk mitigation strategies | (10 marks) |
| 3. Cost Efficiency | (20 marks) |
| 3.1. Competitiveness of pricing relative to market rates | (10 marks) |
| 3.2. Transparency and justification of cost structure | (10 marks) |
| 4. Past Performance and References | (10 marks) |
| 4.1. Quality of services provided in past engagements | (5 marks) |
| 4.2. Feedback from previous clients | (5 marks) |

Total marks: 100 [75% are required for technical qualification)

8. TERMS AND CONDITIONS FOR MONTHLY PAYMENTS:

1. Monthly Invoicing: The vendor will submit detailed invoices monthly, including the hours worked by each staff member and the applicable rates as agreed in the contract.
2. Payment Terms: Payments will be made within 30 days of invoice receipt, subject to verifying the work performed. Invoices must be accompanied by timesheets approved by the designated NAVTTC manager.
3. Performance Review: Monthly payments will be contingent upon satisfactory performance reviews conducted by NAVTTC supervisors. Performance not meeting the agreed standards may result in payment adjustments or contract terms.
4. Dispute Resolution: Any discrepancies in invoicing or payments will be addressed through a formal dispute resolution process outlined in the contract.
5. Adjustments for Non-performance: We take service levels and downtime seriously. If any unmet service levels or downtime occur, payment adjustments will be calculated pro-rata and deducted from the monthly payments. This policy underscores our commitment to receiving high-quality services and encourages vendors to maintain the agreed service levels.
6. These criteria and terms ensure that NAVTTC receives the highest-quality, cost-effective IT services that meet our operational needs while providing clear expectations and fair compensation for the vendor.

9. REPORTING AND COMMUNICATION:

The third-party firm will report directly to DG (S&C) through Director NSIS at NAVTTC. Regular meetings and progress updates will be scheduled to ensure effective communication throughout the engagement.

10. BUDGET:

NAVTTC will shortlist the potentially competent Third party financial consultancy firm through Competitive bidding process as envisaged in PPRA regulations and will provide a budget for this engagement to the most advantageous qualifying bidder, covering all consultancy fees, expenses,

and other associated costs. The selected firm shall provide a detailed cost proposal as part of their response to these Terms of reference.

11. PROPOSAL SUBMISSION:

Interested third-party firms are invited to submit their proposals by Deadline for Proposal Submission on/or before 10-05-2024 upto 02:00 p.m Proposals should be sent at the mentioned postal address.

12. EVALUATION AND SELECTION:

Proposals will be evaluated based on their technical expertise, relevant experience, proposed methodology, and cost-effectiveness. The selection of the third-party firm will be made by a committee appointed by NAVTTC.

13. CONFIDENTIALITY:

All information shared between NAVTTC and the selected third-party firm shall be treated with the utmost confidentiality.

14. AMENDMENT OF TERMS:

NAVTTC reserves the right to amend or revise these Terms of Reference (ToRs) as necessary during the selection process.
