

# Request for Quotation

**Country: Pakistan**

**Ref: PK-FMPU-MOPDSI-432626-NC-RFQ**

**Title: Request for Quotation “Hiring of Firm for Engaging the Services of Support Staff Management for HRU IFRAP”**

**Credit No. 7333-PK**

**Project ID: P180323**

**Subject: Request for Quotation for Human Resource Services**

The Islamic Republic of Pakistan has secured a \$213 million financing from the World Bank for the Integrated Flood Resilience and Adaptation Project (IFRAP). The project aims to enhance flood risk protection, improve livelihoods, and essential services in communities affected by the 2022 floods. The project includes six components, covering infrastructure rehabilitation, strengthening hydromet and climate services, resilient housing reconstruction, livelihood support, watershed management, project management, and a contingent emergency response. The selected districts in Balochistan will benefit from the project, focusing on creating employment opportunities and sustaining enterprises. The financing will support various services and consultancies, such as mobilizing savings, training local facilitators, beneficiary training, business support facilities, developing management information systems, and monitoring and evaluation. Procurements will follow World Bank's regulations and are open to eligible firms and individuals. The World Bank will publish the procurement plan on its website.

You are invited to submit your quotation(s) for providing services to cater to the staffing requirements of the Project Implementation Unit-Integrated Flood Resilience and Adaptation Project (PIU-IFRAP). The PIU-IFRAP seeks a dependable partner to provide vital support staff, including Office maintenance Staff, Drivers, Receptionist, Cooks, Electrician/Generator Operator, IT equipment maintenance Staff and Janitorial Services staff. This collaboration is intended to ensure the deployment of skilled personnel capable of effectively fulfilling their roles. The service provider will be responsible for managing tasks such as payroll, supervision, and the provision of essential HR services. As the chosen third-party agency, they will oversee recruitment, payroll management, and overall HR functions associated with these personnel.

## **SECTION A: QUOTATION REQUIREMENTS:**

### **1. Description of the required service**

- Human Resource Service Procurement based on the attached Terms of Reference /TOR/
2. Quotation prices should be based on:
- Service providers should offer their price including all applicable taxes
  - The proposed offer should be for all requested staffs (23 staffs)
  - The offer should be proposed pre month

3. Quotations, proposals and supporting documents as specified in Section B must be marked with the request for quotation number given above and indicate your acceptance of the terms and conditions.
4. Quotations must be received, in sealed envelopes, no later than: **July 5, 2024**. Quotations must be returned to:  
**Project Director PIU-HRU-IFRAP, 57-A Chaman Housing, Airport Road Quetta.**
5. The attached TOR at Section C details the service to be acquired. You are requested to quote your offer for the requested service by completing and returning Sections B and C.

Quotations that are responsive, qualified, and technically compliant will be ranked according to their offered price. Award of contract will be made to the lowest priced quotation by total offer through the issue of a Contract.

Your quotation is to be returned on this Form by completing and returning Sections B and C including any other information/certification required within this RFQ.

#### **SECTION B: QUOTATION SUBMISSION SHEET**

1. Currency of Quotation **PKR**
2. Completion period: 4 years
3. The validity period of this Quotation is: 30 Days
4. We attach the following documents:
  - a. Section C of the Request for Quotations completed and signed.
  - b. A copy of Registration Certificate.
  - c. A copy of our tax clearance certificate and VAT registration (or state if not required by Pakistan law)
  - d. Firm's profile and experience in providing similar services.
  - e. Detailed CVs of the proposed support staff.
  - f. Approach and methodology for managing the support staff.
  - g. Financial proposal including the cost of services.
5. We confirm that our quotation is based on the terms and conditions stated in your Request for Quotations referenced above, and that any resulting contract will be subject to General Conditions.
6. We confirm that the prices quoted are fixed and firm for the duration of the validity period and will not be subject to revision or variation.

#### **Price Schedule**

<b>Description of Requested Service</b>	<b>Total No. of deployed staffs</b>	<b>Unit Price including all applicable taxes per month</b>	<b>Total Price including all applicable taxes per month</b>
Supervisors	Two (02)		
Office maintenance Staff	Four (04)		
Driver	Eight (08)		
Receptionist	Two (02)		
Cook	Two (02)		
Electrician/Generator Operator	One (01)		
IT equipment maintenance Staff	One (01)		
Janitorial Services staff	Three (03)		

1. **Note:-** The Purchaser reserves the right to increase or decrease quantities of staff.

