



GOVERNMENT OF SINDH



EXPRESSION OF INTEREST (EOI) RESPONSE DOCUMENT

“HIRING OF CONSULTING FIRM / CONSULTANCY SERVICES FOR COMMUNITY AWARENESS AND SOCIAL MOBILIZATION”

(NATIONAL COMPETITIVE BIDDING)

Client:

Sindh Solid Waste Management Board
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To be filled by interested firm:

Name(s) of Firm _____

Complete Address _____

Contact Number _____

A. BACKGROUND

Sindh Solid Waste Management Board has been established by an act of the Provincial Assembly for effective Integrated Solid Waste Management in Sindh and use the solid waste for power generation composting, recycling and providing proper disposal of the same in sanitary engineered landfill sites. SSWMB is embarking in garbage collection from door to door and construction of garbage transfer stations, material recovery facilities, construction of composting facilities and energy generation etc. SSWMB has arranged necessary funds from Govt. of Sindh to start the project.

Pursuing its vision to effectively and efficiently handle and manage the multifaceted solid waste related activities and establish state of the art infrastructure for the province, the SSWMB would setup garbage transfer stations, improve the existing landfill sites besides setting up new sites. Similarly, composting plants and other waste to energy plants would also be established. In addition to it, all efforts will be made to help safeguard public health and the environment, support community and private sector participation in waste management and sanitation, and increase public awareness of responsible environmental management practices, besides policy improvement, capacity building, and investment in physical facilities. It would be a collective responsibility of the government and the communities/societies and other stakeholders to work together for putting in place an appropriate work plan aimed at ensuring cleanliness and hygiene across the province.

B. OBJECTIVE

The SSWMB wishes through this Expression of Interest to select and engage a suitably qualified, PEC registered and experienced "Consulting Firm in Community Awareness and Social Mobilization", in order to assist the SSWMB in devising strategies and work plans for mobilizing public support and raising awareness in the implementation of the modern solid waste management policies, programs and practices aimed at improving the health, hygiene and waste disposal matters. Salient objectives for the said purpose are as under:

- I. To promote the Waste Hierarchy – reduce, reuse, recycle.
- II. To establish effective institutional arrangements for waste management at the metropolitan level.

- III. To introduce appropriate methods and procedures that help enhance awareness for efficient waste management to meet the needs of the entire population.
- IV. To build the capacities of municipal institutions and their staff so that they will be able to provide the requisite waste management services.
- V. To establish procedures for competition and increased efficiency into solid waste management through the involvement of private sector (formal and informal) enterprises and other participations.
- VI. To establish procedures for improving the effectiveness of waste management through the participation of communities and service users in local waste management.

C. TERMS OF REFERENCES

I. Needs regarding Social Management

One of the components of the project specifically deals with communication and social management. The major issues and activities related to this component are to prepare and implement the social management plan and ensure that the communities are duly informed, engaged and covered by the plan.

The specific needs of Social Management activities are:

- a. Prepare and implement the social management plan.
- b. Advisory proposals for local collection systems by active participation of the communities concerned.
- c. Develop procedures and implementation programs for community awareness regarding the hazardous nature of hazardous waste material and infectious waste and its effects on human health.

- d. User participation should be supported through documentation, practical guidance and tools to assist governments for enhanced cooperation of community-managed collection services.
- e. Technical development includes guidelines, methods and tools for improvement in selection of SWM facilities.
- f. To raise awareness on patterns of waste generation and handling of households amongst stakeholders, communities, private institutions, government entities, etc.
- g. Promote multi-disciplinary ways of increasing education and awareness within the community on solid waste management.
- h. Consistent relay of messages and creating linkages with regional and national campaigns
- i. People attitudes towards waste may be positively influenced by awareness-building campaigns and educational measures.
- j. Facilitate organizing stakeholder consultations, workshops/seminars and prepare the proceedings of the same
- k. To promote through general awareness-building programs as well as focused solid waste management information campaigns.
- l. To arrange an educational awareness program for waste workers for both working in the government and private sector who live and work under socially precarious conditions and are subject to serious health risks with a view to improve their working conditions, earnings, and access to social services.
- n. Facilitate training of stakeholders (if and where required) as per need expressed by the communities and as indicated in the social management plan.
- o. Act as an interface between the communities and government Maintain contact with all stakeholders and respond to all queries related to the project.

- p. Facilitate the implementation of grievance redressal mechanism and encourage stakeholders to use the same .

