TERMS OF REFERENCE

1. BACKGROUND AND PROJECT DESCRIPTION

Karachi, an ethnically and linguistically diverse megacity with rapid population growth, is the economic epi-centre of the Country. Karachi has an estimated population of 22-25 million, accounting for almost half of the entire provincial population. It is the main seaport and international trade hub of the country, and a powerhouse in terms of manufacturing employment. Migration from other parts of the country is the primary driver of population growth.

A detailed Karachi City Diagnostic was conducted by the World Bank to provide a multi-sector assessment of the infrastructure, service delivery and institutional gaps of the city. The Diagnostic, based on the framework of improving prosperity, liveability and social inclusion, found that the complex political economy and institutional fragmentation within Karachi, have led to poor liveability indicators for all segments of the population. The Diagnostic showed that to close its urban infrastructure gaps, Karachi required large investments (estimated at about US\$10 billion over the next ten years) along with substantial institutional development and policy reforms.

The Government of Sindh (GoS) and the local governments are keenly implementing interventions that would have visible and high impact results to build confidence between government and citizens, while setting the stage and platform for a longer term and sustained action under the World Bank sponsored Karachi Neighbourhood Improvement Project (KNIP). It is believed that, a project focused on neighbourhood improvement investments and enhancing citizen services will provide the catalyst needed to build consensus and improve citizen confidence. Targeted improvements in visible, high-impact and low-hanging improvements to public spaces for example, if properly designed and managed, are also vital for inclusive urban development in an otherwise segregated city.

The Project aims to enhance public urban spaces in selected neighborhoods in Karachi and improve the capacity of local governments such as the Karachi Metropolitan Corporation (KMC) and District Municipal Councils (DMCs). Component 1 of the project, titled "Public Spaces and Mobility Improvements in Selected Neighborhoods" is financing urban upgrading works to improve the quality of life in selected commercial and residential neighborhood located in:

- (i) Saddar Town District South
- (ii) Korangi District
- (iii) Malir District.

Works financed in these areas are investments that are visible to the public and enhance usage and satisfaction with neighborhood improvements, such as, but not limited to: improvements in food

streets, markets and bazaars and public toilets; improved paving for sidewalks, pedestrian crossings and roads; street lighting, landscaping, street furniture including solid waste containers and bins, wayfinding signs; playgrounds, sports fields, reorganized street parking or improved bus facilities; repaving roads with rehabilitation of selected underground network; reorganizing parking at selected locations; and better street crossings at appropriate locations.

A. KNIP Phase 1

Under phase 1, KNIP implemented following sub-projects that are completed and currently handed over to relevant DMCs:

- a) Redevelopment of Educational and Cultural Zone in Saddar downtown area;
- b) Rehabilitation of Khokhrapar Road from Saudabad Chowrangi to Thaddo Nallah Bridge including Dualizing of Bridge
- c) Rehabilitation of 9000 Road from Coast Guard Chowrangi to Fishermen Village Korangi.



a) Redevelopment of Educational and Cultural Zone in Saddar Downtown Area;

The Educational & Cultural zone developed in downtown Area is completed under Karachi Neighborhood Improvement Project (KNIP). The subproject comprises of 2 Level Parking Facility (400 Car Parking spaces and 400 Bikes), Public space (**People's Square**) on ground level for public with eateries/kiosks/seating spaces, public toilets, pedestrian sidewalks, landscape

features, fountain/s, seating with improved roads and utilities. The Project became operational in August 2020 & was handed over to the private vendor by DMC South/Local government dept.

