

Terms of Reference (ToRs)

For

**Procurement of services of business facilitation desk consultant /
representative(s) at NSTP**

National Science & Technology Park

National University of Sciences & Technology

Sector H-12, Islamabad

Phone: 051-90856464, Website: www.nstp.pk

1- National Science and Technology Park (NSTP):

NSTP is Pakistan's first technology park established in year 2019 located inside the National University of Sciences & Technology (NUST), Main Campus, H-12, Islamabad. NSTP hosts around 115 x companies in its building 1 which has a covered area of 110,000 sqft (G + 3 floors). The NSTP dte intends to facilitate its resident companies through a business facilitation desk.

2- Scope of Business Facilitation Desk (BFD):

Services of a business facilitation are required for NSTP companies through a single window operation desk which acts as a representative of the contractor / business consultancy company. The contractor (company) must be registered in Pakistan (possesses relevant experience in business consultancy) who will be responsible to place / provide a Business Facilitation Desk Representative (Front desk representative) at NSTP building who must be smart, intelligent and resourceful. The desk representative will be the first point of contact between the contractor (consultant) and NSTP business community. A minimum of 1 x BFDR or max of 2 x BFDR can only be placed in NSTP. All genders are eligible for BFDR duties. Timings for BFDR are 09 AM to 05 PM (at least), 5 days a week. Further Scope of the contractor & its BFDR includes but not limited to:

- a) The BFDR shall perform data entry, processing and provides / processes data to contractor for further facilitation e.g. registration with SECP, FBR, Filing of returns etc.
- b) BFDR will assist NSTP Management with paper work / data entry work for filing of applications for Special Economic Zone or Special Technology Zone.
- c) Act as the first point of contact for business community seeking consultancy by creating a welcoming, friendly, service-centered atmosphere; provide outstanding customer service through multiple formats including face-to-face, telephone, email, and fax;
- d) The BFD rep must be able to operate IT equipment including computers, gadgets and software programs etc.
- e) Responds to questions from members on service offerings and provides value added information, advice and guidance on services as per defined processes.
- f) Verifies and authenticates member's identity and/or supporting documentation (only NSTP authorized members); receives and processes for required service delivery.
- g) BFDR must have patience and professional attitude in their interactions with NSTP members.
- h) Provides NSTP members support in obtaining, analyzing and verifying the accuracy of required information in a timely manner. Initiates and/or implements corrective action as needed in order to ensure that an excellent standard of service and a high level of member's satisfaction are maintained.
- i) The Contractor shall be responsible for any damages caused to the NSTP during execution of the services by the resource (BFDR) of the Contractor.
- j) The Contractor shall adhere to the all policies and norms specified by the Purchaser.
- k) The Contractor shall certify that the resource (BFDR) provided is not addicted to drugs or alcohol.
- l) The Contractor shall adhere to all applicable laws including the labor laws and any other relevant laws of Pakistan.
- m) The Contractor will make sure to pay the salaries to all resources deployed in a timely manner and as per guidelines issued by the Government.
- n) The Contractor shall provide the following documents of its BFDR in original for the first time for purchaser's perusal, and later original documents will be returned; only the photocopies of those documents will be kept by the Contractor and will be produced whenever required by the Purchaser.
 - i) Valid computerized ID Card
 - ii) Medical fitness certificate

- o) In case of replacement/change of a resource (BFDR), every new incoming individual will be in possession of his original above-mentioned documents prior to commencement of his duty.
- p) If a resource is found misbehaving with the members of NSTP, the NSTP management/staff, guards, or anyone else in the building, the resource will be terminated from duty immediately, and a warning will be issued to the contractor.
- q) All resources (BFDRs) may be interviewed by the NSTP before deployment.
- r) Any resource to be terminated by the Contractor should be brought into the knowledge of NSTP, and the termination will be finalized with consent of the Purchaser.
- s) BFD will pay RS.15,000/- per month to NSTP against provision of space (100 sqft) excluding any furniture and fixture. An invoice for PKR 15,000/- will be issued by NSTP in the name of contractor each month with first month as grace period.
- t) A security deposit of PKR 30,000/- (refundable) will be submitted by the successful contractor upon the award of the contract.
- u) Contractor will be responsible for placement of desk, furniture, shelves, PC, printers, photocopier etc at NSTP allocated space.
- v) BFD is responsible for opening and operating facilitation desk for 5 days a week from 9am to 5pm.
- w) Contractor must be authorized / valid license holder / agent for stamp paper

3- Roles and Responsibilities of the contractor and Business Facilitation Desk Representatives (BFDR):

The Contractor shall be responsible for the continuous operational capability and maintenance of the below required services. The contractor will provide complete back-up support to the BFDR and may place additional BFDR if and when required (especially in the days of income tax return filing).