II. **Needs regarding Communications**

In order to execute the social management plan, it is necessary that proper awareness should be created amongst stakeholders about various details of the project and about how the project may affect their lives.

The specific needs of communication are:

- a. To create awareness amongst the communities about the study, its key findings deduced in the area, various effects of the contaminants (on health, environment etc.) on the community at large and the specific establishments from where samples were drawn;
- b. To inform the communities about the need for remediation, the process that need to be adopted for remediation and its related effects and impacts on communities, residents, existing enterprises and business in their regular functioning which could be of permanent or temporary nature.
- c. To inform the stakeholders about the benefits of the study after remediation and that they will enjoy improved living conditions, better environment for their children to grow up in healthy environment.
- d. To engage the stakeholders with a view to enhance their responsiveness to comply with pollution regulations and remediation processes.

III. **Implementation Arrangements**

- a. The social management and awareness program will be implemented by a qualified and experienced firm having at least 10 years' experience of working in similar project area/s.
- b. The firm will have to provide in their bids, detailed profile of their organization, past and ongoing experiences and type of work done in the particular project area/s.

- c. The firm will have to submit a write-up stating their understanding of the work, responsibilities entailed and their assessment about the need and points for awareness generation.
- d. The firm will facilitate coordinating and mobilizing of resources in a multi-sectoral response to cater to the specific needs of the assignment in the area/s. Also, the awareness programs will have to be implemented in close consultation with Board and other relevant consultants and consulting firms appointed by the Board and any other stakeholders as deemed necessary. Firm will have to operate in complete coordination with schedules and work plan provided by the above-mentioned authorities.
- e. The firm may suggest design for any communication tools that might have to be developed. However, the contents of the communication material will have to be approved by Board before administering in the fields.
- f. All activities / program / scope of work will have to be approved and finalized by Board before implementation.
- g. The program is scheduled to be implemented for the period from the engagement of the works consultant and ending with the completion of the remediation work. However, the firm may be engaged before the engagement of the works consultant.
- h. Firm will start advocacy activities after their engagement and continue to do so as per requirement of the assignment. The time between their engagement and actual field work will be utilized in various trainings, familiarization with the project site, studying of the IEC materials, stakeholder workshops and such other project related activities.
- i. The firm is expected to mobilize its field team well in time before commencement of the physical work at the site/s.
- j. After engagement of works consultant, firm will coordinate with them regarding specific requirement of communication and social mobilization planned and act accordingly as per timelines provided by implementing agency (works consultant).
- k. The firm will prepare and submit:
 - i. Overall management and detailed implementation plan of social management and awareness generation activities.

- ii. In case of training and capacity building of communities (if required), detailed need-based plan has to be developed.
- iii. Financial implications of the above activities, with detailed cost breakup.
- iv. Monthly reports as per format developed and submit the same to social and communication experts.

D. Scope of Work

The scope of work and activities to be carried by the Firm will consist of the following.

I. Advocacy

Organize workshops and meetings on purpose of the assignment, involving relevant information on benefits, positive role of SSWMB and other government agencies and ensure full commitment of the stakeholders involved in the implementation of the remediation works.

II. Implementation of Social Management plan

- a. Implementation of Social Management Plan for integrated solid waste management projects and/ or demonstration projects at the municipal level. This would generally require medium and long-term cooperation and support schemes with a substantial input of experts, including appropriate monitoring and evaluation activities.
- b. Process-oriented advisory services at the provincial level with focus on policy formulation, legislation, strategic planning, and institutional development. These projects would require continuous consultancies over the medium-term.
- c. Cooperation in this field may range from long-term professional programs to theoretical and practical courses and on-the-job training, and could include strengthening of local professional associations and educational programs.

III. Promoting implementation of Social Management Plan

Social Management Plans so prepared by the consulting firm will have to be implemented by the relevant stakeholders. The firm will ensure that there is full acceptance of the same and cooperation at the community level. Moreover, they will also handle any unrealistic demands that might be posed by the community. In such situation, they will keep the Social and Communication experts updated about such possibilities well in advance to ensure that no unjustified expectation and grievance persists at the community level.

