



Expression of Interest (EOI) & Pre-Qualification

Hiring of Survey Companies for conducting Surveys / Third Party Verification

Punjab Information Technology Board (PITB), Government of the Punjab, invites proposals for Expression of Interest & Pre-Qualification from valid registered, reputable and well-experienced firms / companies etc. for Conducting Surveys / Third Party Verification.

2. The objective of this Expression of Interest & Pre-Qualification is to invite proposals for Conducting Surveys / Third Party Verification & to Pre-Qualify Consultant Firms / Companies for the RFP stage. Complete scope of services and requirements are given in the EOI & Pre-Qualification Document. The EOI & Pre-Qualification Document carrying all details is available at www.pitb.gov.pk and www.ppra.punjab.gov.pk.
3. A single package containing EOI & Pre-Qualification Proposals, duly completed, signed, stamped, sealed and in complete conformity with EOI & Pre-Qualification Document should be dropped, in the Tender Box No.1 placed at Reception of the PITB office, 13th Floor, Arfa Software Technology Park, 346-B, Ferozepur Road Lahore, no later than 1500 Hours, within 15-days of first publication of this advertisement in National Newspapers or uploading of relevant EOI-PQ Document on PITB & PPRA websites, whichever is later. The proposals shall be opened at 1530 hours on last date for submission of bids, as per PPRA Rules, 2014.
4. Income/Sales tax registration certificate and other documents as mentioned in EOI & Pre-Qualification Document must accompany the proposals.

PITB management may reject all proposals at any time prior to the acceptance of a proposal, as provided under Rule-35 of Punjab Procurement Rules, 2014.

Director (Development & Procurement)

(IPL-3858)

Punjab Information Technology Board

13th Floor, Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore.

Ph: (042) 35680062, Fax (042) 99231123

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EXPRESSION OF INTEREST & PRE-QUALIFICATION DOCUMENT

FOR

HIRING OF SURVEY COMPANIES FOR CONDUCTING SURVEYS / THIRD PARTY VERIFICATION



Punjab Information Technology Board (PITB)
11th Floor, Arfa Software Technology Park (ASTP),
346-B, Ferozpur Road, Lahore, Pakistan
Phone: (+ 92) (42) (35880062), Fax: (+92) (42) (99232123)
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Abbreviations

Term	Definition
PITB	Punjab Information Technology Board
EOI	Expression of Interest
PQ	Pre-qualification

1. GENERAL

Punjab Information Technology Board (PITB) intends to invite EOI-Prequalification (EOI-PQ) proposals from interested applicant(s) for Hiring of Survey Companies for conducting Surveys / Third Party Verification. All reputable, registered and established Companies / Firms etc. are invited to apply for the participation in EOI-PQ Process and submit proposals.

Accordingly, well-reputed and established interested parties / having requisite technical, financial and managerial capabilities are invited to participate in the EOI-PQ process for the above said project through submission of their proposals.

2. PURPOSE OF THIS DOCUMENT

The purpose of this document is to shortlist / prequalify eligible applicant(s) capable of conducting Surveys / Third Party Verification. The applicants are required to provide profiles of their firms comprising experience, personnel and financial strength.

TERMS AND CONDITIONS OF THE PRE-QUALIFICATION

Definitions

In this document, unless there is anything repugnant in the subject or context:

- I. Applicant means the party which, acting singly, submits a proposal in response to this EOI-PQ Document.
- IV. "Authorized Representative" means any representative appointed, from time to time, by the Applicant, Purchaser.
- V. "Purchaser" means the Punjab Information Technology Board (PITB), or any other entity for the time being or from time to time duly appointed in writing by the Government to act as Purchaser for the purpose.
- VI. "Day" means calendar day.
- VII. "Employer" means Purchaser.
- VIII. "EOI-PQ Document" means the Expression of Interest-Pre-qualification Document in consideration.
- IX. "Person" includes an individual, an association of persons, firm, company, corporation, institution and organization, etc.
- X. "Prescribed" means prescribed in the EOI-PQ Document.

