

PUBLIC SERVICE COMMISSION

Anamnagar,
Kathmandu

Expression of Interest (EOI)
for
Selection of Consulting Firm
for

**"Providing technical support for enrichment of
Assessment Centre
in the Public Service Commission of Nepal"**

Consulting Firm/Joint Venture

.....
.....

Lead Consultant (in case of JV)

.....

Country: Nepal

December, 2017

EXPRESSION OF INTEREST

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Public Service Commission
Anamnagar, Kathmandu

INVITATION FOR EXPRESSION OF INTEREST (EOI)

(First date of publication: 12th December, 2017)

Public Service Commission of Nepal (PSC-N) is a constitutional body as provisioned under Article 242 of the Constitution of Nepal. The major function of the Commission is to ensure fair and competitive selection of suitable candidates for various civil service positions. PSC-N is currently trying to adopt the tool of Assessment Centre Method (ACM) which will enable PSC-N to improve the level of realization of its constitutional responsibilities. Though PSC-N has already initiated preliminary activities in relation to competency mapping of different civil service positions, current level of technical expertise at PSC-N still needs be improved further, both in qualitative and quantitative terms, to fully implement ACM. As such, PSC-N is seeking technical support from a highly qualified and experienced and reputed **International consulting firm**.

The consulting services (“the Services”) include furnishing technical support in **Providing technical support for enrichment of Assessment Centre in the Public Service Commission of Nepal** as described in the Terms of Reference (TOR).

PSC-N now invites eligible international consulting firms (“Consultants”) to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services.

The short listing criteria include:

- (i) General Work Experience
- (ii) Specific work experience relevant to the assignment & experience
- (iii) Financial capability and
- (iv) Organizational structure/ management and technical competence.

The attention of interested Consultants is drawn to the relevant provisions of Public Procurement Act and Rules of Nepal on Selection and Employment of Consultants.

Consultants may associate with other firms in the form of a joint venture or a sub-consultancy to enhance their qualifications but the number of partners in a joint venture is limited to three.

A Consultant will be selected in accordance with the Quality and Cost Based Selection (QCBS) Method.

Further information can be obtained from the PSC-N office located at AnamNagar, Kathmandu during office hours (10:00 to 17:00 hours) Nepal Standard time. Interested firms may download the ToR and EOI submission form from the website: <http://www.PSC-N.gov.np>.

Expressions of interest must be delivered in a written form to the address below by 12:00 Noon, on the 21st day of the first publication of this notice. Submitted documents will be opened on 1:00 PM on same day at PSC-N office. In case the deadline falls on a government holiday, it shall automatically be extended to the next working day.

1. EXPRESSION OF INTEREST (EOI)

Cover Letter

(this letter should be prepared on the applicant's letter head)

Date:

**The Joint Secretary
Test Technique and Curriculum Division
Public Service Commission
Anam Nagar, Kathmandu, Nepal**

Subject: Submission of Expression of Interest (EOI)

Dear Sir,

We, the undersigned, offer to provide consulting services for **Providing technical support for enrichment of Assessment Centre in the Public Service Commission of Nepal** in accordance with your advertisement for short-listing of firms and declare the followings:

- a. We are duly registered. We confirm that there was no involvement by us in preparing the EOI document. We have not been declared ineligible by Government of Nepal (GoN).
- b. We are in business for the last Years
- c. Our Firm registration certificate, Tax Registration Certificate(s) and Tax Clearance Certificate (F/Y 2015/2016) from concerned Tax Office are included.
- d. We have read the TOR and fully understood the scope of services under the proposed assignment.
- e. We authorize you and your authorized representatives to conduct any inquiries or investigations to verify the statements, documents, and information submitted by us.
- f. We understand that you may cancel the short-listing process at any time and that you are not bound to accept any or all EOIs that you may receive without incurring any liability to the firms.

Signed by:

Print Name:

Position:

Duly authorized to sign the EOI for and on behalf of the Firm:

In case of JV:

Name of the Lead Partner:

Name of the JV Partner/s:

Office Seal(s):

2. GENERAL INFORMATION OF THE CONSULTING FIRM

(In case of joint venture (Maximum 3 firms) fill separately for each firm).