IV. Awareness generating activities

- a. Design program to mitigate any negative feelings and reactions in project area. Target population may include local residents, small business and commercial establishments, Government stakeholders, elected representatives of the area, migrant workers, truck drivers and construction workers. Promote key messages on aim, importance and need of the project, cooperation, benefits.
- b. Raise awareness on environmental issues, un-hygiene factors and need for remediation, contaminations found and related health hazards, amongst target communities, school children and migrant labors including agricultural workers through communication campaigns with focus on project area.
- c. To inform the communities about the process that need to be adopted for remediation and its related effects and impacts on communities, residents, existing enterprises and business in their regular functioning which could be of permanent or temporary nature.
- d. To inform the stakeholders about the inconveniences they might face during the remediation process.
- e. To inform the stakeholders about the benefits of the project after remediation and that they will enjoy improved living conditions, better environment for their family to sustain in.
- f. To engage the stakeholders with a view to enhance their responsiveness to comply with relevant rules, regulations and remediation processes.

V. Information Education Communication (IEC) Materials and Communication Campaigns

- a. Distribute appropriate IEC materials such as poster, leaflet, banners, brochures, case study documents to local communities; IEC materials and community events will focus on delivering key messages on the awareness raising requirements as mentioned above.
- b. The firm, from their experience in similar projects, may also suggest other appropriate IEC tools and materials and help in developing the same. However, all material will have to be approved by Board before implementing in the field.
- c. Set up information and reporting systems regarding ongoing activities.
- d. Identify any specific support that may be in demand at the community level (trainings, capacity building, skill development etc.) and inform Board of the same.
- e. Identify and involve key opinion leaders in local community and provide them with necessary awareness and education materials.
- f. Promote health awareness campaigns with special emphasis on solid waste management infrastructure and facilitate in distributing promotional materials for the same.

E. Documentation

The firm will maintain detail documentation of all activities specifying date, time, stakeholder details etc. These are to be supported by relevant photographs. Audio and video recordings of special and relevant activities may also be done in a professional way, so that the same may be used later for similar purposes. The activities need to be documented at every step following the progress of the campaign. This documentation may help further in the policy making process at the provincial level.

F. Monitoring

- i. Based on a monitoring framework (Table1), the firm will develop the final monitoring framework to be attached to the proposal submitted. The monitoring indicators will be refined in consultation with Board and relevant consultants during the inception of remediation phase.
- ii. The firm will monitor the communication program progress and outputs and based on the feedbacks from the target groups the program activities may be readjusted in consultation with Board.
- iii. The firm will develop a simple questionnaire format that may be used for monitoring the efficacy of the campaign. This questionnaire may be developed in consultation with social and communication experts of the assignment.
- iv. The questionnaire may be administered at regular intervals during the project implementation period, so as to monitor the efficacy of the programme and make any amendments if required.

G. Budget

Firm will be required to provide a detailed cost break up for conducting all of the above mentioned activities which will include manpower, mobility, cost for organizing workshop/seminar, stationery, resources for awareness campaigns, photography for documentation, conducting trainings and other capacity building activities. Production of IEC materials, cost relating to social management plan etc. shall also be included

H. Reporting

The firm will prepare and submit a reporting format in line with the activities planned as per specific time lines as decided by SSWMB, technical works consultant appointed by the project for the remediation work, social and communications experts for the project.

A monthly report is to be submitted tracing the activities planned and as per table format. The report should provide information and data on the program progress, its achievements, highlighting implementation issues and recommending remedial measures.

Post-project program report on overall achievement in reaching out to people by type and number, efficacy of the campaign (measured through the questionnaire on various issues), efficacy of the communication tools, with special reference to noteworthy point / issue that needs to be addressed through the project and any other relevant information.

Sample Format of Questionnaire for monitoring
(Will be finalized before commencement of work)

Date:

Place:

Table 1
Tentative Program Monitoring Framework

Activity	Monitoring Indicators	No of stakeholders
	Type of stakeholders connected with	No. of people contacted
Engage the community to enhance its responsiveness to comply with solid waste management regulations and remediation processes.		
Interact with families / people directly impacted by project (s)		
Interact with people / families whose income has been affected by the project (s)		
Raise awareness on environmental issues, health and hygiene issues related to disposal of solid waste in the area and need for remediation of contaminations and related health hazards,		
Inform communities about the process that need to be adopted for remediation and its related impacts on communities, in their regular functioning which could be of permanent or temporary nature.		
Inform the stakeholders about the inconveniences they might face during the remediation process		
Inform the stakeholders about the benefits of the project after remediation - enjoy improved living conditions and better environment		
Enhance responsiveness of stakeholders to comply with solid waste management regulations and remediation processes		

GENERAL INSTRUCTIONS

The interested firms with valid and intact Pakistan Engineering Council registration in respective Profile Code {1233 (i-iv)} are requested to provide the complete information; firm's track record, information regarding similar projects/ work undertaken: descriptive details of experience Institutional arrangement performed during the last 05 years; key personnel details with technical qualifications and expertise; address of all permanent operational offices, Portfolio of services offered; registration details and other relevant details, if any. The firm(s) may also mention other experts and consultants, Joint Ventures if any with the local consulting services.

