

Terms of Reference (TORs)

Consultancy Services

**HIRING OF FIRM Training On Contemporary Official Software
for 25 TMCs**

under

Competitive and Livable City of Karachi (CLICK)

P161402

Background

The overall objective of the Competitive and Livable City of Karachi (CLICK) Project, implemented by and under the auspices of the Government of Sindh with the financial support of the World Bank, is to improve the performance of Karachi Local Councils and agencies in urban management, financing, and service delivery; improve the provision of municipal infrastructure, and improve the business environment for private sector development in Karachi.

Purpose:

Competitive and Livable City of Karachi (CLICK) aims to enhance urban management and service delivery. Under **Component I** (Performance-based Grants & Capacity Building), a **135-hour training program** is proposed for 25 Town Municipal Corporations (TMCs) in Karachi to strengthen digital governance.

This initiative will empower elected officials and staff with essential IT tools such as **MS Office, ChatGPT (AI tools), and Power BI**—promoting productivity, automation, **SAP** and data-driven decision-making.

Scope of Training

Digital Empowerment

- Train elected officials and staff in essential digital tools.
- Transition from manual processes to digital systems.
- Aligns with smart governance goals of GoS and the World Bank.

Data-Driven Decision-Making

- Training in **MS Excel and Power BI** enables:
 - Budgeting, planning, urban tracking, and resource allocation.

AI Integration (ChatGPT)

- Enhance daily communication, automate tasks, and improve response to citizens.

E-Governance Enablement

- Prepare TMCs for ERP systems, online complaints, dashboards, and performance tracking.

Human Capital & Capacity Building

- Upskill TMC staff for lifelong learning and intergovernmental roles.

Improved Public Service Delivery

- Digitally track complaints, automate reports, and improve performance reviews.

Certification & Recognition

- Participants receive formal certification, enhancing their professional portfolio.
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Key Deliverables

1. **Training Modules** (MS Office, ChatGPT, Power BI , SAP – 135 hours).
 2. **Trained Human Resource Pool** across 25 TMCs. At least 10 personnel from each TMC.
 3. **Certification** for all successful participants.
 4. **Digital Toolkits & Manuals** for continued support.
 5. **Monitoring Reports** (pre/post evaluations).
 6. **Digital Dashboards** for training tracking.
 7. **Post-Training Helpdesk** for technical support.
 8. **Daily Refreshments** to sustain learner engagement.
 9. **Feedback Reports** to guide future training iterations.
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Key Outcomes

- Digitally empowered local councils.
 - Evidence-based governance through MS Office & Power BI.
 - AI-assisted internal communication using ChatGPT.
 - Ready workforce for Smart City and e-Governance projects.
 - Long-term digital sustainability within TMCs.
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Training Plan Summary

Detail	Information
Total Hours	135 hours
Schedule	Mon–Fri, 5 hrs/day, over 6 weeks
Start Date	30 August 2025
End Date	30 September 2025
Modules	MS Word, Excel, PowerPoint, ChatGPT, Power BI ,(SAP)
Final Week (Optional)	Presentations, Certificates, Closing Ceremony

Approval Process Overview

1. **Drafting & Justification** – Prepared by MIS/IT/CB Consultants.

2. **Internal Review** – By Project Manager, DPD, MIS, and CBG Team.
3. **Technical Committee Endorsement** – Relevance & budget evaluation.
4. **Approval from LGD** – Ensuring policy alignment.
5. **World Bank NOC** – Final clearance with budget & procurement plan.
6. **Budget Disbursement** – From Capacity Building Grant (CBG).
7. **Procurement** – Trainers, labs, materials, assessments.
8. **Execution & Monitoring** – Supervised by CLICK & LGD teams.
9. **Evaluation & Reporting** – Post-training impact report and feedback.

Payment Mechanism & Schedule

Following payment schedule will be followed.

1. 20% of the contract amount will be paid upon submission and acceptance of curriculum.
2. 60% of the contract amount will be paid upon completion of training.
3. 20% of the contract amount will be paid upon submission of final report.

ELIGIBILITY CRITERIA FOR SELECTION

1. Legal Status & Registration

Must be registered with relevant authorities (e.g., SECP, Registrar of Firms, or relevant provincial bodies).

Valid NTN and Sales Tax Registration (if applicable). The firm must be on active taxpayer list of FBR for income tax and sales tax (In case of SRB as well)

2. Experience

Minimum 3–5 years of experience in conducting IT or vocational training programs.

Demonstrated history of delivering training in areas such as IT courses (including Computerized Accounting, Taxation, Data Analysis, Web Designing, Web Development, Social Media Marketing, Artificial Intelligence, Foreign Languages, and Cybersecurity). Also offers vocational training courses in collaboration with BBSHRDDB and NAVTTC, and is a registered examination center of a recognized private or government university. It is mandatory that the officially documented awarded seats from NAVTTC (National Vocational and Technical Training Commission) for the year 2025–2026 in IT-related subjects must exceed 500.

3. Infrastructure

Fully equipped computer labs (minimum number of workstations per batch).

High-speed internet connectivity.

Backup power facility (UPS/Generator).

Training hall(s) with multimedia/projector facilities.

4. Faculty & Staff

Qualified IT trainers (Bachelor's/Master's degree in Computer Science/IT or relevant field).

Trainers must have relevant certifications (e.g., Microsoft, Cisco, CompTIA, Google, etc.).

Admin and support staff to manage operations.

5. Accreditation (if required)

Must be accredited by NAVTTC/TEVTA/SBTE/HEC or another authorized certification body.

MoUs or affiliations with tech companies or academic institutions is a plus.

6. Curriculum & Course Offerings

Offerings must match modern IT market needs AI, Cloud, Microsoft Tools, Web Development and Networking etc.).

Courses should have assessment methods, outcomes, and certification upon completion.

7. Track Record / Past Projects

Proven 5 experience in training delivery under public/private or donor-funded projects.

Completion certificates, M&E reports, or third-party validation may be required.

8. Geographical Coverage & Accessibility

Presence in or accessibility to target areas (urban/rural as per project scope).

Gender-inclusive environment and facilities (especially for women empowerment-focused projects).

9. Compliance and Ethical Standards

No blacklisting or debarment from any government or donor agency.

Must comply with child protection, gender, environmental, and data protection policies (if applicable).

10. Selection Method:

The training firm will be selected in accordance with the selection Based on Consultant's Qualification Selection (CQS) method of the World Bank Procurement Regulations for IPF Borrowers 2016 revised (November 2018).