2.1 CORPORATE INFORMATION

- Name of Consulting Firm/Company/NGO
- Type of firm (Partnership/Pvt. Ltd./Public Ltd., etc.)
- Date of registration/incorporation
- Place of registration/incorporation
- Type of services provided
- Registered office (place, country)
- Tax registration
- Tax clearance certificate (up to F/Y 2015/016)
- Name of contact person and designation
- Telephone No., Fax No., Email address

2.2 MANAGEMENT COMPETENCE

2.2.1 ORGANIZATION STRUCTURE OF THE FIRM

Provide the organizational structure of the firm

2.2.2 INTERNAL QUALITY CONTROL

Describe how quality control in planning, report preparation, and deliverables and scrutinizing the document for this assignment will be done internally.

3. AVAILABILITY OF IN-HOUSE PROFESSIONAL STAFF

3.1 Duties and Responsibilities

Based on the Organization Chart of your firm, enlist current duty and responsibilities of in-house permanent personnel proposed for this assignment

3.2 Availability of professional staff

Provide list of relevant professionals who will be assigned for proposed work

| S/N | Name | Qualification | Area of specialization | Years of experience | Remarks (Employee / Contracted) |
|-----|------|---------------|------------------------|---------------------|---------------------------------|
| | | | | | |
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4. SHORT LISTING OF CONSULTING FIRMS

Qualification criteria for short listing of consultants will be based on obtaining minimum of 60% marks regarding the applicant's management and technical competences, general and similar

experiences, availability of professional staff, equipments/facilities and annual turnover etc demonstrated by the applicant's response in the Expression of Interest (EOI). With this, the consultants that are considered most qualified will be short-listed.

4.1 DOCUMENTS TO BE SUBMITTED FOR ELIGIBILITY TO SUBMIT EOI.

| S.N. | Eligibility criteria | Compliance (Yes/No) |
|------|--|---------------------|
| 1 | Copy of Valid Corporate Registration | |
| 2 | Copy of Valid Tax Registration Certificate | |
| 3 | Copy of Tax Clearance Certificate of FY 2015/16 | |
| 4 | Minimum years of standing: 7 years (for single firm/ all partners of Joint Venture (JV)) | |

4.2 PRINCIPAL CRITERIA FOR SHORT LISTING OF CONSULTING FIRMS.

| S/N | Ranking Criteria | Marks allocated | Marks obtained |
|--------------|---|-----------------|-----------------|
| 1 | General work experience | 15 | |
| 2 | Experience in Similar Projects | 55 | |
| 3 | Financial Capability | 10 | |
| 4 | Organizational structure/ management and technical competence | 20 | |
| Total | | 100 | min. 60 to pass |

5. DETAILED CRITERIA

5.1 GENERAL WORK EXPERIENCE OF CONSULTING FIRM: MAX. 15 MARKS

a. **Year of Establishment:** _____ (In case of JV (Maximum 3), only lead firm's year of standing will be evaluated)

b. **List of general experience of the firm** (Works completed within last 7 years):

| S.N. | Name of Project | Name of Client | Value of Services (Equivalent Rs*) | Date of Services | | Project Cost (Equivalent Rs) |
|------|-----------------|----------------|------------------------------------|------------------|-----|------------------------------|
| | | | | Start | End | |
| | | | | | | |
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NB: (1) the rate applicable for calculation of equivalent Rs will be based on the NRB exchange rate on the date of first publication of EOI notice

(2) Please attach additional sheet if needed. (Attach copy of letter/certificates issued by your client)

5.2 SIMILAR WORK EXPERIENCE OF CONSULTING FIRM SUCCESSFULLY COMPLETED IN LAST 7 YEARS: MAX. 55 MARKS

List of Experience in organization of training/workshops in ACM and Psychometric test in the last 7 years:

| S.N. | Name of Project | Specify projects activities in brief | Name of Client | Date of | | Remarks |
|------|-----------------|--------------------------------------|----------------|---------|-----|---------|
| | | | | Start | End | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

