

## **TENDER NOTICE**



**HIRING OF SERVICES OF TESTING AGENCY TO CONDUCT SCREENING AND SKILLS TESTS FOR RECRUITMENT AGAINST VACANT POSTS IN BS-15 AND BELOW IN VARIOUS COLLECTORATES/ DIRECTORATES OF CUSTOMS DEPARTMENT UNDER THE FEDERAL BOARD OF REVENUE (FBR), ISLAMABAD**



Sealed bids/Proposals are invited from well reputed registered Testing Agencies to conduct Screening and Skills tests (including, written, physical, shorthand, typing, driving tests etc.) for recruitment against vacant posts in various Collectorates / Directorates of Customs Department under the Federal Board of Revenue (FBR), Islamabad. Bids should be submitted on "Single Stage Two Envelope Procedure" basis as laid down in Rule 36(b) of PPRA Rules, 2004 to the undersigned before 1:00 pm on **29.04.2019**. "Technical Proposals" will be opened on the same date at 2:00 pm and "Financial Proposals" will be opened on next day at 3:00 pm in the presence of bidders or their representatives.

### **TERMS & CONDITIONS**

1. One sealed envelope containing two sealed envelopes having clearly marked as "Technical Proposal" and "Financial Proposal" are to be filed by each Testing Agency.
2. Testing Agency should be a registered agency, if established in private sector, duly supported with an attested copy of registration certificate from SECP.
3. The Testing Agency should have minimum three years experience of taking recruitment tests in public sector organizations.
4. Expertise and profile of the Testing Agency to conduct such type of recruitment tests should be attached.
5. The Testing Agency should not have been black-listed by any government office, for which an affidavit on Stamp Paper duly signed by the head of the Testing Agency, should be attached with the bid.
6. The Testing Agency should have their offices at Islamabad and all provinces and complete postal addresses, telephone numbers, fax numbers and e-mail address etc. shall also be attached with the bid for confirmation by the Authority.
7. The Testing Agency should have NTN and STRN Certificates issued from FBR and proof of being on the FBR's Active Payer List (ATL) from the web-site of FBR will have to be provided with the bid.
8. Rates/fee (50% to be paid by the candidate and 50% by FBR) for holding recruitment tests should be quoted for each candidate including all taxes without any financial liability on the part of FBR. These rates shall be valid till completion of the recruitment process.
9. The successful bidder will have to arrange tests at Islamabad, all the capitals of the provinces and such other cities depending on number of the applicants within the stipulated period as per agreement, which will be signed with the successful bidder subject to final approval of the Authority.
10. Copy of Bidding Document can be obtained (free of cost) from the undersigned on any official working day or may be downloaded from [www.fbr.gov.pk](http://www.fbr.gov.pk) and [www.ppra.org.pk](http://www.ppra.org.pk).
11. The Authority may reject any or all bids at any time prior to the acceptance of bid or proposal in terms of Rule 33 of PPRA Rules, 2004.

**(Sakhawat Gul)**  
**Secretary (Management. Customs-IV)**  
**Room No. 6, Federal Board of Revenue (Hq), FBR House,**  
**Constitution Avenue, Islamabad**  
**Tel No. 051-9205360**

**GOVERNMENT OF PAKISTAN  
REVENUE DIVISION  
FEDERAL BOARD OF REVENUE  
ISLAMABAD**

**BIDDING DOCUMENTS**

**FOR HIRING OF SERVICES OF TESTING AGENCY /  
ORGANIZATION**

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## **1. Introduction of Employer:**

The Federal Board of Revenue (FBR) is a financial organization, working under the auspices of the Revenue Division, Government of Pakistan. The main functions of FBR are:

- a. Formulation and administration of fiscal policies;
- b. Levy and collection of federal taxes;
- c. Quasi-judicial functions etc.

Other responsibilities of FBR involve interaction with the offices of the President, the Prime Minister, all Economic Ministries as well as the trade and industry. (For more information please visit [www.fbr.gov.pk](http://www.fbr.gov.pk))

## **2. Objectives:**

FBR intends to hire a Testing Agency for selection of best human resource in an efficient and transparent manner. The selected Testing Agency is required to conduct Screening and Skills tests (including written, physical, shorthand, typing, driving tests etc.) for the selection process. The selected Testing Agency is required to comply with all instructions provided in the Scope of Services as provided in this document. The objectives are as follows:

- a. To provide a basic understanding of requirements to the prospective bidder.
- b. To list general instructions for the prospective bidders.
- c. To provide the scope of work.
- d. To define eligibility criteria for the prospective bidders.