Disclaimer

This EOI-PQ Document for “Hiring of Survey Companies for conducting Surveys / Third Party Verification” (‘the Project’) contains brief information about the Project and qualification process for short listing and pre-qualification of applicants for RFP stage. The purpose of the Document is to provide the applicants with information to assist the formulation of their EOI-PQ proposal and to pre-qualify Interested Parties / Contractors for the RFP Stage.

While all efforts have been made to ensure the accuracy of information contained in this EOI-PQ Document, this document may not contain all the information required by the Applicants. The Applicants should conduct their own independent assessment, investigations and analysis and may prepare their proposals in the light of relevant experience and international best practices. Punjab Information Technology Board (PITB), Government of the Punjab, or any of its employees or advisors / consultants, shall incur no liability under any law, statute, rules or regulations as to the accuracy or completeness of the EOI-PQ Document.

PITB reserves the right to change any or all conditions/ information set in this EOI-PQ Document by way of revision, deletion, updation or annulment through issuance of appropriate advertisement as the Purchaser may deem fit in accordance with the PPRA Rules 2014. Participation in the EOI-PQ process does not qualify any applicant for the next stage of the procurement process.

PITB and any other Government Department will not entertain or be liable for any claim for costs and expenses in relation to the preparation of the EOI-PQ proposal to be submitted in terms of this Document.

3. Project Background

The Punjab Information Technology Board has taken many initiatives that directly relate to improving service delivery in the field using smart phones based applications and other innovative approaches. Over a period of time PITB has developed many tools and techniques that can help to get data from the field / surveyors directly from the source. The applications developed by PITB will enable survey firm selected through the competitive process to use these applications so that the client and the sponsoring department can easily evaluate / view the progress made in survey at any point in time through dashboards etc.

4. BRIEF SCOPE OF WORK

This project is proposed to develop a mechanism to gauge public opinion on various issues and thereby evaluate public sector programs by developing a feedback loop to make it more informed and inclusive. Public policy can be charted and mid-course corrections to programs can be affected in real-time, rather than as an afterthought upon completion of the project / program. This will allow an active engagement of the citizens with the government. The public opinion surveys shall provide a direct interface between the citizens & the state and allow for public policy to be formed by public opinion. This will enable citizen voices to be heard directly by the policy makers and implementers.

4.1 SCOPE, DUTIES AND RESPONSIBILITY OF CONSULTANTS:

The scope of the resident consultants will include but not limited to following:

- A.** The firms will be pre-qualified based on requisite experience, skill set and capacity to carry out Computer Assisted Personal Interviewing (CAPI) based surveys and will be selected through a competitive process under PPRA Rules, 2014. Out of the panel of pre-qualified firms will be given the opportunity to compete for specific survey to be conducted on need basis. The selected organizations / firms so will be expected to:
 - i. Prepare and submit a detailed work plan.
 - ii. Develop detailed sampling methodology for the survey.
 - iii. Develop and refine data collection instruments for qualitative and quantitative surveys in consultation with the Project team.
 - iv. Recruit, train and supervise teams for data collection in the field for at least 300,000 sample size and at least 3000 participants for Focus Group Discussions (with video recordings), if needed.
 - v. Conduct surveys of up-to a maximum of 25 questions or specified otherwise based on the requirement of the specific survey. The sample of surveys will be representative of entire population age of 18 years & above, and will be drawn through random selection using a sampling methodology and sampling frame proposed by the firm in consultation with the project team. Face to face, in-home interviews will be conducted of selected respondents through a skipping pattern. Requiring a sampling error less than 4% at a

confidence level of 95% for all sample statistics. This should include the design effect of the multi-stage sampling.

- vi. The Rural-Urban distribution will be the same as per the actual statistics of the proposed regions. There will have to be a gender and social background balance in the surveys to be undertaken.
- vii. Reporting should take into account the different population, terrain and special (urban-rural) dynamics of the province. Should be able to generate disaggregated reports, such as, social, gender and educational backgrounds of respondents.
- viii. Prepare a detailed report with recommendations for project design and evaluation.
- ix. Conduct data entry, verification, validation and processing.
- x. Conduct data analysis.
- xi. Maintain quality control over data collection, processing, analysis and reporting.
- xii. Provide methodologically sound, policy relevant and politically neutral research on various issues such as the perception of the citizens on corruption in various departments (whether it is increasing or decreasing), law and order, efficacy of the various programs and projects of the government and issues of provincial or national concern upon which the government's policy may be refined and developed.
- xiii. Report progress and problems, if any, to the Punjab Information Technology Board for onward transmission to the concerned quarters.
- xiv. Prepared / deliver presentations, if and when required by the Government.
- xv. Carry out need based surveys, focused group discussions and / or public opinion polls, if and when required, throughout the province of the Punjab.
- xvi. The Purchaser shall be at liberty to increase or decrease the quantum of work / duration of consultancy services without assigning any reason.

