INVITATION
REQUEST FOR EXPRESSIONS OF INTEREST
(CONSULTING SERVICES)

Third-Party Monitoring Consultant for Contractor Environmental and Social (E&S) Performance Scorecards

Country:	Pakistan
Project Name:	Punjab Rural Sustainable Water Supply and Sanitation Project
Implementing Agency:	Punjab Rural Municipal Services Company (PRMSC)
Consultancy Services for:	**Third-Party Monitoring Consultant for Contractor, Environmental and Social (E&S) Performance Scorecard**
Loan No:	IBRD-92670 : **Project ID No:** P169071
Activities No.	PK-LG& CD-575831-CS-CQS

This Request for Expressions of Interest (REOI) follows the General Procurement Notice (GPN) No. OP00126428 for this project that appeared in UN Development Business on 22nd April 2021.

Punjab Rural Municipal Services Company (PRMSC) (hereinafter referred to as "Company") is a government-owned not-for-profit company, incorporated with the Securities and Exchange Commission of Pakistan, under Section 42 of the Companies Act, 2017. The Company has been registered as a dedicated water, sanitation, and waste management service provider for rural areas of Punjab and is envisioned to be customer-oriented and responsive to the WASH needs of rural populations.

The Government of Islamic Republic of Pakistan has received financing from the World Bank towards the cost of the Punjab Rural Sustainable Water Supply and Sanitation Project for improving service delivery standards of the rural water & sanitation system and has extended the said financing to Company. Under Component 1 viz. Sanitation and Water Supply infrastructure Development, of the Project, the Company has aimed at developing the infrastructure to help in addressing the lack of Water Supply & Sanitation Systems in 2,000 revenue villages (including the small habitations/basis in each Revenue Village) of sixteen (16) poorest and most underserved districts of Rural Punjab that underlies the low access to safely managed water and sanitation and poses threats to public health and the environment. Over 6.0 million rural residents shall be served under the said component which will be implemented in phased manner.

The Project consists of the following major components:

1) Water supply and sanitation infrastructure development
2) Behavior change and capacity development
3) Service delivery improvement
4) Project management and monitoring

The initiative aims to address critical development challenges, including high rates of child stunting and malnutrition driven by contaminated drinking water, inadequate sanitation infrastructure, and unsafe fecal waste management. Because project activities involve extensive civil works—including water supply and sanitation infrastructure development—they entail significant environmental, health, safety, labor, and social risks. To ensure these civil works comply with the project's Environmental and Social Management Framework (ESMF), Environmental and Social Management Plans (ESMPs), and World Bank safeguard policies, PRMSC is engaging an independent Third-Party Monitoring (TPM) Firm. The selected consultant will conduct Contractor Environmental and Social (E&S) Performance Scorecards across designated village project schemes nearing completion,

develop corrective action plans, and submit consolidated compliance evaluations.

Independent third-party monitoring is essential due to the substantial E&S risks associated with scaling infrastructure across thousands of rural settlements. While internal oversight mechanisms manage direct project frameworks, an external firm is required to conduct objective, unbiased evaluations of contractor compliance on active civil works sites—specifically targeting occupational health and safety (OHS), labor facilities, waste management, and community health and safety. Systematic scorecard assessments allow PRMSC to quantify non-compliance, track required corrective actions, and identify recurring systemic issues across contractors. Ultimately, this assignment safeguards local communities, ensures adherence to national legal frameworks and World Bank standards, and enhances overall transparency, accountability, and environmental risk mitigation throughout the implementation of the project.

The services of firms shall be hired for Third-Party Monitoring Consultant for Contractor Environmental and Social (E&S) Performance Scorecards under the Punjab Rural Sustainable Water Supply and Sanitation Project (PRSWSSP)

The detailed Terms of Reference (TOR) for the assignment, along with this Request for Expressions of Interest (REOI) Notice, can be accessed from websites **https://prmsc.punjab.gov.pk/tenders**. The eligible consulting firms are required to demonstrate/provide following requisite information to prove their qualification/eligibility to perform the assignment. Consultancy firms are encouraged to provide materials/ information that would be specific to the proposed services only by giving all the relevant details as required in the Instructions, and to avoid submitting generic promotional material. The unrelated or incomplete materials/information shall not be considered. The parameters for evaluating the EOI Responses, are given against each requisite as under: -

