



REQUEST FOR EXPRESSION OF INTEREST

Project Management Unit Land Records Management & Information Systems Project Board of Revenue, Punjab

(A Project funded by the World Bank)

IDA Credit No. PAK 4258

Consulting Services for Quality Assurance and Monitoring of Service Delivery

Government of the Punjab is implementing a project for establishment of automated maintenance of Land Records in the Province. The vision of the project is to establish efficient, accountable, equitable and secure Land Records Management & Information Systems in the province of the Punjab. Monitoring of service delivery operations and ensuring quality of services to be provided under the project are critical elements of this project. The Government of Punjab has decided that a system of quality assurance and monitoring of service delivery will be set up through outsourcing.

The Project Management Unit – Board of Revenue now proposes to engage a Consulting Firm to provide the services of Quality Assurance and Monitoring of Service Delivery for Land Records Management & Information Systems (LRMIS) project in the province of the Punjab. The services include design establishment and operation of a complete solution of Quality Assurance and Monitoring of Service Delivery. Eligible consulting firms are invited to indicate their interest in providing consultancy services for this purpose.

Interested firms, or consortia of firms, having experience of setting up similar systems nationally or internationally may provide information indicating that they are qualified to perform the services (brochures, description of similar assignments, experience in similar conditions, availability of appropriate skills among staff, etc.).

Selection of consultant will be based on the procedures stipulated in the World Bank's *Guidelines for Selection and Employment of Consultants (May 2004)* using the methodology of *Quality and Cost Based Selection (QCBS)*.

Terms of Reference for the consultancy and the list of documents to be attached with the EOI can be obtained from our website or the address given below.

Expressions of interest must be delivered at the address given below before 5th of August 2010 at the address given below. PMU-Board of Revenue reserves the right to reject one or all of the expressions of interest without assigning any reason.

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