4.2 ROLE OF PUNJAB INFORMATION TECHNOLOGY BOARD (PITB):

The PITB will:

- Provide technical support and coordination services to the Steering Committee.
- Approve sample design, survey tools & questionnaire etc.
- Monitoring & Evaluation of the activities of the consultant firm.
- Ensure implementation on quality assurance plan.
- Review/Analyze the data and submit reports to the Steering Committee.

4.3 CORE TEAM OF EXPERTS:

Following core team of experts would be required for the proposed consultancy assignment:

Sr. #	Description	Qualification	No. of Posts	Minimum Experience
				Years
1.	Project coordinator/ Team Leader	PHD / MSc in Social Sciences	01	15 to 20 years of experience in managing the survey teams and report writings.
2.	Survey and Training Expert	PHD / MSc in Statistic	01	10 to 15 years of experience in the relevant field.
3.	Economist	PHD / MSc in Economics	01	10 to 15 years of experience in analysis, report writing, etc.
4.	Survey Analyst	MSc in Statistics / Computer Sciences	01	10 to 15 years' experience in survey / statistical analysis, etc.
5.	Sociologist	MSc Sociology / Social Work / Gender Studies	01	7-10 years of experience / engagement in gathering public opinion / perception.
6.	Public Policy Specialist	MSc Public Policy / Social Sciences	01	10 to 15 years of experience / engagement in public policy making
7.	Governance Specialist	MSc Governance / Social Sciences	01	10 to 15 years of experience / engagement in Governance

4.4 TIME DURATION:

The time duration for the proposed consultancy shall be for the period till 30th June, 2018 and extendable for next one (1) year. Renewal shall be based on provisioning of satisfactory services by the service provider, needs, requirements and approved budgetary provisions of the Purchaser.

4.5 REPORTING REQUIREMENTS/DELIVERABLES:

i. Inception Report:

The selected consultant firm will submit a comprehensive inception report including detailed methodology and work plan, Questionnaire(s) and Manual for Enumerator/Supervisor to carry out the assignment within specified objectives and timelines. The Inception Report will be submitted within 15 days of the award of consultancy.

ii. IDENTIFICATION OF THE SURVEY TO BE CONDUCTED WITH TIME LINE:

The consultant firm will identify necessary surveys to be conducted on various issues.

iii. REPORT / PROGRESS REGARDING RECRUITMENT AND TRAINING OF SUPERVISORY STAFF & OTHER SURVEY RELATED TRAININGS:

At least 10 to 15 days training will be essential to ensure quality feedback.

iv. CONDUCTION OF SURVEYS ON THE VARIOUS IDENTIFIED ISSUES:

As per agreed plan.

v. DATA ENTRY & ITS VERIFICATION & ANALYSIS:

As per agreed plan and standards.

vi. INTERIM REPORT BASED ON THE SURVEY REPORTS AND ANALYSIS:

Will be submitted to the Purchaser.

vii. FINAL REPORTS AFTER ATTENDING THE OBSERVATIONS OF THE CLIENT & RECOMMENDATIONS:

The consultant firm will prepare a comprehensive final report along with specific recommendations once the project reaches the stage of substantial completion.

Viii. PAYMENT OF THE FEE:

All the payment to the consultant will be linked with satisfactory submission of above mentioned deliverables.

Note:

The applicants are required to submit their expression of interest (EOI) in the light of information presented in the preceding paragraphs and their experience and international best practices.

