

Scope of Work

RFQ-3745-11499-AI Powered Recruitment Intelligence Solution



IBA – Karachi

1. Introduction

The Institute of Business Administration (IBA) invites quotations from qualified Service Provider/Suppliers for the design, development, and implementation of an AI-Powered Recruitment Intelligence Solution.

The objective of this RFQ is to obtain competitive and transparent pricing, along with detailed technical and commercial proposals, for a solution that enhances recruitment efficiency through AI-driven automation.

2. Project Objective

The project aims to implement an intelligent candidate shortlisting system that:

- Automates resume screening
- Improves hiring efficiency
- Reduces manual effort for HR teams
- Integrates seamlessly with existing systems

3. Scope of Work

The Service Provider/Supplier are required to provide a comprehensive solution including, but not limited to, the following components:

3.1 AI Resume Screening Engine

- Automated parsing of resumes (skills, education, experience, certifications)
- AI-based evaluation and ranking of candidates
- Configurable scoring based on job requirements

3.2 Recruiter Dashboard & Portal Integration

- Integration with existing career/job portal
- Dashboard for HR to:
 - View ranked candidates
 - Apply filters (skills, relevant experience, salary, universities etc.)
 - Approve/reject and can hold candidates

3.3 AI Candidate Summaries

- Auto-generated summaries of candidates
- Match score, skill gap analysis, and fit explanation

3.4 HR Copilot / Conversational AI

- Natural language query interface (e.g., Show top candidates for X role)
- Interactive assistant for HR decision-making

3.5 AI Governance & Compliance Framework

- Documentation covering:
 - Bias mitigation
 - Data privacy and security
 - AI usage policies

3.6 Post-Implementation Support

- Bug fixes and performance tuning
- Monitoring and support period (minimum 30 days required)
- Optional extended support (to be quoted separately on annual basis, which is not currently a part of this project)

4. Technical Requirements

The Service Provider/Supplier must clearly specify:

- Proposed technology stack
- Compatibility with Microsoft ecosystem (preferred):
 - Azure Open AI
 - Copilot Studio
 - Power Platform
- Integration approach with existing systems
- Data security and compliance measures

5. Deliverables

The Service Provider/Supplier shall provide:

- Fully functional AI recruitment solution
- Integrated dashboard and portal
- Documentation (technical + governance)
- User training
- Performance and accuracy report
- Deployment and go-live support

6. Implementation Timeline

- The Service Provider/Supplier must propose a detailed project timeline.
- Expected delivery/project completion benchmark: 10–12 weeks.

7. Commercial Proposal Requirements

The Service Provider/Supplier must submit:

7.1 Pricing Breakdown

- Total project cost (fixed preferred)
- Component-wise costing (mandatory):
 - Development
 - Integration
 - AI services
 - Licensing (if any)
 - Support & maintenance (minimum 30 days required after complete deployment)
 - Applicable taxes should be mentioned separately.

7.2 Payment Terms

- Clearly defined milestones
- Suggested structure (example):
 - Initiation -> Project Kick-off - 0% payment of the total project price (Stage completion letter with detailed description required)
 - Planning -> Requirement Gathering Session - 20% payment of the total project price (Stage completion letter with detailed description required)
 - Execution -> Application Development - 20% payment of the total project price (Stage completion letter with detailed description required)
 - Monitoring -> UAT - User Acceptance Training/ Testing - 40% payment of the total project price (Stage completion letter with detailed description required)
 - Go Live -> 20% payment of the total project price (Stage completion letter with detailed description required)

8. Evaluation Criteria

Proposals will be evaluated based on:

- Technical capability and solution design
- Relevant experience in AI/HR systems
- Compliance with scope

- Cost competitiveness
- Implementation timeline
- Post-deployment support (minimum 30 days after complete deployment)

9. Service Provider/Supplier Qualification Requirements

The Service Provider/Supplier must provide:

- Company profile
- Relevant project experience (AI / HR / automation)
- Client references
- Team expertise and certifications

10. Proposal Submission Guidelines

- Submit both technical and commercial proposals separately via email or hard copy.
- All pricing must be in PKR
- Proposal validity: Minimum 30 days
- Submission deadline: 25 May 2026

11. Important Notes

- IBA reserves the right to accept or reject any proposal without assigning any reason.
- Incomplete proposals may be disqualified.
- The Service Provider/Supplier are encouraged to propose value-added enhancements.

12. End Notes (Highly Recommended)

The Service Provider/Supplier are encouraged to include:

- ROI estimates (e.g., time-to-hire reduction)
- AI accuracy benchmarks
- Future scalability roadmap

