

**REQUEST FOR EXPRESSIONS OF INTEREST  
HIRING THE SERVICES OF HUMAN RESOURCE CONSULTANCY FIRM**

Country: Pakistan  
Project Name: National Social Protection Program (NSPP)  
Credit No.: 5973-PK  
Assignment Title: Hiring the Services of Human Resource Consultancy Firm  
Reference No. PK-BISP-139351-CS-QCBS

The Government of Pakistan has received financing from the World Bank towards the cost of the National Social Protection Program (NSPP) and intends to apply part of the proceeds for this Consulting Services. Benazir Income Support Programme (BISP) is the largest social safety net of Pakistan, established under BISP Act 2010 to provide income support and other social protection and safety net measures to economically unprivileged segment of the society.

BISP intends to hire the services of a Human Resource Consultancy Firm (HRCF) for a period of six months to review and redefining the current BISP HR policies, practices, organizational structure, job description of all the positions, key performance indicators, performance management system linked to KPIs, career development system and training need analysis in light of JDs of the positions.

BISP now invites eligible HR Consulting Firms having at least 5 years' experience of similar assignments in public or corporate sector, duly registered with the Government, Income Tax and Sales Tax Departments to indicate their interest in providing the required services. Proof of experience, said registrations and authorization are required to be provided in EOI responses. In this regard, there are prescribed standards which have been mentioned in the **Instructions for HR Consultancy Firms** which may be downloaded from the websites [www.ppra.org/pk](http://www.ppra.org/pk) or [www.bisp.gov.pk/tenders](http://www.bisp.gov.pk/tenders). Interested firms should provide the following information demonstrating that they have the required qualifications and relevant experience to perform this assignment. The parameters for evaluating EOI responses are given below:-

- a. Complete historical profile of the firm with the information i.e. incorporation certificate, total experience, affiliation with relevant bodies and ratings if any along with corporate profile indicating their years of operations, core competencies, management structure and systems etc. {Max Score =40 }
- b. Details of completed projects of similar nature and size with requisite information i.e. project description, cost of the project, detail of clients, duration etc. {Max Score = 60}

The attention of interested Consulting Firms is drawn to paragraph 1.9 of the World Banks Guidelines: Selection and Employment of Consultants [under IBRD Loans and IDA Credits & Grants] by World Bank Borrowers January, 2011 (revised July,2014), setting forth the World bank's policy on conflict of interest.

Firms interested to participate in JV should submit information for each partner, which will be assessed independently regardless of capacity/experience of the other partner. For firms in arrangement of lead sub-consultant, only the experience and capacity of lead firm will be assessed. However, such arrangements should be clearly mentioned in Expressions of Interest Response.

A consultancy firm will be selected through **Quality and Cost Based Selection (QCBS) Method**” in accordance with the procedures set out in the World Bank’s **Guidelines: Selection and Employment of Consultants by World Bank Borrowers, January 2011 (revised July, 2014).**

Further information may be obtained at the address given below during office hours from 0900 to 1700 hours. This REOI is also available on the websites: [www.ppra.org.pk](http://www.ppra.org.pk) and [www.bisp.gov.pk](http://www.bisp.gov.pk) .

Expressions of interest must be delivered in written form to the address below (in person, or by post) by or before 1400hours on **7<sup>th</sup> November, 2019** which shall be opened on same day at 1430 hours in the presence of representatives of consulting firms who may choose to be present.

The assignment title of the consultancy should be clearly written on the front of the envelope or in the subject line.

**Additional Director General (Procurement)**  
**BENAZIR INCOME SUPPORT PROGRAMME (BISP)**  
Procurement Wing,  
F-Block, Pak secretariat,  
Islamabad, Pakistan Postal Code: 44000  
Tel: +92-51-9246420, Fax: +92-51-9246319

# **INSTRUCTIONS FOR CONSULTANCY FIRMS**

**For Submission of**

**EXPRESSION OF INTEREST**

**“Hiring the Services of Human Resource Consultancy  
Firm”**

**BENAZIR INCOME SUPPORT PROGRAMME GOVERNMENT  
OF PAKISTAN**

**October, 2019**

**INSTRUCTIONS**

1. BISP invites eligible HR Consultancy Firm with specific and proven competence and experience to indicate their interest in providing the intended services. Eligible firm(s) should submit Expression of Interest (**EOI**) in English language along with relevant complete details of their qualification and experience as requested hereunder: -
  - i. Name, address, Phone, Fax and E-mail address along with postal and telegraphic address contact person;
  - ii. Certificate of Incorporation/Registration with authorized government department(s) of Consulting Firm as Legal Entity.
  - iii. Corporate Profile providing sufficient information/details in following, but not limited to, areas in respect of a consultancy firm;
    - (a) Years of operations;
    - (b) Management Structure/Organogram of the firm with relevant information about Board/Directors etc.;
    - (c) Core competencies related information etc.;
  - iv. Certificates of National Income & Sales Tax Numbers and proof of Active Tax Payer, of the Consultancy Firm/Joint venture Firms. Copies of respective certificates must be provided/furnished;
  - v. Data Sheets of relevant (similar and specific experiences) assignments, duly substantiated, by the Firm/Joint venture's members either completed or in progress, with the following details:
    - a. Name of the Project
    - b. Cost of the Project
    - c. Name and address of the Client
    - d. If case of association of service providers, the names and address of all the partners
    - e. Start & Completion Date
    - f. Number of staff-months provided by the firm (in case of association/JV, by other partner firms)
    - g. Brief description of the services rendered
  - vi. Any additional documents to support relevant experience of consultancy Firm/Joint venture;
  - vii. In case of Firms, participating in an association, sub-consultant or JV, original Letter(s) of Association from each associating partner, confirming the Lead Partner/Partner in Charge, on the letter head of a Firm/Partner duly signed and stamped, must be provided;

- viii. National firms are required to submit affidavit on stamp paper duly notarized confirming that: (a) applicant Firm/Joint venture(s) has never been blacklisted by any Government/Semi Government Organization and (b) list and status of litigation/arbitration by applicant Firm/Joint Venture (c) All the information provided by the applicant Firm/Joint venture is correct.
2. Interested firm(s) must provide lucid information as per above requirements indicating that they are qualified to perform above services and must provide only materials that would be specific to the proposed services, and to avoid submitting generic promotional material. Non-provision of requisite documentary evidences/ information as per Instructions of REOI Notice and those provided in this Instructions to HR Consultants, may lead to “Non-Responsiveness” of the Firm’s/JV’s response/ application.
3. If the EOI response consists of more than one volume, the applicant must clearly number the volumes constituting the EOI and provide an indexed table of contents for each volume. All documents should be securely bound.
4. Any further information/clarification by BISP can be sought.

**Additional Director General (Procurement)**  
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Procurement Wing,  
BISP HQ Secretariat, F-Block, Pak Secretariat,  
Islamabad, Pakistan. Postal Code: 44000  
Tel: +92-51-9246420, Fax: +92-51-9246319