Furthermore, three roads - Deen Muhammad Wafai Road (Strachan Road), Dr. Ziauddin Ahmed Road and M.R. Kayani Road forming a triangle were also part of the sub-project intervention. Total length of subproject roads was approximately 2.5 km The respective lengths of these roads were: Strachan Road 862.5 m; M.R. Kayani Road 370 m; and Dr. Ziauddin Ahmed Road 834 m.

b) The project is already being operated and maintained through a third party O & M operator. The scope includes the roads, Parking plaza and the peoples square over 8000 square meter public space to generate funds for O&M. Details are given in the annexture ARehabilitation of Khokhrapar Road from Saudabad Chowrangi to Thaddo Nallah including Dualizing of Bridge

Saudabad Chowrangi to Thaddo Nallah Road also called Liaquat Road starts from Saudabad Chowrangi (also known as Saudabad Square) and ends after crossing Thaddo Nallah Bridge at Soomar Kandiani, Khokrapar. It is a dual carriage way of approximately 3.4 km length with with 130 meters long bridge over Thado Nala.

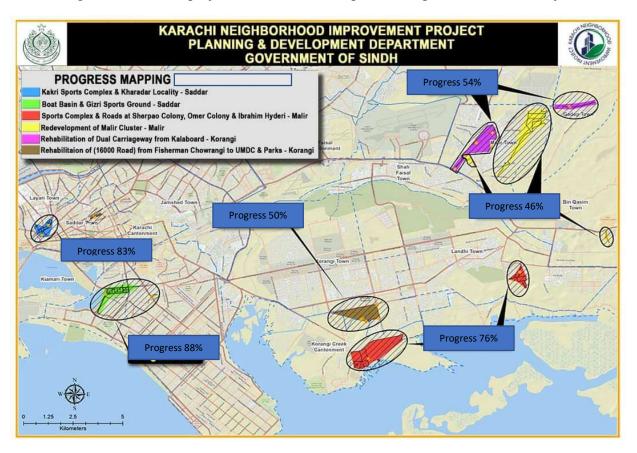
c) Rehabilitation of 9000 Road from Coast Guard Chowrangi, Korangi to Fishermen Village Malir.

The sub-project primarily comprising the road connecting Coast Guard Chowrangi (renamed as Fisherman Chowrangi) crossing a hill and finally ending in the hub of famous fishermen village named as Ibrahim Haidari Village. The total length of the road is approximately 4.5 km with a median of 13 meter wide developed as public open spaces, a 1.6 km service road and linear park with wide footpaths for the public. Streets lights, sitting benches, horticulture, landscaping, and canopies are used for the public to relax.

B. KNIP Phase 2 and Emergency Projects

The Sub-projects under this phase, are under development & will be commissioned by the end of April 2023. The map showing locations & progress of sub-projects in Phase 2 is as shown below:-

Following is the list of subprojects, their brief description & respective location and jurisdictions



The detailed information about the Phase II and Emergency Packages is given in the table below:-

Sr#	Name of Contract Package	Location	Cost/Revised	Date of commencement	Date of completion	Physical Progress
1	Boat Basin Gizri Sport Ground	Saddar	1175.6	Jan-22	Mar-23	88%
2	Kakri Sports Complex and Kharadar	Saddar	791.5	Jan-22	Mar-23	83%
3	Star Ground, Sherpao, Omer Colony and Ibrahim Hyderi	Malir	2245.8	Apr-22	Mar-23	76%
4	Malir Cluster	Malir	1173.2	Jun-22	Mar-23	46%
5	Kala Board,	Korangi & Malir	1287.9	Apr-22	Mar-23	54%
6	16000 Road	Korangi	1249.9/797	Jun-22	Mar-23	50%