## **3. Invitation to Bids:**

FBR is interested to engage services of an experienced Testing Agency for designing and conducting Screening and Skills tests for recruitment of human resource against vacant posts to be indicated in the advertisement. All interested organizations are requested to complete the Information / data forms given in this document.

## **4. Instructions to Bidders:**

To shortlist the eligible Testing Agency / firm, FBR invites sealed bids/proposals on least cost selection basis under "Single Stage - Two Envelope Procedure" from registered Testing Agencies / organizations.

## **5. Procedure of Tender Opening:**

FBR will adopt least cost selection under "Single Stage - Two Envelopes Procedure" as laid down in PPRA Rules 2004. The bidders shall submit the Technical and Financial proposals in two separate envelopes and the envelopes shall be marked as "Financial Proposal" and "Technical Proposal". In the first instance, envelopes marked as "Technical Proposal" shall be opened and the envelopes marked as "Financial Proposal" shall be retained unopened in the custody of FBR. FBR shall evaluate the requirement proposed in Technical Proposal, without reference to the price and shall reject any proposal, which does not conform to the specified requirements. During the technical evaluation, no

amendments in the Technical Proposal shall be permitted. A bidder has to obtain a minimum threshold of 60 marks to qualify in the technical evaluation. If a bidder does not qualify in technical evaluation, his financial bid will not be opened. After evaluation and approval of the Technical Proposals, the Department shall open the Financial Proposals of the technically accepted bids, on a date / time announced in the Tender Notice. The Financial Proposals found technically non-responsive shall be returned unopened to the respective bidders. The lowest evaluated bidder after selection of the Technical Proposals shall be awarded the contract.

**6. Terms & Conditions:**

- a. The proposals must reach the office of the Secretary (Management Customs-IV), FBR, Islamabad (Room No. 6) on prescribed date as mentioned in the Tender Notice.
- b. Technical and Financial Proposals should be submitted in separate envelopes. The word "Technical Proposal" and "Financial Proposal" should be clearly written on the top left corner of respective envelopes.
- c. Technical Proposals will be opened on the same day at 1:00 PM in the presence of bidders or their authorized representatives who wish to witness tender opening. After the technical evaluation, Financial Proposals of only technically qualified Testing Agencies / organizations shall be opened on the next date.
- d. The Financial Proposals shall be inclusive of all taxes.
- e. The Financial Proposals must be accompanied by Rs. 300,000/- (Bank Draft / Call Deposit in favour of the Drawing & Disbursing Officer (DDO), FBR, Islamabad) as bid security.
- f. The Testing Agency shall provide the following documents:
  - i. Details of legal status.
  - ii. Human resource details / Technical expertise profile.
  - iii. Experience of similar assignments.
  - iv. Testing facilities available.
  - v. Audited financial statements of last 3 years.
  - vi. Copy of NTN Certificate, Sales Tax Registration Certificate and any other Certificate (whichever is applicable).
  - vii. History of litigations, if any.
  - viii. The bid security amounting to Rs.300,000/- in form of Bank Draft / Call Deposit in favour of DDO, FBR (HQ), Islamabad.
  - ix. Affidavit that the Testing Agency / organization has never been black listed by any of the Government / Semi-Government / Autonomous body or Private company.
- g. The bid validity period shall be effective till completion of the whole recruitments process.
- h. The Testing Agency /organization shall provide office-wise final result of the tests within 30 days after closing date of receipt of applications mentioned in the advertisement.
- i. FBR reserves the right to reject any or all the proposals, submitted in response to the Tender Notice prior to acceptance.
- j. Incomplete proposals shall be rejected.

- k. This Tender Notice has been posted / uploaded on the websites of FBR ([www.fbr.gov.pk](http://www.fbr.gov.pk)) and PPRA ([www.ppra.org.pk](http://www.ppra.org.pk)).
- l. Bids received through fax/email and after due date / time will not be considered.
- m. Income Tax & GST will be deducted as per rules and Sales tax if applicable will be the responsibility of the bidder.