Please attach additional sheet if needed (*Attach copy of letter/certificates issued by client*)

5.3 FINANCIAL CAPABILITIES (AVERAGE ANNUAL TURNOVER IN LAST 5 YEARS): MAX. 10 MARKS

Annual turnover of the last five years substantiated by auditor's reports: (*in case of joint venture of two or more firms, to be filled separately for each firm*).

| S.N | F/Y | Annual turnover in equivalent Rs. (Total value of work done in that year) | Remarks |
|-----|-----|--|---------|
| 1 | | | |
| 2 | | | |
| 3 | | | |
| 4 | | | |
| 5 | | | |

(*Attach copy of Audit Report or tax clearance certificate that shows total value of work*)

5.4 ORGANIZATIONAL STRUCTURE/ MANAGEMENT AND TECHNICAL COMPETENCE: MAX. 20 MARKS

5.4.1 Suitability of Firm's Organization Structure and/or justification of formation of JV firm to perform the task successfully:

(*to be evaluated based on details furnished under 2.2.1 and 3.1 above*)

5.4.2 Proposed quality control mechanism to perform the task successfully:

(*to be evaluated based on Method proposed for quality control in planning, report preparation, and deliverables pursuant to 2.2.2 above*)

5.4.3 AVAILABILITY OF IN-HOUSE PROFESSIONAL STAFF:

(*to be evaluated based on information provided under 3.2 above*)

5.4.4 LIST OF AVAILABLE FACILITIES:

| S.N. | Name of available equipment office space, facilities and amenities | Year of production (If applicable) | Present Condition | Remarks |
|------|--|---------------------------------------|-------------------|---------|
| | | | | |
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(Attach copy of evidence)

5.4.5 WORKING EXPERIENCE IN INTERNATIONAL PROJECTS IN LAST 7 YEARS:

| S.N. | Name of the Project | Location/ Country | Year |
|------|---------------------|-------------------|------|
| | | | |
| | | | |
| | | | |

(Attach copy of letter/certificates issued by client)

6. ADHERENCE TO CODE OF ETHICS

Provide the firms' commitment on Code of Ethics and their mechanism to monitor the adherence to these policies.

7. ADHERENCE TO ANTI CORRUPTION

Provide the firms' commitment on Anti-corruption policies and their mechanism to monitor the adherence to these policies.

8. INSTRUCTION TO CONSULTING FIRM/S

Eligible proposal received will be evaluated on the basis of information and supporting documents provided by the Consultant(s). Information must be supported by relevant evidences such as certificates, official letters, bills, vouchers and necessary commitments wherever applicable. Failing to provide the information in the proposal submitted by the consulting firm(s) will result invalid and shall not be evaluated.

If the consulting firm intends to carry out the proposed job in joint venture with other consulting firms, the firms should apply in joint venture during the short listing period otherwise they will not be eligible to apply in joint venture during the submission of the proposals. The consultants may form a Joint Venture (JV) among **maximum of three partners** only and the partnership should not be repeated in other joint ventures.

The consultant(s) should duly sign and stamp all submitted documents.

Only short listed consultants/firms will be requested for Technical and Financial proposal submission.

Consultants/Firms EOI documents **will not be evaluated** if:

- the firm or personal is found involved in drafting or reviewing the ToR/RFP,
- the firm does not qualify according to eligibility criteria pursuant to 4.1 above.

Terms of Reference

Background

Public Service Commission of Nepal (PSC-N) is a constitutional body as provisioned under Article 242 of the Constitution of Nepal. The major function of the Commission is to ensure fair and competitive selection of suitable candidates for various civil service positions. PSC-N Procedure Act empowers the commission to conduct one or more selection methods to testify the appropriateness of the selected candidates including, but not limited to, open competitive written examination, open competitive skill test, interview and other methods as may be prescribed by the Commission. In line with these provisions, PSC-N is currently trying to adopt the process of selection that employs multiple techniques to which a candidate displays selected competencies and testifies the knowledge, skill, abilities and attitudes of the candidate. The employment of a powerful tool of Assessment Centre Method (ACM) will enable PSC-N to improve the level of materialization of its constitutional responsibilities. Though PSC-N has already initiated preliminary activities in relation to competency mapping of different civil service positions, current level of technical expertise at PSC-N still needs to be improved further, both in qualitative and quantitative terms, to fully implement ACM. As such, PSC-N is seeking technical support from a highly qualified and experienced and reputed International consulting firm.