Table 1: Scope of Subprojects

S. No.	Name of Sub-project Brief Description		Jurisdiction/DMC	
Sub-	projects in Saddar			
1	Rehabilitation of and Up-gradation of Boat Basin to Schon Chowrangi	Food Street, toilet blocks, pedestrian trail, canopies, parking spaces	Saddar/DMC South	
2	Gizri Sports Ground (Upper Gizri)	Sports facilities, ground trough, seating, lights, indoor building, canopies, parking & allied facilities	Saddar/ DMC South	
3	Redevelopment of Kakri Sports Complex	Same as above , with addition of sports indoor facilities	Saddar/DMC South	
4	Neighborhood Improvement of Kharadar Locality	Road pavements, streets, footpaths, benches, street lights	Saddar/DMC South	
Sub-	projects in Malir			
1	Construction of Sports Complex at Star Ground (Sherpao Colony)	Sports facilities, ground trough, seating, lights, indoor building, canopies, parking & allied facilities	Malir/DMC	
2	Redevelopment of Neighborhood Roads and Upgradation of Open Public Spaces Including Grounds & Parks in Malir Cluster	Road pavements, streets, footpaths, benches, street lights, sports grounds, play equipment	Malir/DMC	
3	Rehabilitation of Dual Carriageway from Saudabad Chowrangi to Kala Board (Major road)	Major Road, median pavements, streets, footpaths, benches, street lights, storm drainage	Korangi/DMC	
1	Rehabilitation of Liaquat Market Road from Saudabad Chowrangi to Urdu Chowk Bus Stop (Major road)	Same as above	Korangi/DMC	
5	Up-gradation of Dual Carriageway From Saudabad Chowrangi to Nade-Ali Road Connection to Jinnah Square Chowrangi (Major road)	Same as above	Korangi/DMC	
5	Rehabilitation of Extension Soomar Kandani to Murad Memon Chowk (Major road)	Same as above	Malir/DMC/District Council Karachi	
Sub-	projects in Korangi			
1	Redevelopment of Omer Colony and Ibrahim Hyderi Neighborhood roads and parks	Major Road pavements, footpaths, benches, street lights, sports grounds, play equipment, Storm drainage	Korangi/DMC/District Council Karachi	

2	Rehabilitation of Dual Carriageway from Fisherman Chowrangi to Al-Mustufa Academy (Major road)	Major Road, pavements, streets, footpaths, benches, street lights, storm drainage	Korangi/DMC
3	Rehabilitation of Road From Sector 48E (9000 Road to Korangi Community Space (Pahari Ground (Major road)	Same as above in addition of benches, street lights, sports grounds/equipment	Korangi/DMC
4	Development of Street from Linear Park to Community Road Space (Pahari Ground) (Major road)	Median, major Road pavements, footpaths, benches, street lights, sports grounds, play equipment	Korangi/DMC
5	Development of Open Spaces as Linear Park to Community (Major road)	Same as above	Korangi/DMC
6	Development of Family Park/Cricket Ground at Community Space (Pahari Ground) (Major road)	Major road, median footpaths, benches, street lights, sports grounds, play equipment, benches	Korangi/DMC

2. SCOPE OF WORK FOR CONSULTANCY SERVICES FOR OPERATIONS, MAINTENANCE & LONG-TERM SUSTAINABILITY OF SELECTED PUBLIC SPACES/INFRASTRUCTURE SUB-PROJECTS DEVELOPED UNDER KNIP

I. Objectives and Overall, Scope of Work:

Project Implementation Unit (PIU) Karachi Neighborhood Improvement Project (KNIP), as the Implementation Agency for the Project, intends to procure *Consultancy Services for Operations, Maintenance & long-term Sustainability of selected Public Spaces/Infrastructure Sub-Projects Developed under KNIP*. The objective of this consultancy is to enable the client to adopt the suitable model/s for operations, maintenance & sustainability of the public infrastructure projects built under KNIP.

The first phase of sub-projects, under KNIP, became operational by end 2020, while majority number of sub-projects (phase 2) will be operational by mid-2023. The first phase of sub-projects have provided opportunity to visitors/end users to experience improved urban spaces. These sub-projects are owned by DMCs (Korangi/Malir/South) and the one in Saddar sub-project (with potential of financial viability) has been handed over to the private operator for O&M. However, there are already signs of lack of maintenance and enforcement in some of the Phase 1 projects, such as cutting of trees, misplacement of waste dumpsters, encroachment of footpath, parking space and public space, vandalism of street furniture, blocking of manholes etc. Lack of coordination among the service providers regarding schedule of maintenance work is also the main cause of destruction to the road pavement, water supply network, sewerage lines, or communication services.