**Authorised By:**

Signature: \_\_\_\_\_ Name: \_\_\_\_\_

Position: \_\_\_\_\_ Date: \_\_\_\_\_

*(DD/MM/YY)*

Authorised for and on behalf of:

Company: \_\_\_\_\_

Address: .....  
.....

**If any additional documentation is attached to your quotation, a signature and authorisation at Section B and Section C is still required as confirmation that the terms and conditions of this RFQ prevail over any attachments. If the Quotation is not authorised in Section B and Section C, the quotation may be rejected.**

## SECTION C: TERMS OF REFERENCE

### HIRING OF FIRM FOR ENGAGING THE SERVICES OF SUPPORT STAFF MANAGEMENT FOR PIU – IFRAP(HRU)

#### 1. Background:

Balochistan has been disproportionately affected by the 2022 floods. The floods have exacerbated the socio-economic challenges in the province, pushing the multidimensional poverty rate to 81.1 percent from 70.2 percent. Agriculture, the backbone of Balochistan's economy, is the hardest-hit sector in agriculture. Agriculture makes up 52 percent of the provincial GDP and 67 percent of the labor force. The floods caused over 500,000 livestock casualties (63 percent of the national total), amounting to production losses of PKR 79,619 million. Livestock losses have negatively impacted livelihoods (70 percent of households depend on livestock for their livelihoods and income). In addition, the harvest failure due to the floods during the "Kharif" season resulted in production losses amounting to nearly US\$2 billion, compromising livelihoods and food security. Since June, pre-flood flood commodity prices have significantly increased, with Balochistan reporting the country's highest food in Human Resource at 23.4 percent. The damage to 586 primary health facilities in Balochistan (305 fully damaged, 282 partial) has further disrupted essential health services. As a result, the province currently has the highest proportion of people (59 percent) who lack access to health facilities. In addition, a multisectoral rapid needs assessment (RNA) conducted in 515 villages across ten districts of Balochistan found that approximately 2,000 classrooms have been damaged and destroyed, the recovery of which will cost over PKR 24.4 million.

Balochistan experienced widespread damage to critical infrastructures, especially housing, transport and communications, WASH, and community-level facilities. Specifically, the floods have caused damage to more than 190,000 housing units across the province, including close to 69,000 units destroyed and more than 120,000 partially damaged. Infrastructure damage has caused the temporary isolation of most of Balochistan, with 2,222km of roads and 43 bridges damaged, impeding people's ability to access healthcare, food markets, and other vital services and restricting the delivery of aid to people who need it. Across the province, 456 flood protection/irrigation schemes were partially damaged or destroyed, including 367 water supply and 89 sanitation schemes.

Overall, the National PDNA report prepared by Ministry of Planning, Development and Special Initiatives (MoPDSI) in close coordination with all provinces indicates that Balochistan requires PKR 491 billion (US\$2.3 billion) for recovery and reconstruction over the next 5 to 7 years. This estimate does not include investments to strengthen Balochistan's overall resilience to future climate shocks. The Post Disaster Needs Assessment (PDNA) and Resilient Recovery, Rehabilitation, and Reconstruction Framework (4RF) suggest that cross-sector recovery requires both short- and medium-term reconstruction and rehabilitation as well as long-term critical reforms to address resilience and to build back better. Against this backdrop, the GoP has requested the World Bank to urgently support the immediate needs of Balochistan for flood recovery and reconstruction in core socioeconomic sectors to help restore livelihoods and essential services, including housing, WASH, transport, agriculture, and irrigation, while building a foundation for long-term flood resilience through strengthening institutions and information (including hydromet and early warning capacities) through the Integrated Flood Resilience And Adaptation Project (IFRAP).

The project scope consists of five components. These are (i) community infrastructure rehabilitation; (ii) strengthening hydromet and climate services; (iii) resilient housing reconstruction and restoration; (iv) livelihoods support and watershed management; and (v) project management, technical assistance, and institutional strengthening. The project also includes a contingency emergency response

component (CERC) to allow flexibility to reallocate funds in case of an eligible emergency during project implementation.

