Pakistan
Punjab Education Sector Project
Credit No. IDA 5106-PK
Contact No. PMS/10/2014

Assignment Title: **HIRING THE SERVICES OF AUTHORISED FIRMS FOR CAPACITY BUILDING OF SCHOOL COUNCILS THROUGH (CALL CENTRES)**

The Government of Punjab has received financing from the World Bank towards the cost of the Second Punjab Education Sector Project, and intends to apply part of the proceeds for consulting services.

The Government of Punjab is implementing the Punjab Education Sector Reform Programme (PESRP) with the assistance of the World Bank to support and expand specific interventions to improve educational outcomes. The programme includes an essential Technical Assistance component (F/Y 2012-15) that includes School Council capacity building and improvement of their functions. Under PESRP-I, School Councils were established in primary and middle schools during 2009-2012 to promote local community and parental engagement in school affairs. Under the newly proposed School Councils Mobilization Programme under PESRP-II, the role of School Councils would be enhanced for more effective participation in managing schools for better educational outcomes.

In order to strengthen, mobilize, and increase the role of School Councils (SC), the Punjab Government desires to contact with the School Council Members through call centres for awareness about their roles and responsibilities, monthly meetings, school development plans, provide them with guidance and information, answer their queries and complaints, incorporate their suggestions etc. School Councils mobilization programme was successfully implemented in 15 districts and during current financial year, School Council Mobilization programme will be extended to all districts in Punjab. Maximum of 4 SC members including Chairperson, Co-Chairperson and two active SC members of 54000 approximately School Councils as well as all AEOs (about 900) of all 36 Districts will be contacted through outbound calls and SMS.

For this purpose, PMIU intends to hire the services of authorized firms (call centres) which have proven relevant background and experience working with the government. Interested authorized and eligible firms (authorization letter as a proof) are requested to submit Expression of Interest (EOI) along with the following particulars and other necessary documents in support of their claim:

- Corporate Capacity (attach certificate of incorporation): Firms Experience: 2 scores for each year: 10 scores
• Track Record: 2 assignments of Rs 5.0 million and above or 4 assignments below Rs 5.0 million: 20 scores

• Detail of similar works/assignments already completed (please give complete detail as indicated below): 60 scores
  i. Name of each assignment completed, duration and cost involved 5 scores for each assignment of Rs 5.00 million and above: 30 scores
  ii. Experience in capacity building, 5 scores for each assignment: 15 scores
  iii. For additional qualification and experience relating to capacity building through Call Centres: 15 Scores: 5 scores for each assignment

The firm will be evaluated on the basis of above criteria. The firm which will secure 65% or more scores as per above criteria will be pre-qualified and less than 65% scores will not be considered.

The attention of interested Consultants is drawn to paragraph 1.9 of the World Bank’s Guidelines: Selection and Employment of Consultants under IBRD Loans and IDA Credits & Grants by World Bank Borrowers [January 2011] (“Consultant Guidelines”), setting forth the World Bank’s policy on conflict of interest.

A consulting firm will be selected in accordance with the Selection Based on Quality and Cost Based Selection method set out in the World Bank’s Guidelines: Selection and Employment of Consultants (under IBRD Loans & IDA Credits and Grants) by World Bank Borrowers (2011).

A consulting firm may associate with other firms in the form of a joint venture or a subconsultancy to enhance their qualifications.

Further information can be obtained at the address below during office hours i.e. 0900 to 1600 Monday to Friday. Detailed evaluation criteria can be downloaded from the PMIUs’ Website: www.pesrp.edu.pk.

Expression of interest must be delivered in a written form to the address below by October 24, 2014:

Programme Monitoring and Implementation Unit
Punjab Education Sector Reform Programme
8-A, Ali Block, New Garden Town
Lahore
Tel: 042-99232190