a) **Relevant Experience:** The firm/consultant shall have a minimum of 10 years of proven experience in conducting environmental and social impact assessments, resettlement planning and monitoring, and third-party monitoring for rural development projects, including demonstrable experience in projects involving Voluntary Land Donation (VLD), with a sound understanding of associated social risks and mitigation measures. The firm/consultant should have strong knowledge of the World Bank's Environmental and Social Framework (ESF), familiarity with the legal and administrative framework for land records management and land acquisition in Punjab, and proven experience in designing and implementing mixed-methods research using quantitative surveys and qualitative data collection techniques. Relevant experience shall also include conducting community scorecards, beneficiary satisfaction assessments, and/or other participatory social accountability exercises, supported by strong analytical, documentation, and report-writing skills in English. Experience of working in rural Punjab and an understanding of the local socio-cultural context is highly desirable. The firm must be an independent entity with no conflict of interest with the Project, the PRMSC, any of the Implementing Partners, or any of the contractors engaged under the Project.

   The firm should have completed at least two contracts of comparable scale and complexity. For each assignment claimed, the firm shall provide sufficient documentary evidence, such as **contract/letter of award, completion certificate, client performance certificate, or other verifiable evidence**, clearly indicating the nature and scope of services performed.

b) **Corporate Capacity**: Complete historical profile of the organization/firm with the information i.e. incorporation certificate, registrations, experience, last three years audit reports, corporate profile indicating years of operations, core competencies, management structure & systems, policies procedures and practices to ensure quality services to clients, complaint redressal mechanism and competency in using MIS Based Applications for reporting while delivering similar/comparable services,

c) **Staffing Capacity**: Firm shall have adequately qualified and skill staff, permanent/ intermittent staff, pool of panel of experts as per the scope of work. (specific CVs and nominations are not required at this stage)

The attention of interested Consultants is drawn to Section VII, of the World Bank's "Procurement Regulations for IPF Borrowers," September 2025 (7th Edition) ("Procurement Regulations"), which set forth the World Bank's requirements regarding conflicts of interest in the selection and employment of Consultants.

A consultancy firm, will be selected through "Consultant's Qualifications-Based Selection (CQS) through Limited Competition set out in the Procurement Regulations which can be perused at the website:https://www.worldbank.org/en/projects-operations/products-and- services/brief/ procurement-new-framework#framework

Expressions of Interest response, carefully prepared and marked, delivered in a written form to the address below (in person, or by post) by or before 1300 hours on **19th October, 2026**.

Chief Executive Officer
PUNJAB RURAL MUNICIPAL SERVICES COMPANY (PRMSC)
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TORs for Third-Party Monitoring Consultant for Contractor Environmental and Social (E&S) Performance Scorecards under the Punjab Rural Sustainable Water Supply and Sanitation Project (PRSWSSP)

Background

Pakistan's low human capital accumulation is a fundamental development challenge. A key contributing factor is the high rates of stunting and malnutrition among Pakistani children. The absence of significant investments in the treatment of drinking water and safe management of fecal waste is an important reason for the persistently high rates of stunting in rural areas. The lack of attention to quality of sanitation infrastructure and virtually no attention to fecal waste management has resulted in an unprecedented concentration of untreated fecal waste near human settlements and the consequent contamination of water and soil.

This contamination, coupled with poor hygiene practices and the use of inadequately treated water for drinking purposes, has exacerbated the incidence of diarrhea and environmental enteropathy in young children. The latter causes malabsorption and maldigestion of nutrients, undermining the impact of improved diets and leading to a host of growth and developmental issues that are manifested in child stunting. This challenge is especially acute in rural areas where households' abstract groundwater from shallow depths for drinking purposes. In addition to the direct pumping of contaminated groundwater, the poor quality of well construction leads to bacteriological contamination of drinking water even in cases where the underlying groundwater is clean.

The province of Punjab is home to over half of Pakistan's population and characterized by stark socioeconomic divides between north and south and rural and urban areas. Almost 98 percent of rural households in Punjab have access to an improved water source but continuous and treated piped water supply is rare and most households rely on groundwater pumping that is vulnerable to contamination. Most rural households in Punjab thus rely on groundwater as their main source of water, either through public supply or private investment. Access to improved sanitation is still low across rural Punjab and fecal waste is generally not safely disposed. There is almost no public investment in the treatment of fecal waste.

