**PAKISTAN MICROFINANCE INVESTMENT COMPANY LIMITED (PMIC)**

**Hiring of Consultancy Services for Developing HR Manual for PMIC**

**REQUEST FOR PROPOSAL**

**Introduction of Company**

Pakistan Microfinance Investment Company Limited (PMIC) is registered as an Investment Finance Company under NBFCs. The purpose of the organization is to provide a wide range of financial services to inter alia microfinance institutions and microfinance banks to promote financial inclusion in Pakistan in order to alleviate poverty and contribute to broad based development.

**Instructions to bidders**

1. Technical and financial bids must be delivered to the address below, clearly mentioning the title of the assignment on the top-right of the envelope, not later than **November 07, 2016.**

Chief Executive Officer (CEO)

Pakistan Microfinance Investment Company Limited (PMIC)

Plot # 14, I&T Centre, Mauve Area, G-8/1, Islamabad

UAN: (92-51) 111-000-102; Phone: (051) 8439450-79

Fax: (92-51) 2282261-62

1. All documents relating to the bids shall be written in English language.
2. The bid shall consist of the following documents:

* Technical bid consisting of the following;
  + Firm’s organization and experience;
  + Facilities to be provided by the client;
  + Description of services in responding to the terms of reference;
  + Examples of past experience
  + Expertise of technical staff;
* Financial bid

1. Firms may express the price only in PKR (inclusive of all taxes).
2. Bid shall remain valid for ninety (90) days after the bid submission deadline date established by PMIC. A bid valid for a shorter period shall be rejected as non-responsive. In exceptional circumstances, prior to the expiration of the bid validity period, PMIC may request all firms who submitted their bids to extend the period of validity of their bid for a specified additional period. The request and the responses shall be made in writing. If the firm agrees to extend the validity, it shall be done without any change in the original bid. The firm has the right to refuse to extend the validity in which case such bids will not be further evaluated.
3. The evaluation of proposals will be based on the following factors:
   * A licensed firm incorporated in Pakistan with over 10 years of experience in developing HR manuals Experience of working in Financial Sector in the area of HR policy and manual.
   * Should have an office in Islamabad with technical support staff presence
   * The firm should not have any pending litigation and non-performing contracts during last 5 years and has not been barred by Government of Pakistan/ any Provisional Government/ Government agency, Supreme Court and the bar subsists as on date of proposal submission.
   * The firm should be registered under acceptable laws of the country
   * The consulting firm may be stationed in Islamabad for most part of the assignment
   * The firm should have a competent team consisting of qualified personnel
4. At any time prior to the deadline for submission of bids, PMIC may amend the RFP and communicate to the vendors. To give prospective firms reasonable time in which to take the amendment into account in preparing their bids, PMIC may, at its discretion, extend the deadline for the submission of bids.

**Definition of requirements**

PMIC seeks to hire a reputed consulting firm for developing PMIC’s Human Resource Management (HRM) approach along with HR Policies and Procedures Manual. Given its unique structure, a specialized Human Resources Policy Manual will be a central document to all employees of the company with reference to HR matters. The establishment of policies will help PMIC demonstrate, both internally and externally, that it meets requirements for professionalism, diversity, ethics and training as well as its commitments to various laws and regulation related to human resource. The consulting firm will be hired for 6 weeks and the scope of this assignment will cover the following:

* 1. Review the Vision and Strategic Goals in order to understand the basic purpose of the existence of the organization
  2. Study the functions of the company and make a comprehensive strategy and implementation plan for making HR management policy functional.
  3. Design the organizational structure in line with Microfinance Investment Vehicles and similar financial institutions globally.
  4. Strategy and Implementation plan for making HR policies functional
  5. Carry out an analysis of comparative salary and benefits with similar Financial Services firms (NBFCs, Asset Management Firms, Leasing Firms, Investment Banks etc.) for-profit organizations in the market
  6. Develop HR Policies & Procedures
     1. Carry out a review of existing HR Policies and Procedures in similar institutions
     2. Based on the review, propose and develop comprehensive HR Policies and Procedures aligned with international best practices. This will include (but not limited to) policies for recruitment and selection, termination, trainings, performance management system, career planning, compensation, reward system, disciplinary rules and employee wellbeing etc.
     3. Design job descriptions and roles and responsibility matrix for each level of employee
     4. Design and recommend a transparent result based performance management system which ensures a thorough monitoring and assessment of achievements of targets.
     5. Prepare a career development process, a suitable promotion policy and rewards/incentives system to ensure high performance and increased retention.
     6. Recommendations on improvement in employee wellbeing systems to promote dedication, commitment, and optimum output.
     7. Disciplinary regime and grievance redress system
     8. Design procedures and workflow for various activities to be undertaken by HR department for effective and efficient implementation of HR strategy.

**Contractual information**

PMIC shall award the contract to the firm whose bid has been determined to be substantially responsive to the RFP and which has the highest combined technical and financial score.

**Bid submission form**

The attached Bid Submission Form should be filled and shared with the bid.