**TERMS OF REFERENCES (TORs) FOR HIRING OF CONSULTANCY SERVICES FOR ONLINE BUSINESS PROCESS OUTSOURCING WORK PLATFORM**

**(Proc. Ref: PK-KPITB-123616-CS-QCBS)**

**1: PROJECT BACKGROUND:**

Khyber Pakhtunkhwa Information Technology Board (KPITB) is a public sector autonomous organization established under an Act of the Khyber Pakhtunkhwa (KP) Assembly in May 2011, for the promotion, planning, execution, supervision, evaluation and regulation of Information Technology, and Communication Technology, Information and Communication Technology enabled services and education for public and private sector of the Province of the Khyber Pakhtunkhwa, Pakistan.

The KPITB is undertaking a project titled “Digital Jobs in Khyber Pakhtunkhwa” for promoting Business Process Outsourcing (BPO) industry in Khyber Pakhtunkhwa. The project is funded through a grant by the Multi Donor Trust Fund (MDTF), administered through the World Bank.

Under the ‘Digital Jobs in Khyber Pakhtunkhwa’, KPITB invites Request for Expression of Interest (REOI) from well-established national and international consultancy firms/enterprises (“The Consultants”), offering **Online Business Process Outsourcing Work Platform** to support the program through Online Outsourcing. The platform will be developed with a view to connect freelancers/tech startups with potential employers. Initially the demand for skilled freelancers/tech Startups will be driven by the provincial government departments that intend to digitize their processes and services; hence this platform will act as an intermediary between government departments, private sector employers and freelancers/tech startups. The consultant/consultancy firm will be responsible to carry out the following activities for the successful deployment of the proposed platform.

**2:** **SCOPE OF SERVICES**

The consulting services (“the Services”) include but not limited to:

* Business Requirements Gathering
* Business Process Mapping
* Determining Functional & System Requirements Specifications
* Platform Development
* Training & Development
* Workshops & Seminars for Government Departments
* Demand Generation and Sales

**6: DURATION OF THE SERVICES:**

The consultant shall be hired till 30th June 2020.

**7: CRITERIA FOR SHORTLISTING OF CONSULTANTS:**

Interested consultants shall provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. Consultant shall be short-listed on the basis of following minimum eligibility criteria and other terms and conditions:

1. **Proof of Incorporation or Business Registration**

The interested consultants shall provide two (02) years of registration/incorporation with relevant registration body in their country of business operations. The selected consultant shall be required to register with Khyber Pakhtunkhwa Revenue Authority (KPRA).

1. **Complete Profile**

Company profile with list of clients and references relevant to the scope of this REOI.

1. **Relevant Experience**

The consultant shall provide verifiable evidence of undertaking at least one similar nature of assignment relevant to aforementioned deliverables

1. **Financial Strength**

The consultant shall provide audited financial statements of the last two (02) years showing its financial strength. The information provided will remain confidential with the KPITB.

1. **Human Resource & Expertise**

Profiles of human resource/staff, relevant to the scope of this REOI that would be specifically dedicated to this project.

1. The RFP Documents shall be issued to shortlisted consultants only as per aforementioned eligibility criteria.
2. Consultants may associate with other firm/enterprises to enhance their qualifications, but should indicate clearly whether the association is in the form of a joint venture and/or a sub-consultancy. In the case of a joint venture, all the partners in the joint venture shall be jointly and severally liable for the entire contract, if selected.
3. A Consultant will be selected in accordance with the QCBS method (National Competitive Approach) as set out in the Procurement Regulations of the World Bank.
4. The attention of interested Consultants is drawn to Section III, paragraphs, 3.14, 3.16, and 3.17 of the World Bank’s “Procurement Regulations for IPF Borrowers” July 2016 (“Procurement Regulations 2016”), setting forth the World Bank’s policy on conflict of interest. In addition, please refer to the paragraph 3.17 of the Procurement Regulations regarding specific information on conflict of interest related to this assignment.
5. Consultants may associate with other firms in the form of a joint venture or a sub-consultancy to enhance their qualifications.
6. The Procurement Committee reserves the right to accept or reject any or all applications as per prevailing procurement regulations of World Bank.
7. Further information can be obtained at the address below during office hours i.e. 0900 to 1700 hours.

# 9: LAST DATE FOR SUBMISSION OF APPLICATION AND OPENING:

Sealed envelope marked as **“REOI for Online Business Process Outsourcing Work Platform”** along with requisite documents shall reach at the address mentioned below, not later than **1000 hour, dated: October 21, 2019**. REOI would be opened on the same day at **1100 hour** in the presence of participating consultants or their agents, who wish to be present.

**Khyber Pakhtunkhwa Information Technology Board (KPITB)**

Attn: Procurement Manager (Digital Jobs in Khyber Pakhtunkhwa)

Address: Plot # 134-136, Industrial Estate Hayat Abad Peshawar, KP Pakistan

Tel: +92-91-5891512, 9219505

Fax: +92-91-5891151

E-mail: *m.bilal15@yahoo.com*