Taking cognizance of above issues, the Government of Punjab has established the "Punjab Rural Municipal Services Company" (PRMSC) as a Company under section 42 of the Companies Act, 2017) by the Government of Punjab. The Company has been placed under the Punjab Local Government and Community Development (LG&CD) Department, Government of Punjab.

PRMSC is a government owned not for profit-company that will provide critical municipal services related to water, sanitation and waste management to rural villages in Punjab[1]. The company will build and maintain safely managed water supply and sanitation schemes for single or multiple

[1] 73 percent of the province's population live in 23,000 revenue villages, and are in dire need for investments to improve WASH.

villages, where feasible[2]. Solid waste will also be managed safely, with only residual waste, after recycling, composting of food and green waste, sent to landfills, The goal of the company is to ensure that all major sources of contamination through human and animal waste are minimized and villages are converted into healthier, more hygienic and more pleasant living spaces with improved civic amenities. In this regard, the PRMSC will also focus on behavior change and capacity building for the sustainability of the improved WASH services.

The Government of Punjab through the Government of the Islamic Republic of Pakistan has received financing from the World Bank to supplement the above initiative in the form of a project titled "Punjab Rural Sustainable Water Supply and Sanitation Project" with an aim to provide equitable and sustainable access to safely managed water and sanitation and reduce child stunting in 2000 revenue villages of Punjab located in 16 tehsils of 16 different districts of the province. Each Revenue Village may have multiple Bastis/settlements and all such Bastis/settlements shall be covered. The order in which villages will be provided services will be randomized to ensure equity. The 16 tehsils/districts, listed below, to be covered by this phase of the project were selected using an index of need.

District	**Tehsil**	**# of villages**
Chakwal	Kallar Kahar	60
Khushab	Noorpur Thal	87
Mianwali	Isa Khel	64
Sargodha	Kot Momin	117
Bhakkar	Darya Khan	94
Chiniot	Bhawana	105
Jhang	Ahmad Pur Sial	99
Pakpattan	Pakpattan	159
Bahawalnagar	Bahawalnagar	238
Bahawalpur	Khairpur Tamewali	107
Lodhran	Kehror Pakka	102
Multan	Shuja Abad	83
Muzaffargarh	Alipur	124
Dera Ghazi Khan	Taunsa	196
Rahim Yar Khan	Liaqatpur	286
Rajanpur	Rojhan	88

The Project consists of the following major components[3]:

1) Water supply and sanitation infrastructure development

[2] As per SDG6, drinking water will be treated before supply and wastewater will be fully treated before reintroduction into surface or ground water systems.

[3] A detailed description of project components is available in the Project Appraisal Document which can be accessed from: https://documents1.worldbank.org/curated/en/223501624327374392/pdf/Pakistan-Punjab-Rural-Sustainable-Water-Supply-and-Sanitation-Project.pdf

2) Behavior change and capacity development
3) Service delivery improvement
4) Project management and monitoring

The Project activities involve civil works at the village level, with associated environmental, health, safety, labor, and social risks. To manage these risks, the Project has prepared and is implementing E&S safeguard instruments in accordance with the relevant Operational Policies of the World Bank's E&S Safeguards Policies. These instruments include: the Environmental and Social Management Framework (ESMF), Environmental and Social Management Plans (ESMPs), and the Grievance Redress Mechanism (GRM), and Resettlement Policy Framework (RPF).

Context of the Assignment

Due to the scope and nature of the project, E&S risks are significant. In this context, there are two key aspects of E&S monitoring: (i) the implementation of ESMPs at the village level by contractors and their staff, and (ii) the implementation of the RPF which is managed by the PRMSC directly. This assignment covers the first aspect; verification of Voluntary Land Donation under the RPF and the assessment of beneficiary satisfaction through Community Scorecards are undertaken under a separate assignment.

PRMSC seeks to engage an independent and qualified external firm (hereafter referred to as the "TPM Firm") to assess the E&S performance of all contractors engaged for civil works under the Project, through Contractor E&S Performance Scorecards conducted for each village/scheme. These assessments will ensure compliance with the agreed E&S safeguards frameworks, regulations, and policies of the World Bank, the Government of Punjab, and the Government of Pakistan, thereby enhancing transparency, accountability, and mitigating E&S risks.