Interested eligible firms may obtain further information from the office of Executive Director (Finance & Planning) Sindh Solid Waste Management Board, Bungalow Number D-47, Block-2 Clifton, Karachi, Pakistan. Contact numbers are +92-21-35863026, +92-21-35863027. For further queries firms may contact at e-mail ed.finance@sswmb.gos.pk or visit www.pprasindh.gos.pk

Sealed Expression of Interest must be delivered to the address provided above on or before the 22nd September, 2015 at 1:00 PM and the EOIs will be opened by the Consultants Selection Committee in the presence of applicants / Representatives who intends to present on the same day at 2:00 PM. In case of any holiday or on account of any emergency beyond human control, the EOIs will be collected and opened on the next working day at the same timings.

It is informed that the minimum qualifying marks are 70% accumulative, but it is mandatory to score 40% in each section. The firms scoring less than 70% shall not be considered for further process.

The procurement shall be done accordance with Quality and Cost Based Selection Method (QCBS) of SPPRA, Rules 2010

Consultants Selection Committee reserves the right to accept or reject any or all EOIs prior to award of contract as per SPPRA Rules, 2010.

EOI SUBMISSION FORM

To

The Executive Director (Finance & Planning),
Sindh Solid Waste Management Board
D-47, Block 2, Clifton
Karachi, Pakistan

Sir

We, the undersigned, offer to provide **“Consultancy services for Community Awareness and Social Mobilization”** for Sindh Solid Waste Management Board (SSWMB), Government of Sindh. We are submitting our interest before the deadline 22nd September, 2015 and which includes the experience of consulting firm, specific experience, technical capacity, operational capacity and financial capacity as required by EOI document.

We understand that SSWMB reserves the right to accept or reject any offer and to annul the EOI process and reject all the responses without assigning any reason or to owe any explanation whatsoever.

We acknowledge that the decision of Consultants Selection Committee shall be final and cannot be challenged on any ground at any forum and the Committee will not be liable for any loss or damage to any party acting in reliance thereon.

We remain,

Yours' sincerely

Authorized Signature (s):
Name and Title of Signatory:
Name of Firm (s):
Address:
COMPANY (ies) SEAL

(To be filled in by the interested firms as part of their EOI response)

Sr. No.1

FIRM (S) EXPERIENCE IN SOCIAL MOBILIZATION AND HANDLING SOCIAL ISSUES, HANDLING AND IMPLEMENTING AWARENESS CAMPAIGNS USING DIFFERENT TYPES OF TOOLS AND MATERIALS, ETC. EXPERIENCE OF SIMULTANEOUS COORDINATION WITH DIFFERENT LEVELS OF AUTHORITIES AND STAKEHOLDERS INCLUDING GOVERNMENT DEPARTMENTS, ELECTED REPRESENTATIVES, RESIDENTS OF THE AREA, OTHER COMMERCIAL HOUSES IN THE AREA (MAXIMUM MARKS: 25)

S. No.	Evaluation Criteria		Marks
1.		Experience in social mobilization and handling social issues in last 10 years	
	a.	3 jobs completed or in hand	03
	b.	3 jobs completed and 1 in hand	05
	c.	3 jobs completed and 2 in hand	07
2.		Experience in handling and implementing awareness campaigns using different types of tools and materials in last 10 years	
	a.	3 jobs completed or in hand	03
	b.	3 jobs completed and 1 in hand	05
	c.	3 jobs completed and 2 in hand	07
3.		Experience of coordination with government and private entities, authorities, stakeholders including elected representatives, residents, etc. using different types of tools and materials in last 10 years	
	a.	3 jobs completed or in hand	02
	b.	3 jobs completed and 1 in hand	04
	c.	3 jobs completed and 2 in hand	06
4.		Experience with reference to monetary value of contracts awarded in last 15 years	
	a.	Contracts awarded with monetary value between Rs. 3.0 to 5.0 Million	02
	b.	Contracts awarded with monetary value between Rs. 5.1 to 8.0 Million	03
	c.	Contracts awarded with monetary value above Rs. 8.0 Million	05

Using the format below, provide information on each reference assignment for which your firm/entity, either individually as a corporate entity was legally contracted for the last 10 years. Additional sheets may be attached for a detailed narration in individual project / assignment which shall also include Review Report.