5. INSTRUCTIONS TO APPLICANTS

5.1 Submission of Proposal

Applications for EOI-PQ containing separate EOI & Pre-Qualification Proposals, one original and one (01) copy should be submitted in separately sealed envelopes to be delivered into the Tender Box No.1, placed at reception of Punjab Information Technology Board, no later than **1500 hours on 22nd April, 2016**. The proposals shall be publicly opened in the Committee Room of Punjab Information Technology Board, 13th Floor, Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore, at **1530 hours on 22nd April, 2016**. In case the last date of proposal submission falls in / within the official holidays / weekends of the Purchaser, the last date for submission of the proposals shall be the next working day.

The proposals are to be prepared in English language. The applicants must provide complete information along with supporting documents. Any lapses to provide essential information may result in disqualification of the applicant.

All documents submitted by the firms should preferably be delivered in one Packet/parcel for ease of handling and to avoid loss of documents. Any misleading statement(s) or information by any applicant will result into disqualification at any stage.

The Applicants can seek any clarification regarding the project, pre-qualification documents or evaluation criteria from the following:

Primary Contact

Sajid Latif

Director General (e-Governance)

Email: latif.sajid@pitb.gov.pk

13th Floor, Arfa Software Technology Park, 346-B,
Ferozepur Road, Lahore, Pakistan.

Ph: +92 42 35880062

Secondary Contact

Ata-Ur-Rahman

Director (Development & Procurement)

Email: ata.rahman@pitb.gov.pk

13th Floor, Arfa Software Technology Park, 346-B,
Ferozepur Road, Lahore, Pakistan.

Ph: +92 42 35880062

Interested Parties should note that during the period from the receipt of the proposal and till further notice from the Primary Contact, all queries should be communicated via the Primary Contact in writing or e-mail only. In the case of an urgent situation where the Primary Contact cannot be contacted, the Interested Parties may alternatively direct their enquiries through the Secondary Contact.

Interested Parties are also required to state in their proposals the name, title, fax number and e-mail address of their authorized representative through whom all communications shall be directed until the process has been completed or terminated.

The Employer will not be responsible for any costs or expenses incurred by Interested Parties in connection with the preparation or delivery of proposals.

5.2 Joint Venture (JV)

Joint ventures / consortiums are not eligible for this EOI-PQ.

5.3 Qualification Criteria

5.3.1 General

EOI-PQ will be based on all the criteria given in succeeding sections regarding the Applicant's financial soundness, experience, personnel strength as indicated by the Applicant's responses in the forms given in this document.

5.3.2 Mandatory Basic Requirements

Only those applicants fulfilling the following basic requirements shall be considered for further evaluation (relevant documents to be attached):

- i. Certificate of Company/Firm Registration/Incorporation under the laws of Pakistan
- ii. Valid Income Tax Registration
- iii. Valid General Sales Tax Registration (Status should be active with FBR)
- iv. Submission of undertaking on legal valid and attested stamp paper that the firm is not blacklisted by any provincial or federal government department, agency, organization or autonomous body anywhere in Pakistan.
- v. The Applicant must have relevant experience for implementation of the similar project(s).

5.3.3 Weightage /Marks

Distribution of Weightage/Marks shall be as under:

Sr. No.	Category	Weightage/Marks
1.	Experience	25
2.	Personnel Capabilities	35
3.	Financial Strength	40
Total:		100

Note: Prequalification status shall be determined on the Point scoring criteria. In order to qualify, the applicant must obtain overall **70 marks and at least 35% marks in each category as mentioned in the table above.**

PROVISO: Provided that if NONE or ONLY ONE (single) applicant obtains overall 70 marks, then the Purchaser SHALL decrease the Pass Mark limit to 60 marks. In other words, if TWO or more applicants obtain overall 70 marks, then the Pass Mark will NOT be decreased to 60 marks.

If Pass Marks are decreased to 60 marks, then ALL applicants with scores greater than or equal to 60 marks shall be qualified.