I. Essential Services:

- a) Authorization and Operation of Jazz Cash or Easy paisa for digital payment services, mobile credit top-up, and other allied services
- b) Authorization / provision of NADRA biometric verification services
- c) SECP & FBR registration services and return filing of sales and income tax
- d) Data entry work for filing of SEZ and STZ statuses in coordination with Manager of NSTP
- e) PEC registration and renewal services
- f) Photocopy and colored + black & white printing services
- g) Availability of e-stamp / notarized stamp papers & drafting services
- h) Passport size photography and photo printing services

II. Optional Services:

- i) Visa processing / documentation preparation services
- j) Custom clearance support
- k) Islamabad Chamber of Commerce registration / documentation support for membership award / renewal

4- RFQ - Interested Parties are requested to provide quotation (with price break down) against following Services:

Prices should include Government fee/charges where applicable

I. Essential Services

- a) Provision / charges of Jazz-Cash / Easy-Paisa digital payment services, mobile top-ups etc. (per transaction)
- b) Charges for Authorization/provision of NADRA biometric verification services (per person)
- c) Charges for registration with SECP (per company)

- d) Charges for filing of annual / quarterly return with SECP (per company)
- e) Charges for filing of annual Income tax return (per company and per individual)
- f) Charges for submission of monthly sales tax withholding tax (per company)
- g) Charges for getting NTN from FBR (per company)
- h) Charges for getting STRN from FBR (per company)
- i) Charges for obtaining WeBoC (per company)
- j) Charges for photocopy colored (per page 4-color and CNIC front and back)
- k) Charges for Photocopy black and white (per page B/W and CNIC front and back)
- l) Charges for printing pictures (4 x copies of passport size photographs)
- m) Charges for e-stamp / notarized stamp papers only (charges for Rs. 10, Rs. 50 and Rs. 100 value stamp paper each)
- n) Charges for drafting of stamp paper (per stamp paper)
- o) Charges for data entry work for completion SEZ and STZ forms in coordination with NSTP Manager and Company (per company; note: per entry takes 10 mins time)
- p) Charges for registration with PEC (per company)
- q) Charges for renewal of PEC registration (per company)

II. **Optional Services:**

- r) Charges for Islamabad Chamber of Commerce registration / documentation support for membership award / renewal (per company)
- s) Charges for custom clearance and documentation (per consignment)
- t) Charges for visa processing / documentation preparation services (per person)

5- **Eligibility/Qualification Criteria:**

Eligible party should meet following minimum criteria to become eligible for providing quote:

- a) Has a registered / incorporated company / firm in Pakistan with relevant business experience of last three (3) years.
- b) BFDR that will be provided by contractor must have a minimum qualification of 14 years education
- c) Must be registered with Tax Authorities as per prevailing latest tax rules (Only those companies which are validly registered with sales tax and income tax departments and having sound financial strengths can participate).
- d) Has valid Registration of General Sales Tax (GST) & National Tax Number (NTN).
- e) Has submitted quote for all essential services;
- f) Has not been blacklisted by any of Provincial or Federal Government Department, Agency, Organization or autonomous body or Private Sector Organization anywhere in Pakistan (Submission of undertaking on legal stamp paper is mandatory), failing which will cause rejection of the quotation.
- g) Has the required relevant qualified personnel and enough strength to fulfill the requirement of assignment all assignments.
- h) Quotations will be evaluation based on **Evaluation rubric A** and **Evaluation rubric B** annexed at the end of document, therefore, supporting documents provided in this regard as per Annex V will be used to award marks against article of Evaluation rubric A.
- i) Quotations without Annex-I, II, III, IV, V will not be considered.

APPLICATION FORM

1. Name of Firm _____
2. Name (s) of the owner (s) of firm _____
3. CNIC No (s) of the owner (s) of the firm _____
4. Address of the firm _____
5. Telephone Nos. (Land Line) _____
6. Mobile Nos _____
7. Income Tax No. /NTN _____
8. GST Registration No _____
9. Experience (in Years) _____
10. List of major clients attached (Yes/No) _____
11. Affidavit (on the stamp paper) to the effect that the firm has not been black listed by any of the Govt. (Federal Provincial attached (Yes/No) _____
12. Signature of the owner / authorized / person of the firm (With name & _____

13. Mobile Number. _____

Annex-II

UNDERTAKING

It is certified that the information furnished here in and as per the document Submitted is true and correct and nothing has been concealed or tampered with.