Past experiences show that public spaces / infrastructure such as roads, service corridors, street lights, parks, playgrounds, green belts, roundabout etc. suffer due to poor maintenance by local agencies, hence these spaces become vulnerable to vandalism, burdening poorly managed maintenance departments. It has been experienced that very viable public sector projects have failed during O&M stage, even by engaging private parties. It is essential to assess the issues related to O&M, to minimize the risk, for optimum functioning of public spaces. These issues may include:

- a) Overlapping/conflicting roles & responsibilities of Provincial and Municipal agencies and lack of coordination among these agencies
- b) Shortage of funds with municipal service agencies that are dependent on provincial government for funding
- c) Lack of ownership & stakeholder's interest in public spaces
- d) Contestation among political players
- e) Shuffling of public officials and lack of commitment and capacity of staff
- f) Lack of efforts and mechanism to sensitize and engage local communities regarding their roles and responsibilities for O&M

To ensure that the public assets built under KNIP will be properly and efficiently operated and maintained to sustain their service standards, and generate revenues wherever applicable, it's essential to learn from the past experiences and recommend feasible arrangements for the different types of assets under KNIP.

The overall scope of work of the consultancy will cover:

- (i) An institutional assessment and recommendations on the roles and responsibilities of local councils, service provision agencies and local communities, and the coordination mechanism; O&M plan and standard operation procedures (O&M) for different types of public assets developed under the project (including both Phase 1 and Phase 2/Emergency), their costing, and potential sources of funding;
- (ii) A market analysis for revenue generating facilities to assess market demand and the options for engaging third party operators, the possible financing model and the structuring of contracts, based on the lessons from the operation model of the People's Square;
- (iii) Sample preparation of bidding documents for O&M Contracts of all the project packages i.e., Six (06) packages; and
- (iv) capacity building for the local councils and local communities, including the organization of O&M committees and social mobilization for community members, including women and youth for O&M.

Based on recommendations of the consultancy services, institutional arrangement for O&M will be finalized such as strengthening of existing municipal structures by capacity building & rearranging roles/responsibilities, engaging private O&M Companies (wherever applicable) for the completed sub-projects. Wherever applicable, the mandate of operating companies will be to maintain, operate, manage the public parks/spaces, collect fees from revenue generating components, pay the essential operation and maintenance costs and share the profits, with the Government/ DMC concerned under the strong civil society engagement during the operations period to safeguard the public interest.

II. Detailed Scope of Services for Consultancy Services of O&M & Sustainability:

The Consultant is required to provide following services:

Task 1: Collection of information and desk review:

- a) Prepare inventory list of items of each sub-project including compiling complete details, warranty/guarantee certificates, maintenance manuals, specifications, as-built drawings, any contractual documents to establish roles & responsibilities during Defect liability period etc.
- b) Undertake review of existing Government system, policies and regulations regarding maintenance of public assets and infrastructures and revenue management of revenue generating assets, focusing on the types of assets developed under KNIP.
- c) Undertake field visit and interviews with selected officials and beneficiaries to understand the current state of O&M and key issues under KNIP.

Output of Task 1 will be summarized in the *Inception Report*.

Task 2: Institutional assessment:

- d) Identify and map the roles and responsibilities of various government agencies such as DMC (District Municipal Corporation), KW & SB (Karachi Water And Sewerage Board), KE (K-Electric), PTCL (Pakistan Telecommunication Company Ltd.), District Council, and SSWMB (Sindh Solid Waste Management Board) who are responsible for and need to be coordinated with for the O&M of KNIP assets.
- e) Study the capacity and constraints of the organizations (DMC, KMC, KDA etc) responsible for undertaking the maintenance and identify the gaps.
- f) For completed subprojects under KNIP, identify the existing institutional arrangement on O&M, present state of maintenance, fund and staffing allocation, level of coordination among agencies (de jure and de facto), identify gaps and challenges, and provide recommendations.

