



PSW

PAKISTAN SINGLE WINDOW

PSW TRAINING PARTNERSHIP PROGRAM ON REVENUE SHARING BASIS

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TERMS OF REFERENCE

Pakistan Single Window (PSW) is an electronic platform that aims at facilitating the parties involved in trade and transport to lodge standardized information and documents using a single entry point to fulfill all import, export, and transit-related regulatory requirements and provides a range of services for electronic registration, validation, risk management, processing of regulatory documents, electronic payments, and publishing of information with the objective of reducing time and cost of doing business and removing ambiguities, from processes for improved transparency and controls.

Implementation of the PSW system and its allied components involves transition to a completely digital environment using information technology for performance of various functions related to cross-border trade pertaining to customs clearance, regulatory approvals, shipping and transport, and payments.

Optimal use of the PSW system will require extensive training and capacity building of all its users including traders, clearing agents, and other public and private sector stakeholders who shall be using the PSW system and its allied components for various cross-border trade-related transactions; Training and capacity building activities are required to be conducted regularly on a recurring basis for all groups of stakeholders in a manner that is consistent, efficient, inclusive and affordable. PSW envisions creating a cohort of PSW approved trainers to support the delivery of PSW training courses nationally. The cohort will consist of experienced trainers, moderators, and workshop facilitators that will design, develop, and deliver training courses to various stakeholder groups according to their business needs.

Keeping in view the achievement of aforesaid objective, PSW is offering training partnership opportunity to qualified organizations to support the development and implementation of a comprehensive training and capacity building program on an ongoing basis.

SCOPE OF WORK

The training partner will, in collaboration with Pakistan Single Window (PSW), design and undertake training and capacity building programs for different user groups. This engagement is aimed at ensuring optimal utilization of PSW and partner organizations' resources, improved quality of services rendered to the PSW users, enhancement of their operational and professional capabilities; and facilitate training activities. The training modules and courses will cover various PSW modules, and other cross-border trade-related topics aligned with PSW's vision and mission.

OBJECTIVES

- The prime objective of the program is to invite learning professionals and institutes who may demonstrate high-quality training standards in the form of instructional design and



training methodology to meet learning objectives of the PSW stakeholders. Collaboration with different learning professionals and institutions will develop agility, resilience and produce high-quality sustainable learning activities for PSW users.

- Onboarding of professional trainers and specialized institutions will help PSW training activities on a fuller range. The initiative will add to capacity development & training delivery for wider audience.
- The envisaged partnerships will bring about better coordinated planning and increased collaboration and cooperation between public and private sector organizations.

DESIRED OUTCOMES

- Increased ownership and sustainability of PSW initiatives through training and capacity building program.
- By leveraging services of qualified trainers & institutions, PSW can secure high-quality courses at a lower cost.

TASKS AND RESPONSIBILITIES

Training Partner will:

- Design and develop PSW training courses tailored to the needs for various public and private sector stakeholders with guidance and support from PSW.
- Identify and arrange trainers/experts for delivering sessions on PSW and cross border trade-related topics.
- Organize and deliver training(s) independently as well as jointly with PSW, as per the agreed training plan/calendar.
- Develop and share a training plan specifying the following:
 - Topics/themes.
 - Target audience.
 - Dates and venues for training.
 - Delivery method (virtual, classroom, in-house etc.) and format (lecture, workshop, interactive etc.)
 - Expected number of participants.
- Conduct post-training evaluation and impact assessment.
- Compile, and disseminate approved course material etc. as per PSW's branding guidelines.
- Coordinate and liaise with PSW for the review and requisite approvals of the training plan/calendar, course contents, and communication material.
- Before organizing the training, the training partner shall share the details of participants with PSW. PSW shall issue training completion certificates to each participant.
- Sharing of training data and statistics as per agreed format with PSW on fortnightly/ monthly (configurable) basis.



REVENUE SHARING

- To ensure the sustainability of the program, training partners are allowed to charge training fees to cover the cost of material, logistics, trainers' fee, and other expenses with prior approval of PSW.
- The revenue earned from training and capacity-building events shall be shared as per the schedule of charges mentioned in Annexure B.

QUALIFYING CRITERIA

- The applicant must be a registered business and have a valid NTN, GST, and active and operative status as per "Taxpayer's Profile" on FBR website.
- The applicant firm must have a minimum of 05 years' working experience in conducting training courses, and capacity building workshops, sessions, webinars etc. on different media and formats.
- The applicant must have proven skills in designing, implementation, monitoring and reporting of training initiatives.
- The applicant must be skilled in arranging and imparting training(s) as per PSW requirements.
- The applicant shall be required to demonstrate that key personnel possess requisite technical skills and/or qualifications to deliver training(s).