**7. Scope of Services:**

The selected Testing Agency will be responsible for the following activities and as per the guidelines of Establishment Division:

- a. The selected Testing Agency /organization shall be required to register candidates for taking Screening and Skills tests (Objective type & Subjective type) for selection against the vacant posts.
- b. The selected Testing Agency /organization under no circumstances shall receive any application directly from any candidate in person / by hand. The selected Testing Agency / organization shall only be responsible for registering candidates who send their forms via courier / registered post / postal mail / online.
- c. The selected Testing Agency / organization shall be responsible to provide the final and authentic / verified list of all candidates (eligible and not eligible), as per the requirements of FBR. In case the form of a candidate is incomplete, the Testing Agency / organization will collect the necessary information from the candidate and incorporate it, prior to sending the compiled information to FBR. All editing / corrections are required to be incorporated through verifiable means (preferably fax, email or other written documents).
- d. The selected Testing Agency / organization shall be responsible to keep record of all registration forms for at least two years after completion of recruitment. Furthermore, the Testing Agency / organization shall provide any registration form to FBR as and when required.
- e. The candidate registration process, including data entry of registration forms, shall be completed in consultation with FBR. The selected Testing Agency / organization shall also be responsible to provide weekly report / status on registration of the candidates to FBR.
- f. The selected Testing Agency / organization shall ensure to advertise the list of registered candidates on its website and have a mechanism to make corrections / edits etc.
- g. The selected Testing Agency / organization shall be responsible for implementing a tracking system for all registration forms received prior to deadline. Registration forms received after the deadline shall not be entertained and shall duly be recorded to ensure transparency and proper record keeping.
- h. The selected Testing Agency / organization shall be responsible to collaborate with FBR to develop the "Guideline for Candidates", which would serve as a guiding tool for the candidates taking the Screening and Skills tests. The Guidelines will include a sample / model paper for the Screening and Skills tests.
- i. The selected Testing Agency / organization shall be responsible to prepare Final Test Paper in consultation with FBR. The Final Test Paper will be according to the syllabus provided by FBR. FBR has to be in concurrence with testing format as designed in the aforementioned

- “Guidelines”. The Testing Agency / organization will however, ensure the secrecy of the Final Test Paper and not share it with any employee of FBR in advance.
- j. The selected Testing Agency / organization shall be responsible for issuing and dispatching Call Letters / Roll Number Slips to the eligible candidates and ensure their timely delivery.
  - k. The arrangement of Screening and Skills tests by the selected Testing Agency / organization will include arranging all logistics of the tests.
  - l. The selected Testing Agency / organization must ensure that the test process is transparent, fair, secure and open to audit by the external auditors. This is a key requirement on the part of Testing Agency / organization as the results of the Screening and Skills tests are a prime determinant for final selection of the candidates.
  - m. The selected Testing Agency / organization shall be required to develop a fool-proof mechanism for verifying the identity of candidates taking Screening and Skills tests.
  - n. The selected Testing Agency / organization shall develop and grade Screening and Skills tests containing different sections including MCQs, descriptive answers, analytical writing, data analysis and practical test of IT Skills, as per guidelines issued vide Establishment Division’s Office Memorandum No. F. 53/1/2008-SP dated 16.01.2015 amended vide Office Memorandum No. F. 53/1/2008-SP dated 03.03.2015.
  - o. The questions in the test paper should be in varying order to minimize the chances of copying answers. The selection of test center, seating arrangement and quality / quantity of invigilators should be such that a conducive test environment is created. Furthermore, the selection of invigilators should be such that there is no conflict of interest.
  - p. The selected Testing agency shall, on demand, provide an authentic and legible copy of any candidate’s answer sheet to FBR after announcement of results of the Screening and Skills tests.
  - q. The selected Testing Agency shall conduct Screening and Skills tests of the eligible registered candidates. These tests shall be conducted at the convenient locations.
  - r. The selected Testing Agency shall provide a merit list for the candidates taking Screening and Skills tests as per merit criteria provide by FBR. Merit list will include all details including (but not limited to) test marks, names of candidates, dates of birth, gender, CNIC No., father’s name, employment record, address, domicile, mobile No., alternate phone, fax and email address etc.
  - s. The selected Testing Agency shall be responsible for setting up a helpline to facilitate potential candidates and answer their queries pertaining to registration and Screening and Skills tests. The helpline personnel shall be required to get one day briefing from FBR.
  - t. The selected Testing Agency shall facilitate visits of FBR’s monitoring teams at all test centers as well as offices of the Testing Agency / Organization, as and when required.
  - u. The selected Testing Agency shall share with FBR all documents and data relevant with the selection process in both hard copy and soft copy format.
  - v. 50% of total test fee of the present candidates will be paid by FBR and 50% will be paid by the candidate as per Federal Government’s policy.
  - w. The pattern and sequence of Technical and Financial Proposals must be same as per given format.