A detailed Prequalification criterion is given below:

5.3.4 Experience

The applicant shall meet the following minimum criteria and the credit marks will be awarded on the basis of the qualifications listed below:

Sr. No.	Description	Maximum Points	Remarks
<u>General Work Experience</u>			Marks will be assigned on the basis of valid documentary evidence
	The Applicant shall have experience as a prime contractor for conducting at least ten (10) Computer Assisted Personal Interviewing (CAPI) based surveys / Third Party Verification (worth Rs 2 million or more each). 1.25 marks for each project.	12.5	
<u>Similar Work Experience</u>			

	The Applicant shall have experience as a prime contractor with Government of Pakistan for conducting at least ten (10) Computer Assisted Personal Interviewing (CAPI) based surveys / Third Party Verification (worth Rs 2 million or more each).	12.5	
	1.25 marks for each project.		
	Sub-total:	25	

5.3.5 Personnel Capabilities

The applicants must have in their employment suitably qualified personnel with relevant experience to fill the key management and specialist positions mentioned below. The applicant will supply information on nominated candidates for each relevant area/domain in accordance with the **relevant form** provided in this document.

Sr. #	Description	Qualification	No. of Posts	Minimum Experience (Years)	Marks	Remarks
1.	Project coordinator/ Team Leader	PHD / MSc in Social Sciences	01	15 to 20 years of experience in managing the survey teams and report writings.	5	Proof of availability of the indicated personnel and their CVs to be attached
2.	Survey and Training Expert	PHD / MSc in Statistic	01	10 to 15 years of experience in the relevant field.	5	
3.	Economist	PHD / MSc in Economics	01	10 to 15 years of experience in analysis, report writing, etc.	5	
4.	Survey Analyst	MSc in Statistics / Computer Sciences	01	10 to 15 years' experience in survey / statistical analysis, etc.	5	
5.	Sociologist	MSc Sociology / Social Work / Gender Studies	01	7-10 years of experience / engagement in gathering public opinion / perception.	5	

6.	Public Policy Specialist	MSc Public Policy / Social Sciences	01	10 to 15 years of experience / engagement in public policy making	5	
7.	Governance Specialist	MSc Governance / Social Sciences	01	10 to 15 years of experience / engagement in Governance	5	

5.3.6 Financial Strength

- a) The Applicant must submit audited financial statements/balance-sheets for the last two (02) years, supported by audit letters duly signed and stamped by authorized representative.
- b) The Applicant is required to have verifiable average annual turnover of minimum of **Rs. 10 million** over the last two (02) years.

Credit Marks shall be awarded on the basis of the following criteria:

Sr. No.	Description	Maximum Marks	Remarks
i)	Average Working Capital in last 2 years.	20	No marks if Audited reports/balance-sheets are not attached. - Working Capital Rs. 3 Million = 7 - Working Capital > Rs. 3 Million but ≤ 6 Million = 14 - Working Capital > Rs. 6 Million = 20
ii)	Average annual turnover over the last two (02) years.	20	No marks if Audited reports/balance-sheets are not attached. - Average annual turnover ≥ 10 Million but ≤ 15 Million = 10 - Average annual turnover > 15 Million = 20 - No points for turnover less than Rs.10 million
	Sub-total:	40	

6. Other Factors

6.1 Only firms that have been prequalified under this procedure shall be invited to bid. A firm can apply for pre-qualification individually only.

6.2 The Purchaser may reject all proposals at any time prior to the acceptance of a proposal. The Purchaser shall upon request, communicate to any Applicant, the grounds for its rejection of all proposals, but shall not be required to justify those grounds. The Purchaser shall incur no liability, solely, by virtue of its invoking sub-rule (1) of Rule-35 of Punjab Procurement Rules, 2014 towards the Applicants. However, Applicants shall be promptly informed about the rejection of the proposals, if any (As per Rule 35 of Punjab Procurement Rules, 2014).

6.3 The Applicant shall bear all costs / expenses associated with the preparation and submission of the Proposal(s) and the Employer shall in no case be responsible / liable for those costs / expenses.

Letter of Application

[Letterhead paper of the Applicant, including full postal address, telephone no., fax no., telex no. and e-mail address]

Date:

To:

.....