S.No.	Client (Name, Address, Contact Details, etc.)	Needs	Scope of Work	Deliverable Produced	Cost of Study
1.					
2.					
3.					

Firm's Name: _____

The firm shall be awarded 25 marks if in case it has relevant experience above 10 years as mentioned in Sr. No. 1 above.

Attach sheets where required to explain the needs of the previous client, scope and output/deliverables produced thereof.

Sr. No. 2.

FIRM (S) SPECIFIC PROJECT EXPERIENCE OR SIMILAR ASSIGNMENTS IN COMMUNITY AWARENESS AND SOCIAL MOBILIZATION FOR THE PAST 5 YEARS (MAXIMUM MARKS: 30)

S.No.	Criteria	Marks
1.	Experience of preparation and implementation of Social Management Plan in last 5 years	06
	(i) 2 jobs completed or in hand	02
	(ii) 3 jobs completed and 1 in hand	04
	(iii) 5 jobs completed and 1 in hand	06
2.	Awareness Campaign on waste generation and solid waste management	03
3.	Have organized stakeholders sessions, seminars, meetings, forums and workshops with reference to solid waste management	03
4.	Interaction with communities, residents, elected representatives for solid waste management interventions and improvements	03
5.	Experience of remediation proceedings and processes aimed at improving living condition and healthy environment.	03
6.	Experience in design of information tools, Information Education Communication (IEC) materials, information dissemination techniques	03
7.	Experience in devising monitoring & evaluation strategy, plan and implementation mechanism	03
8.	Experience of documentation and report writing	03
9.	Experience of coordination with media houses	03

Please provide information on each above mentioned criteria for which your firm/entity, either individually as a corporate entity was legally contracted.

Please provide details of assignments / projects taken for the last 10 years.

S.No.	Year	Client (Name, Address, Contact Details, etc.)	Project Name & Location	Activities Contracted	Objectives	Duration of Project*	Expert Months**	Cost of Study
1.								
2.								
3.								

- *- Please mention the dates when the project was started and completed. Duration in terms of months shall also be mentioned.
- ** - Please mention the expert months if they differ from the duration of the project.

Attach sheets where required to explain the needs of the previous client, scope and output/deliverables produced thereof

Firm's Name: _____

Sr. No.3.

TECHNICAL CAPACITY OF THE FIRM
(MAXIMUM MARKS: 35)

The Consulting firm should ensure that the appropriately qualified experts are available, as required, for each of the different requisite tasks. It is expected that the Assignment will be led by the following experts:

Sr. No	Technical experts	Maximum marks
1	Project Manager/Team Leader with a university degree preferably Masters in Sociology/Social Sciences or equivalent with a minimum of 10 years professional experience, with comprehensive experience of similar assignments. Capable of managing adverse situations and challenging tasks in field.	05
2	Technical specialists such as Policy Development & Community Development Specialist and with academic qualification preferably Masters degree in Mass Communication or Journalism and 20 years of relevant experience	10
3	Individuals with Masters in Information Technology, Public Relations and experience of similar assignments.	05
4	Environmental Expert, Social Safeguard, Socio-Economic Experts, Professionals in Medicine and individuals having experience in social work, counselling, marketing.	10
5	Social Mobilizers and Assistants who would perform all tasks related to collection of data, preparation of information materials, interaction with communities, etc. with minimum 5 years experience	05

CVs of key experts who could carry out the assignment detailing qualifications, experience in similar assignments, particularly assignments undertaken in the previous ten years, including information on contracting entity/client, project location/country, duration, expert months provided, assignment budget, main activities, objectives shall be attached. Documentary evidence and photographs are mandatory to be attached.

The firm(s) shall be awarded 35 marks in case it has all the technical experts mentioned above.

Sr. No. 4.

FINANCIAL CAPACITY OF THE FIRM - AUDIT REPORTS
(MAXIMUM MARKS: 10)

Sr. No	Assignment/Projects taken	Marks
1	Audit report for the last financial year	03 marks
2	Audit report for the previous two years	06 marks
3	Audit report for the previous three years	10 marks

The firm(s) shall be awarded 10 marks in case it provides audit report for the last three years