

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

### 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.

Khyber Pakhtunkhwa is the youngest of all provinces of Pakistan with 73.8% of its population under the age of 29 years. This presents a tremendous opportunity and a bright future if given due government-lead policy support and intervention in various sectors. The KPITB's mission is to provide such government-lead support in the Information Technology sector. We strongly believe that the Information Technology has arguably the greatest impact on businesses, manufacturing, consumer, and several more industry sectors globally. KPITB aims to use IT as the main enabler to address the key challenge of employment generation in the KP, and making IT-lead and innovative businesses the major force of our economy.

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 **Business Process Outsourcing Work Platform** to support the program through Online Outsourcing. KPITB may facilitate in providing: (i) furnished and connected workspaces for conducting trainings; and (ii) necessary financing required to run the program. In exchange the selected consultant shall: (i) establish a dedicated online platform for outsourcing, (ii) create demand for generating up to 500 full-time online work opportunities for KP residents, (iii) provide essential skills training, certifications (where required) and on-boarding of online workers on to the platform. The contract shall be for a period of (01) one year. The program is expected to promote job creation, capacity building and the expansion of digital skills to the disadvantaged communities in the province of Khyber Pakhtunkhwa and is expected to remain self-sustainable in the subsequent years.

### 2: SCOPE OF SERVICES

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

1. Developing a skilled workforce across in-demand digital tracks through trainings.

2. Generating demand in the form of potential clients/work for the developed skilled workforce
3. Establishing a dedicated online outsourcing platform for Khyber Pakhtunkhwa.
4. On boarding support for the platform
5. Aligning workers with job opportunities available through the platform
6. Generating earnings for the workers through the online outsourcing platform for KP residents.

#### **6: DURATION OF THE SERVICES:**

The consultant shall be hired initially for a period of one year with a view to extend it for another two years based on satisfactory performance.

#### **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:

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

The interested consultants shall provide three (03) 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).

**b. Complete Profile**

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

**c. Experience**

The consultant shall provide evidence of demand generated through Business Process Outsourcing (BPO) clients of at least USD 500,000 or higher.

**d. Financial Strength**

The consultant shall provide audited financial statements of the last three (03) years with combined revenue of atleast USD \$500,000 in last three years. The information provided will remain confidential with the KPITB.

**e. Human Resource & Expertise**

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

1. The RFP/Bid 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 ICB method 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. The Procurement Committee reserves the right to accept or reject any or all applications as per prevailing procurement regulations of World Bank.
6. 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 Digital Jobs through Online Outsourcing"** along with requisite documents shall reach at the address mentioned below, not later than **1400 hour, dated: March 13, 2019**. REOI would be opened on the same day at **1430 hour** in the presence of participating consultants or their agents, who wish to be present.

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

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