Output of Task 2 is an Institutional Assessment and Recommendations Report.

Task 3: Market and financial assessment

- g) Conduct case studies of the KNIP Phase I projects, in particular Peoples Square Saddar, and other similar PPP/BOT (Build Operate and Transfer) projects in Karachi and other cities, and assess the effectiveness of the 3rd party operator, constraints/challenges, O&M issues, their remedies, and lessons learnt.
- h) Conduct market and financial analysis to explore and recommend possible avenues for Public Private Partnerships to enable the project's self-sufficiency for long-term sustainability, including analyzing the following aspects:
 - a. Maintenance expenditures (parks, roads etc.). Information should be collected from operators/contractors of KNIP subprojects that are maintaining subprojects during the contract and Defect liability period on resources deployed (e.g. number of cleaners, gardeners etc.). Information should also be collected for other similar investments in Karachi.
 - b. Revenue generation options (advertisement, events, toll, tickets) for each subproject. Willingness surveys should be conducted for fee collection from public toilets, renting of kiosks, parking enforcement (where applicable), for establishing tariff/rents/fees etc.
 - c. Mechanism of engaging private sector (financial models, legal terms).
 - d. Potential third-party operators in the market, their track record and interest in the O&M of KNIP assets.

Output of Task 3 is a Market and Financial Assessment Report.

Task 4: O&M Plan and Standard Operating Procedures (SOP)

- i) Prepare O&M Plan and SOP for each type of subproject packages (06 numbers for phase II and Emergency and 02 for phase I) in three districts, which specify scope of O&M works for post completion stage, service standards, KPIs, their costing, financial models and revenue sharing (if applicable), risk management, sources of funding, and institutional arrangement.
- j) The O&M Plan should take into account the role and organization of O&M committees at the community level and social mobilization for community members, including women and youth for O&M.

Output of Task 4 is an O&M Plan and SOP Report.

Task 5: Consultations and capacity building

k) Conduct Consultations, Workshops with MC, DMC, KMC, KDA, local leadership, Business Associations, Utility depts, community representatives and other stakeholders for seeking review of policies/strategies, feedback, information sharing, perception & willingness to adopt viable /sustainable O&M models. The workshops should discuss the

expected roles and responsibilities of each of the stakeholders and the challenges they face in fulfilling these. These consultations should be planned as an integral part of Tasks 1-4.

- l) Prepare Capacity Building/training manuals/guidelines & Plans for Capacity building, Maintenance & Operations of selected audience of DMCs/vendors etc.
- m) Develop and implement information campaigns for the community members and other users of KNIP assets to improve their awareness of O&M.

Output of Task 5 is a report summarizing the outcomes of consultations and workshops.

Task 6: Bidding documents

- n) Study the existing procurement methods for O&M of KNIP completed subprojects (e.g. People's Square), assess their deficiencies if any and recommend improvement.
- o) Prepare Bidding documents for competitive bidding process of selected sub-projects (06 under phase II and Emergency and 02 under phase I) for seeking bids from qualified Operators.

Output of Task 6 is the bidding documents.