Detailed requirements are mentioned in Annexure A.

APPLICATION AND ONBOARDING PROCESS

- Interested applicants are requested to submit their filled application form, annexed as Annexure C, including required documents. PSW will evaluate the applications as per the provided criteria. During evaluation of the applications, PSW may ask for clarifications, additional documents, discussions/interviews with key experts and may visit the facilities.
- Upon approval of PSW, the training firm shall sign an agreement with PSW.
- On signing of the Agreement, PSW will publish the Training Partner's profile at the Training Partners Directory. The Training Partner will then become eligible to use PSW official logo and branding on PSW related training programs.
- PSW shall arrange Training of Trainers workshops to prepare trainers on PSW related course material and foster a collaborative atmosphere among participants. Participation in the TOT workshops shall be at the Training Partner's expense.

ASSESSMENT AND SUPPORT

- PSW will offer support to certified trainers and conduct periodic assessments to ensure high-quality delivery of courses. This will include providing updated information and other relevant materials to trainers to keep them updated on PSW features.
- PSW may use third-party assessments to evaluate the performance of the Training Partners.



- PSW reserves the right to use course evaluations and other sources of feedback to review the quality of trainers, and, if appropriate, remove the trainer from the list of certified trainers.



Evaluation Criteria

- Applicants shall submit all relevant documents, required to evaluate/assess the applicants as per the criteria mentioned hereunder. Provision of relevant and clear/unambiguous documents shall be the sole responsibility of the applicants. Documents/details shall be provided in a manner that the required information is clearly mentioned/highlighted/marked. All supporting documents e.g., company profile, business registration certificate, client details, personnel profiles/CVs, etc. must be available and clearly identified in the proposal.
- Applicants who do not fulfill the requirements shall not be considered.
- The Applicants should be on Active Taxpayers List of FBR.
- The Evaluation Committee ("Evaluation Committee") shall evaluate the Applications based on responsiveness to the Terms of Reference and eligibility criteria provided herein.
- The Applicants must fulfill the following documentary requirements for application submission:

S No.	Requirements
1.	Application form (Annex-C) duly signed and stamped.
2.	Valid NTN and GST registration certificates.
3.	Complete Company Profile
4.	Details of experience in designing and developing training material and imparting trainings.
5.	Details of capacity building projects; workshops, seminars, webinars etc.
6.	Details of skilled human resource who have relevant expertise to arrange and impart training(s) as per the requirements.

Annexure "B"

Schedule of Charges

S No.	Description	Fee (PKR)
1.	Applicant Onboarding Fee (Non-Refundable)	100,000/-
2.	Renewal Fee (Non-Refundable) (2 nd year onwards)	70,000/-
3.	For trainings conducted by the training partner as per training calendar agreed with PSW, where PSW or its trainers are not engaged.	30% of fee charged by the training partner, per participant



Annexure "C"

Application Form for PSW Training Partnership Program

Application Date: _____
To be filled in by PSW after application submission

Application ID: _____
To be filled in by PSW after application submission

Company Name: _____

Company Website: _____

Business Address: _____

Business Contact: _____

Business Email: _____

Company Type: _____
(Sole Proprietor/ Partnership, Private limited etc.)

NTN: _____

GST Reg: _____

Registered Office Address: _____

Geographical Coverage (cities): _____

Years in Business: _____

No. of Employees: _____

Bank Account: _____

Bank Name & City: _____

No. of Directors: _____
(Pl use extra sheets in case of more than one).

Director Name: _____

Director Contact: _____

Director CNIC: _____

CNIC expiry: _____

Authorized Person Name: _____

Authorized Person Contact: _____

Authorized Person Email: _____

Authorized Person CNIC: _____

CNIC issuance: _____

By signing the form, I acknowledge and accept that I am legally and officially authorized by the above-mentioned organization to submit this application, I have provided the complete supporting documents as mentioned in Annexure A and the information provided in this form is complete and correct.

Signature & Stamp of the Authorized Person

Note: You can send your application and documents via courier at the following address or email duly completed application form, along with the required documents, at vimla.jai@psw.gov.pk

Postal address: Pakistan Single Window, Manager Change Management, 5 Floor Bahria Complex 1 M T Khan Road Karachi.



CONTACT INFORMATION

In case of more information or any kind of assistance please feel free to contact us through following options:



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