## **2. OBJECTIVES:**

The objective of this Terms of Reference (ToR) is to engage the services of a reputable service provider to cater to the staffing requirements of the Project Implementation Unit-Integrated Flood Resilience and Adaptation Project(PIU-IFRAP). The PIU-IFRAP seeks a dependable partner to provide vital support staff, including Office maintenance Staff, Drivers, Receptionist, Cooks, Electrician/Generator Operator, IT equipment maintenance Staff and Janitorial Services staff. This collaboration is intended to ensure the deployment of skilled personnel capable of effectively fulfilling their roles. The service provider will be responsible for managing tasks such as payroll, supervision, and the provision of essential HR services. As the chosen third-party agency, they will oversee recruitment, payroll management, and overall HR functions associated with these personnel.

## **3. TASKS AND RESPONSIBILITIES:**

The Service Provider will be responsible for the following:

### Recruitment:

Recruitment of office support staff, including Office maintenance Staff, Drivers, Receptionist, Cooks, Electrician/Generator Operator, IT equipment maintenance Staff and Janitorial Services staff for smooth functioning of HRU.

### Onboarding and Induction:

Coordinate on boarding processes for selected Third-Party Employees.

Ensure completion of necessary documentation and clearances.

Provide an induction program familiarizing staff with the PIU-IFRAP 's work environment, policies, and procedures.

### Payroll Management:

Manage payroll processing and timely payments to Third-Party Employees based on attendance and agreed-upon salary structure.

Maintain accurate and complete payroll records.

Handle payroll taxes and deductions as per applicable regulations.

### Third-Party Staff Management:

Oversee disciplinary procedures for Third-Party Employees as per agreed-upon policies.

Address any concerns or grievances raised by Third-Party Employees.

Maintain communication with PIU-IFRAP regarding staff performance and issues.

### HR Management:

Stay updated on relevant labour laws and regulations.

Providing any necessary training and development for Third-Party Employees related to their specific roles within the PIU-IFRAP 's organization.

Provide new staff in case of any change in staff.

Manage employee relations and conflict resolution.

In case of any misconduct by staff the firm will change the staff on the notice of 24 hours.

#### PIU-IFRAP Responsibilities

The PIU-IFRAP will be responsible for the following:

PIU-IFRAP will provide list of Staff including quantity with JDs.

Providing clear and detailed job descriptions for required positions.

Approving candidate selections presented by the Service Provider.

Providing a safe and conducive work environment for Third-Party Employees.

Assigning clear supervision and responsibilities to Third-Party Employees.

Timely communication of any schedule changes or key staff changes that may impact service provision.

Ensuring compliance with all applicable labor laws and regulations regarding Third-Party Employees.

Making timely payments for payroll and service fees as agreed upon.

#### Reporting and Communication

The Service Provider will provide regular reports to the PIU-IFRAP on key performance indicators (KPIs) related to recruitment, staff management, and HR activities and salary disbursement (evidence based).

Both parties will maintain open communication channels and promptly address any concerns or issues that may arise.

#### Confidentiality

Both parties agree to maintain the confidentiality of any proprietary or sensitive information shared during the course of this engagement.

#### Dispute Resolution

Any dispute arising from this Agreement will be settled through arbitration.

#### Governing Law

This Agreement shall be governed by and construed in accordance with the laws of Pakistan.

#### Insurance

The Service Provider shall maintain adequate professional liability insurance and any other insurance as may be required by law.

#### Amendments

This Agreement can be amended only through a written document signed by both parties.

#### Entire Agreement

This Agreement constitutes the entire understanding between the parties and supersedes all prior or contemporaneous communications, representations, or agreements, whether oral or written.

### Severability

If any provision of this Agreement is held to be invalid or unenforceable, such provision shall be struck and the remaining provisions shall remain in full force.

### Duration of the Assignment

The length of the initial contract will be for One year with possibility of extension based on satisfactory performance and availability of budget.

Either party may terminate the Agreement with 30 days' written notice in case of a material breach of the terms outlined herein.

## **4. Technical Qualification Criteria**

The Service Provider must meet the following qualifications:

1. Qualified and experienced HR personnel with relevant certifications.
2. Proven track record of successful recruitment and HR management services in the business for the past 5 years.
3. Experience working with similar/private sectors at least 3 Years
4. Strong understanding of applicable labor laws and regulations.
5. Robust systems and processes for recruitment, payroll, and HR management.
6. Financial stability as per legal requirements.
7. Experience of providing services in a similar nature.