III. Deliverables & Timelines

The Consultancy exercise is expected to complete in 3 Months (Mar '23 to May '23) with following deliverables.

a)	Inception Report	Within 15 days of award of work
b)	Institutional Assessment and Recommendations Report	Within 30 days of award of work
c)	Market and Financial Assessment Report	Within 45 days of award of work
d)	O&M Plan and SOP	Within 60 days of award of work
e)	Consultation Workshops	(Minimum 6 Sessions) A minimum of six sessions are required, two in each neighborhood – Saddar, Korangi and Malir.
f)	Bidding Document/Completion Report	90 days of award of work

IV. Qualification Criteria

1. The Project Implementation Unit, Karachi Neighborhood Improvement Project, Planning and Development Department, Government of Sindh now invites consulting firms to indicate their interest in providing the required services. Interested Consultants should provide information demonstrating that they have got the required qualifications and relevant experience to perform the Services. The shortlisting criteria are as under:

No.	Criteria
a.	 i Name, address, Phone, Fax and E-mail address along with postal and telegraphic address contact person; iii Certificate of Incorporation/Registration with authorized government department(s) of Consulting Firm as Legal Entity. iiii Corporate Profile providing sufficient information/details in following, but not limited to, areas in respect of a consultancy firm; (a) Years of operations; (b) Management Structure/Organogram of the firm with relevant information about Board/Directors etc.; (c) Core competencies related information etc.; iv Certificates of National Income & Sales Tax Numbers and proof of Active Tax Payer, of the Consultancy Firm/Joint venture Firms. Copies of respective certificates must be provided/furnished;
b.	The firm should be a PEC registered under the sections relevant to the Surveys.
b.	 The firm should have a specific and proven competence and experience in conducting such surveys of large projects of similar nature for past ten (10) years. Experience of implementing, managing and providing support to Client Experience of working in donor-funded projects shall be accorded due weightage. Professional references from organizations with similar work assignments completed Data Sheets of relevant (similar and specific experiences) assignments, duly substantiated, by the Firm/Joint venture's members either completed or in progress, with the following details: Name of the Project, Cost of the Project, Name and address of the Client, in case of association of service providers, the names and address of all the partners, Start & Completion Date, Number of staff-months provided by the firm (in case of association/JV, by other partner firms) and Brief description of the services rendered Any additional documents to support relevant experience of consultancy Firm/Joint venture (Copy of Work Order & Satisfactory Work Completion Certificates from the client)
C.	In case of Firms, participating in an association, sub-consultant or JV, original Letter(s) of Association from each associating partner, confirming the Lead Partner/Partner in Charge, on the letter head of a Firm/Partner duly signed and stamped, must be provided;
d.	National firms are required to submit affidavit on stamp paper duly notarized confirming that: (a) applicant Firm/Joint venture(s) has never been blacklisted by any Government/Semi Government Organization and (b) list and status of litigation/arbitration by applicant Firm/Joint Venture (c) All the information provided by the applicant Firm/Joint venture is correct.
e.	They should have adequate number of professionals and well-equipped offices List of Employees proposed to be engaged (Core managerial staff)

