



State Bank of Pakistan
REQUEST FOR PROPOSALS
Services for Undertaking Impact Assessment through Beneficiary Satisfaction Survey

RFP No. BSSD (Proc)/ 226 /S-1 (BSS – BP&RD)-2010

February 23, 2010

1. The objective of the World Bank (WB) funded Pakistan Banking Sector Technical Assistance (TABS) project was to continue WB's support for restructuring and broadening the spread of reforms in financial sector. The project commenced activities in year 2002 and since then, has assisted State Bank of Pakistan (SBP) in its restructuring program aimed at transforming the central bank into a highly professional, efficient and modern institution, and to fully equip it to play a meaningful role in the economic development agenda of the Government of Pakistan (GoP).
2. Project's key indicators included: HR Reforms through better compensation system, hiring of professional and well qualified staff, improved accessibility and flow of information within SBP, implementation of RTGS system, comprehensive assessment/study of the existing credit information systems for compliance with best international practices, and improved legal and regulatory framework to prevent money laundering and financial fraud.
3. The TABS project has been completed on 30th June 2009 and all major milestone of the project has been achieved. Now, for the Implementation Completion Results Report (ICR) of the TABS Project an Impact Assessment Survey for SBP and its subsidiaries has to be undertaken. On need basis the financial sector institutions and relevant government organizations / bodies will also be included in the scope of this survey. The performance of SBP will be assessed against the project deliverables and their outcomes.
4. Business Support Services Department (Procurement Division), on behalf of Banking Policy & Regulations Department, nominated Client of State Bank of Pakistan for this assignment, hereby invites proposals from eligible national survey/consultancy firms to provide "Services for Undertaking Impact Assessment through Beneficiary Satisfaction Survey" as per Terms of Reference (TOR) incorporated in the Request for Proposals Document (RFPD). Interested firms must provide information indicating that they are qualified to perform the task in accordance with instruction provided in RFPD.
5. The consultant's team should essentially be comprised of qualified experts and seasoned resources with an extended exposure of conducting such surveys. 5-10 years of extensive and documented experience of conducting at least 10-15 Impact Assessment Surveys in the organizations of similar scale and comparable complexity, would be essential. Experience in assessing financial institutions will be a definite plus. Preference shall be given to firms having personnel certified with internationally available certifications/qualifications. A firm will be selected in accordance with the policies of the State Bank of Pakistan as detailed in the Public Procurement Rules 2004 which can be found at the following website: www.ppra.org.pk
6. Consultants may purchase the Request for Proposal Documents on the submission of a written application to the address below and upon payment of a nonrefundable fee of Pak Rs. 500/- only through bank draft/call deposit, from the address given below from 9 a.m. to 5 p.m. after publication of RFP till closing thereof. If RFPD are requested by post/courier then non-refundable fee of Pak Rs. 700/- will be charged in.
7. Proposals must be delivered to the address below by no later than, Wednesday, March 17, 2010 (close of business)

Rehan Hyder

Co -Director, Business Support Services Department
10th Floor, State Bank of Pakistan I.I Chundrigar Road, Karachi
Telephone: + (92-21)-99212398 Facsimile: + (992-21)-9212517

rehan.hyder@sbp.org.pk