[Name and address of the Employer]

Sir,

1. Being duly authorized to represent and act on behalf of..... (hereinafter “the Applicant”), and having reviewed and fully understood all the EOI-PQ information provided, the undersigned hereby applies to be pre-qualified for Conducting Surveys / Third Party Verification:
2. Attached to this letter are copies of original documents defining:
 - (a) The Applicant's legal status;
 - (b) The principal place of business;
 - (c) The place of incorporation (for applicants who are corporations); or
The place of registration and the nationality of the owners (for applicants who are partnerships or individually-owned firms);
1. The Client and its authorized representatives are hereby authorized to conduct any inquiries or investigations to verify the statements, documents, and information submitted in connection with this proposal, and to seek clarification from our bankers and clients regarding any financial and technical aspects. This Letter of Application will also serve as authorization to any individual or authorized representative of any institution referred to in the supporting information, to provide such information deemed necessary and requested by the Employer or its authorized representative to verify statements and information provided in this proposal, or with regard to the resources, experience, and competence of the Applicant.
4. The Employer and its authorized representatives may contact the following persons for further information, if needed.

General and Managerial Inquiries	
Contact 1	Telephone 1
Contact 2	Telephone 2
Personnel Inquiries	
Contact 1	Telephone 1
Contact 2	Telephone 2
Technical Inquiries	
Contact 1	Telephone 1
Contact 2	Telephone 2
Financial Inquiries	
Contact 1	Telephone 1
Contact 2	Telephone 2

5. This proposal is made with the full understanding that:
 - (a) Proposals by pre-qualified applicants will be subject to verification of all information submitted for pre-qualification.
7. The undersigned declare that the statements made and the information provided in the proposal are complete, true, and correct in every detail.

Signature of the Applicant

Application Form A-1

General Information

All individual firms applying for pre-qualification are requested to complete the information in this form.

1	Name of Firm	
2	Head Office Address	
3	Telephone	Contact Person: Name: Title:
4	Fax	Telex
5	Place of incorporation/Registration	Year of incorporation/registration

Application Form A-2

General Experience

Name of Applicant

All individual firms are requested to complete the information in this form.

Starting Month Year	Ending Month Year	Year	Contract Name, Name & Address of Employer Brief Description of Works Executed	Role of Applicant

Similar Experience

Name of Applicant

On a separate page, using the format of Application Form A-4, each applicant is required to list all contracts of a similar nature and complexity to the contract for which the Applicant wishes to qualify, undertaken during the last two years. The information is to be summarized, using Application Form A-4, for each contract completed or under execution by the applicant.

Application Form A-4

Contracts of Similar Nature and Complexity

Name of Applicant

Use a separate sheet for each contract.

1	Name of Contract
	Country
2	Name of Employer
3	Employer Address
4	Nature of works and special features relevant to the contract for which the Applicant wishes to prequalify
5	Contract Role (Tick One) (a) Sole Contractor (b) Sub- Contractor (c) Partner in a Joint Venture
6	Value of the total contract (in specified currencies) at completion, or at date of award for current contract Currency..... Currency..... Currency.....
7	Value in Pak/Rs.....
8	Date of Award.....
9	Date of Completion.....

10	Contract Duration (Years and Months) _____ Years _____ Months
11	Specified Requirements ----- ----- ----- -----

Personnel Capabilities

Name of Applicant

For specific positions essential to contract execution, Applicants should provide the names of candidates qualified to meet the specified requirements. The data on their experience should be supplied on separate sheets of CV's.

1	Title of Position
	Name of Prime Candidate

Application Form A-6

Financial Strength

Name of Applicant

Applicants should provide financial information to demonstrate that they meet the specified requirements. A copy of the audited reports/balance-sheets should be attached.

Bank	Name of bank	
	Address of bank	
	Telephone	Contact name and title
	Fax	Telex

All individual firms are requested to provide information related to annual turnover.

Annual Turnover		
Year	Turnover (in Pak Rupees)	Turnover in Millions.
1.		
2.		
3.		

Summarize actual assets and liabilities in Pak Rupees for the previous two years, based upon known commitments, projected assets and liabilities in Pak Rupees.

Financial information in Pak Rs.	Detail of Last two years		
	1	2	3
1. Total assets			
2. Current assets			
3. Total liabilities			
4. Current liabilities			
5. Profits before taxes			
6. Profits after taxes			

Firms owned by individuals, and partnerships, may submit their audit reports / balance sheets certified by a registered accountant.