I/We have gone through all the conditions of RFQ documents and aware liable to any legal action (including blacklisting of firm) for furnishing false information / documents.

SIGNATURE

STAMPOFTHEFIRM

Date: _____

UNDERTAKING

It is certified that the Contractor/Firm _____ has never been barred or blacklisted by any Government/Public/Private Organization and that the Firm will be liable to any legal action (including blacklisting of firm) for furnishing false information / documents.

*SIGNATURE WITH STAMP OF
THE FIRM*

Date. _____

POWER OF ATTORNEY (On Stamp Paper of relevant value)

we do hereby appoint and authorize Mr.
..... having CNIC No.....who is presently employed
with us and holding the position of....., to do in our name and on our behalf,
all such acts, deeds and things necessary in connection with or incidental to our proposal for
..... in response to the RFQ invited by the NSTP including signing and
submission of all documents and providing information/responses to NSTP in all matters in connection
with our quotation.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this
Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall
always be deemed to have been done by us.

Dated this ____ day of _____ 20__

(Signature)

(Name, Designation and Address)

Accepted

(Signature)

(Name, Title and Address of the Attorney)

Date:

Quotation and supporting documents must be provided in sealed envelopes in the name of Manager Allied Services, NSTP latest by 17th September, 2023 (before 1700 hrs.) through courier mails or by hand submission.

Checklist of supporting documents to be provided with quotation

1. Specific experience of such services with certificates from government/reputable private/public organizations.
2. Detail of ongoing and previous projects
3. Volume/Size of current or previous projects handled with complete verifiable details
4. Financial position of the contractor (through a bank statement or any other supporting document)
5. Active Taxpayer status (ATL) of "NTN and STRN
6. Human Resource Capacity
7. Signed / stamped undertakings as per Annex I, II, III and IV.

EVALUATION RUBRIC A

Sr. No.	Description	Criteria	Criteria	Score	Remarks
1	Specific experience of such services with certificates from government/reputable private/public organizations.	Experience of the Firm (Working in private/public sector)	Less than 2 years	5	
			2 years or more	10	
		Experience of the supporting staff (Must provide verifiable proof)	Less than 2 years	5	
			2 years or more	10	
2	Detail of ongoing and previous projects	No. of Clients (current) Must attach proof of Work orders/Contracts	Less than 3	5	
			3 or more	10	
		No. of Clients (Previous) Must attach proof of current Pos/Work orders/Contracts	Less than 3	2	
			3 or more	5	
3	Volume/Size of current or previous projects handled with complete verifiable details	No. of clients served monthly	Less than 100	2	
			100 or more	5	
		Financial Volume of Work/Contract (Record of monthly Sales, Proof from copies of sales registers)	Per month average sales less than 150,000/-	5	
			Per month average sales 150,000/- or more	10	
4	Reputation of contractor	Appreciation letters/ Quality of Service Letter/ Testimonial by current	3 or more	5	

		clients			
5	Financial position of the contractor	Proof via verifiable bank statements of last six months	Current Financial position less than 1 million (closing balance)	4	
			Current Financial position from 1 to 2 million	8	
			Current Financial position more than 2 million	10	
6	Provide details of number of services offered to other clients	Documentary evidence		10	
7	Active Taxpayer status (ATL) of “NTN and STRN	Copies of” certificates must be attached		5	
8	Undertaking for all information provided as true	Refer to Annex-III (Must be on stamp paper value Rs.100)		5	
9	Human Resource Capacity	For equal to or more than 20 x employees (CV’s and the name with contact number should be provided for verification)		10	
10	Undertaking for not being blacklisted	Refer to Annex-IV (Must be on stamp paper value Rs.100)		5	

11	In case of any warning issued to the firms for any purpose by any organization	Record will be checked from the organizations in which the firm has/is providing services		-10	
-----------	---	---	--	------------	--

EVALUATION RUBRIC B

Financial (weightage)	Description	Processing charges (excluding government fees)
(10%)	Jazz Cash / Telenor easy paisa services for digital payment	
(10%)	NADRA biometric verification system	
(10%)	SECP, NTN and STRN registration	
(5%)	SECP quarterly filing	
(10%)	FBR monthly return filing	
(10%)	FBR annual return filing (personal and company)	
(5%)	SEZ / STZ registration services	
(5%)	PEC registration / renewal services	
(5%)	Photocopier	
(5%)	printing services (B&W)	
(5%)	printing services (colored)	
(10%)	E-Stamp paper availability & drafting services	
(10%)	Passport sized photography / printing	
+2 marks	Custom Clearing services	
+2 marks	WeboC registration services	
+2 marks	Islamabad chamber of commerce processing	
+3 marks	Visa processing services	