## 8. Important Note:

The Competent Authority may reject all bids or proposals at any time prior to acceptance of a bid or proposal. The FBR shall upon request communicate to any bidder, the grounds for its rejection of all bids or proposals, but shall not be required to justify those grounds.

## 9. Technical Proposal Evaluation Criteria:

1.	<b>Company Profile:</b> Must be a registered body and having experience of similar work / assignments of conducting tests:  Minimum Three years experience Three and Above years experience	20 points  <b>Break up:</b> 10 points. 20 points
2	Recommendations Letters from Clients of Public Sector Organization:  Ten Clients Twenty or more Clients	20 points  <b>Break up:</b> 10 points. 20 points
3	Audited Financial Statement:  Amount Rs. 5—10 Million Amount above Rs. 10 Million	20 points  <b>Break up:</b> 10 points. 20 points
4	Addresses along with phone numbers / emails of each offices at requisite stations:	10 points
5	Registrations / Certifications:  i) SECP Certificate ii) ISO Certificate iii) NTN Certificate iv) PRA Registration v) Never Black listed Certificate	10 points  <b>Breakup:</b> 2 points 2 points 2 points 2 points 2 points
6	Presentation to demonstrate the capacity to undertake paper based as well as computer based Screening and Skills test of general / specific assessment across the country. The bidders will be intimated to give presentation at selected venue within due course of time:	20 points
	Total Marks: Qualifying Marks:	100 60

*The Technical evaluation of bidders will be carried out first and on the basis of which, financial bids will be evaluated. Minimum marks for pre-qualification are 60%.*

**10. Financial Proposal Evaluation Criteria:**

Minimum lump sum processing fee per candidate (all taxes inclusive).

**11. Financial Proposal Submission Form:**

Islamabad, the (date)

The Secretary (Management Customs-IV),  
Room No. 6, FBR (Hq),  
Islamabad.

Dear Sir,

We, the undersigned offer to conduct the "Screening and Skills test " for selection against vacant posts in BS 1-15 in the Customs Department under FBR in accordance with your Tender Notice dated \_\_\_\_\_ and Bidding Documents. Our attached Financial Proposal is for the sum of [Amount in words and figures] on per candidate basis. This amount is inclusive of all local taxes, duties, fees, levies and other charges applicable on our Testing Agency / organization under Pakistani Law.

2. Our Financial Proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the proposal, i.e. till the recruitment process if finalized.
3. Though including in the above mentioned fee, commissions and gratuities, if any, paid or to be paid by us to agents relating to this proposal and contract execution, if we are awarded the contract, are listed below:

Name and Address  
Amount in Pak Rs. (per candidate basis)

\_\_\_\_\_  
\_\_\_\_\_

3. We understand you are not bound to accept any proposal you receive.

Yours Sincerely,

Authorized Signature:  
Name and Title of Signatory:  
Name & Address of Testing Agency / organization:



**12. Affidavit:**

We, [Name & Address of the Testing Agency], do hereby declare on solemn affirmation that:

- a. We have not been blacklisted from any Government Department / Agency.
- b. We have not been involved in litigation with any client during the last three years.
- c. We acknowledge that we have read, understood and accepted the Tender Document.
- d. We understand that FBR shall have the right, at his exclusive discretion, to require, in writing, further information or clarification of the Tender Document from us.

**13. Testing Agency / Organization Profile / Information:**

<b>S.No.</b>	<b>Required Profile / Information</b>	<b>Details / Response</b>
1	Legal Name of the Testing Agency / organization	
2	Year of Establishment	
3	National Tax Number (NTN)	
4	Sales Tax Registration Number (STRN)	
5	Name & Designation of Head of Testing Agency / organization	
6	Address of Testing Agency / organization:	
7	Phone No(s):	
8	Fax No:	
9	Email Address:	
10	Website Address:	
11	Name & Designation of "Focal / Contact Person":	
12	Phone No(s), Fax No., Mobile No and E-mail Address of Focal / Contact Person:	