Objectives

The overall objective of this assignment is to conduct trainings on:

- ACM tools Development, Test Administration, Scoring and Evaluation; and
- Psychometric Tests Development, Test Administration, Scoring and Evaluation.

Other specific objectives, apart from the trainings mentioned above, are to:

- Conduct relevant workshops.
- Provide technical skills to develop necessary tools and manuals for implementation of ACM, including for psychometric tests.
- Provide technical support and consultation to functionalize and implement ACM within PSC-N.

Scope of Services

The scope of proposed work shall include, but not limited to the followings:

- To make understanding of current recruitment and selection process of PSC-N
- To design, develop comprehensive training package,
- To provide training on ACM and Psychometric Testing. Activities that will be covered for each of the training modules include:

A. For trainings on ACM tools Development, test administration, scoring and evaluation:

| S/N | Training Activity | Content | Number of Participants | Days | Type of program |
|-----|---|--|--|------|---------------------------------|
| A1 | Case study | <ul style="list-style-type: none"> • Concept of good and poor case studies • Practicing case study development • Administration and Scoring the responses • Scoring cues development • Evaluation on the basis of competency | 12-15 | 3 | Residential outside KTM valley |
| A2 | BEI | <ul style="list-style-type: none"> • Basic concept of BEI • Probing Questions • Construction of questions • Response record and analysis of the responses • Evaluation on the basis of competency | 12-15 | 3 | Residential outside KTM valley |
| A3 | In-Basket Exercise | <ul style="list-style-type: none"> • How to develop issues and interrelationship between the issues • Construction of questions • Administration and Scoring the responses • Evaluation on the basis of competency | 12-15 | 3 | Residential outside KTM valley |
| A4 | Group Discussion | <ul style="list-style-type: none"> • How to develop issues of GD, making compatible with the competencies to be measured • How to record the behavior, responses? • Classification of the responses and evaluation based on competencies and indicators | 12-15 | 3 | Residential outside KTM valley |
| A5 | Crisis meeting / Team games | <ul style="list-style-type: none"> • Finding out the suitability in PSC-N's context • Identifying the competencies to be captured through the new tool • Developing a sample tools and cues • Learning the assessment methodology | 12- 15 | 3 | Residential outside KTM valley |
| A6 | Workshop on planning, coordination and quality control of Assessment Centre | <ul style="list-style-type: none"> • Logistics Planning • Scheduling of Assessment Centers • Drafting role of organizer • Drafting role of assessors • Briefing assessors • Preparing observation sheets • Marking guides for assessors | 6-8 | 3 | Residential outside KTM valley |
| A7 | Workshop on Competency Mapping | <ul style="list-style-type: none"> • Understanding the principals of Competency mapping and developing the skill and tools for Competency Mapping • Study of KRA and KPI's of critical recruitment positions • Skill on Discussion with successful existing position holder about the success factors, challenges and opportunities • Documenting the data • Cluster analysis • Finalizing the name of competencies, definitions, proficiency levels etc | 6-8 trainees and 20 other participants representing relevant service group | 3 | Training / Interaction workshop |

B. For training on Psychometric Tests Development, Test Administration, Scoring and Evaluation:

| S/N | Training Activity | Content | Number of Participants | Days | Type of program |
|-----|----------------------------------|--|------------------------|------|------------------------|
| B1 | Mental ability/ Aptitude test | <ul style="list-style-type: none"> Reasoning test and other aptitude tests | 6 | 12 | Training outside Nepal |
| B2 | Personality test | <ul style="list-style-type: none"> Thematic appreciation test (TAT), Word Association Test (WAT), Situation Reaction Test (SRT), Self-Description Test (SDT) NEO Personality inventory, Myers-Briggs Type Indicator (MBTI) Creating personality profile | | | |
| B3 | Emotional intelligence test | <ul style="list-style-type: none"> Adopting and developing test based on Trait Model | | | |
| B4 | Integrity test | <ul style="list-style-type: none"> Adopting and developing test based on Trait Model | | | |

- To conduct assessment on the level of transfer of skill and knowledge to participants
- To recommend for improvements based on the findings of assessment of participants.
- To submit a detail report of findings and recommendations to PSC-N. The report shall contain model guidelines and norms for administration, scoring and evaluation of ACM tools and psychometric tests.