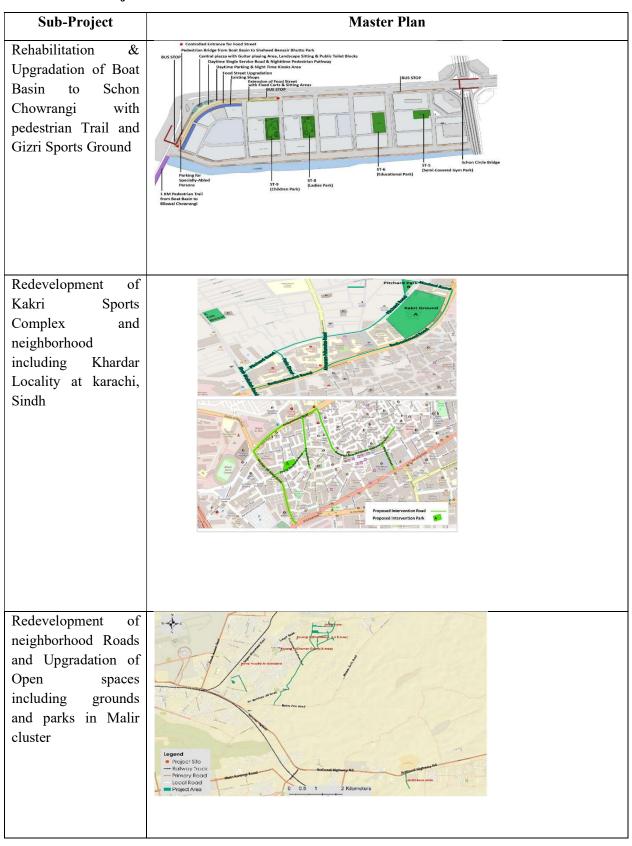
V. Required Experts & Staff Inputs

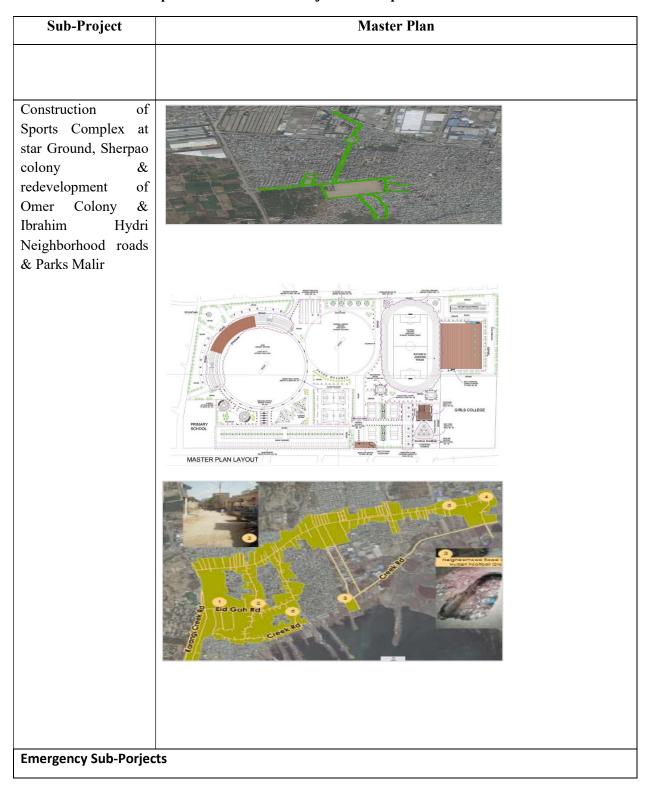
The Consultant will engage suitably qualified experts for the assignment with following timewise inputs.

The consultant will be responsible for developing human resource rationalization of the team and ensure efficient and timely completion of each task as per deadlines. The consultant will also submit a comprehensive work-plan included in the inception report providing details of the planned deployment of the team. Following indicative table contains proposed time input of project staff:

i)	Project Manager (Civil/Arch/CA/Contract)	3 Months	
ii)	Legal Expert (LLM)	1.5 Months	
iii)	Financial/Investment Expert (CA/MBA)	1.5 Months	
iv)	Communications Expert	1 Month	
v)	Contract Management Expert	1 Months	

Annex 1: Sub-Project Locations:





Sub-Project Master Plan Rehabilitation of dual carriage way from Board Kala Saudabad Chowrangi and connecting roads to Nade Ali and Urdu chowk Neighborhood streets including RCD ground and extension of soomar Kandyani road in Malir & Korangi Area Malir Karachi Rehabilitation of dual carriageway from fisherman Chowrangi **UMDC** to road intersection, open public Spaces, linear and neighborhood Streets & parks in Korangi Phase I Rehabilitation Dual Carriageway of Saudabad Chowrangi to Thado Nallah KHOKRAPAR

Sub-Project	Master Plan
Rehabilitation & Improvement of 9000 Road Coast Guard Chowrangi to Ibrahim Hyderi Village	COASTOUARD ROUND ABOUT COASTOUARD ROUND ABOUT CREEK AREA KORANGI FORT QASIM PORT QASIM PORT QASIM