***NB:** (a) International training/workshops will be conducted in an Asian country mutually agreed upon by PSC-N and Consultant.*

(b) Consultant will be fully responsible to organize and conduct international training/workshop modules and provide necessary logistic supports including the venue and local transportation. PSC-N will bear only the cost in relation to international flights of, and provision of DSA to, PSC-N participants.

(c) For in-country training/workshops, Consultant will be responsible to conduct training/workshop modules and bear costs in relation to the consultant's own team mobilization.

(d) The consultant shall be aware to minimize travel and out-of-station expenses by effective planning of anticipated training/workshop modules.

(e) The number of days and participants mentioned above are only indicative. Actual number will be mutually agreed upon and finalized before the commencement of training/workshop modules.

Methodology

The Consultant will adopt and prescribe appropriate methodology to render quality services to PSC-N as required under this assignment. However, the Consultant will:

- Collect relevant primary and secondary data and information, as may be required, to understand current selection process and methods being adopted by PSC-N.

- Based on the study and analysis of collected data and relevant literature review, develop appropriate training curricula for both of the training components and finalize training materials with consent of PSC-N.
- Assign an experienced Program Officer for facilitating, coordinating, developing and executing the programs on behalf of the consultant who will be stationed in Kathmandu as and when required. The Consultant's Program Officer will liaise with the designated PSC-N Program Officer.
- Conduct Training and workshops as per modules described in the Scope of Works.
- Submit a detail report to PSC-N on proceedings, findings and recommendations.

Basic Data and previous work related study

All available and relevant documents and competence mapping reports will be made available to the consultant, as appropriate.

Transfer of Knowledge

The knowledge transfer process shall encompass transfer of all level of ACM and psychometric test knowledge-base to select expert groups and participants through provision of training and conducting workshops. Apart from these, the Consultant will involve a PSC-N designated official ever since the design and development of training and workshop packages and keep him/her involved, and knowledge transferred, during entire period of this assignment.

Qualification, Experience and estimated inputs of the Consultant

A comprehensive list of international/national experts to be involved in this assignment with clear mention of their position, assigned responsibilities and volume of individual inputs will be provided by the consultant in their Technical Proposal. A signed CV of all proposed experts, in the format indicated in section 3F of the RFP document, should be annexed with the technical proposal. Input of following experts is further required for this assignment as minimum:

| Position | Academic Qualification | Professional experience | Remarks |
|-------------------------|---|---|--------------------|
| Team Leader | Masters in Psychology or relevant field | 10 years of relevant international experience | Intermittent input |
| ACM Specialist | | 7 years of relevant international experience | |
| Psychometric Specialist | | 5 years of relevant international experience | |
| Project Officer | Bachelor in any relevant field | 5 years of relevant experience | |

Duration of Services, Time Schedule

A comprehensive work schedule not exceeding a total timeline within May 2018 should be prepared and submitted by the consultant for approval by PSC-N.

Mode of Payment

The mode of payment of the contract amount to the consultant shall be as follows:

| Description | Percentage of contract amount |
|--|---|
| Mobilization amount upon signing of contract | 20% which will be deduced from upcoming bills |
| Final approval of training packages | 35 |
| Conduction of all workshops and trainings | 35 |
| Submission of final report | 30 |

Contact Address

All correspondence related to this assignment shall be forwarded in writing to the following address:

Public Service Commission

Anam Nagar, Kathmandu

Phone: 977-1-4770519

Fax:

E-mail: chiefpsy@psc.gov.np