Assignment Objectives

The objective of this assignment is to:

1) Conduct Contractor E&S Performance Scorecards (ESPSC) exercises for all contractors engaged under PRSWSSP for civil works, to independently assess each contractor's compliance with the ESMF, ESMPs, and other applicable E&S requirements. The Scorecard will be conducted for at least 2 village of each contract package (priority: schemes reach approximately 80% physical completion) and consolidated reports for each contractor will be prepared. The TPM Firm will also develop, formally communicate, and corrective action plans to address identified E&S performance issues. The TPM Firm will develop tools and receive training from PRMSC on how to conduct the scorecard assessment prior to the initiation of the activity.

Scope of Services – Contractor E&S Performance Scorecards

1. Pre-Assessment Preparation
    a. Thoroughly review all relevant project documents, including but not limited to: the Project Appraisal Document, the ESMF, the ESMPs, and the E&S requirements of the civil works contracts.

b. In coordination with PRMSC, obtain the list of contractors, the villages/schemes assigned to each, and scheme-wise physical progress data, and prepare a workplan and schedule for assessments aligned with schemes reaching 80% physical completion. This will be submitted to the PRMSC for approval in an Inception Report.
c. Prior to conducting an assessment, the TPM firm's assessor must:
    i. Undergo a comprehensive training on the assessment methodology
    ii. Examine key documents like the contractor's ESCP, GRM, and E&S monitoring reports
    iii. Coordinate with PRMSC and the contractor's representative to schedule the on-site visit
    iv. Ensure that they have a copy of the Scorecard, the relevant SOP document, and any required glossaries.

2. On-site Assessment and Scorecard Completion
    a. The assessor will conduct a one-time, specific assessment of 2 villages (priority: schemes reach approximately 80% physical completion) in each contract package. During the on-site visit, the assessor will:
        i. Systematically inspect active work areas, material storage points, waste collection areas, and labor facilities
        ii. Collect evidence for each item on the scorecard through direct observation (including photo evidence where possible), document review (e.g. training logs, waste disposal records), and informal consultation with workers and/or community members.
        iii. ESMP /HSE/PPE reports/log books
    b. Assign scores for each item on the scorecard using the provided key
    c. Provide factual and specific comments for every scorecard item.
3. Calculating Final Scores and Action Plan Development
    a. The firm is responsible for calculating two types of scores:
        i. Final scheme score which measures the non-compliance percentage for each subproject (where a lower score indicates better performance)
        ii. Final contractor score which is determined by averaging the scores of all completed scorecards for a specific contractor.
    b. Develop action plans to address any E&S performance issues identified during the assessment, specifying the corrective actions, responsibilities, and timelines.
    c. Formally communicate these corrective actions to the PRMSC and the contractor, and track their implementation until closure, reporting their status in the Interim and Final E&S Performance Reports.

Key Qualifications and Experience of the TPM Firm

The selected firm must demonstrate:

- A minimum of 10 years of proven experience in conducting environmental and social impact assessments, E&S compliance monitoring/audits, and third-party monitoring for rural development and infrastructure projects.

- Demonstrable experience in assessing the E&S performance of contractors on civil works, including occupational health and safety (OHS), labor and working conditions, waste management, and community health and safety
- Knowledge of the World Bank's Environmental and Social Framework and the World Bank Group Environmental, Health and Safety (EHS) Guidelines
- Familiarity with the national and provincial environmental, labor, and occupational health and safety legal and regulatory framework applicable in Punjab
- Proven experience in designing and implementing compliance assessments using checklists/scorecards, including direct observation, document review, and qualitative data collection techniques
- Strong analytical and report writing skills in English
- A team of qualified professionals with expertise in:
    - Social development/sociology/anthropology/ social science
    - Occupational health and safety
    - Labor and working conditions
    - Grievance redress and community health and safety
    - Environmental management
    - Monitoring and evaluation
    - Mixed methods research and data analysis
- The proposed Team Leader should have at least 10 years of relevant experience, and a postgraduate degree in a relevant discipline
- Experience of working in rural Punjab and an understanding of the local socio-cultural context is highly desirable
- The firm must be an independent entity with no conflict of interest with the Project, the PRMSC, any of the Implementing Partners, or any of the contractors engaged under the Project.

Deliverables

The Firm will be required to submit the following reports in English:

#	Deliverable	Detail	Timeframe
1	Inception report	Report shall include: detailed methodology, work plan, and schedule for the assessment period, aligned with the physical progress of schemes; list of contractors and the villages/schemes assigned to each; approach for on-site assessments, evidence collection (including photo evidence), scoring, and calculation of final scheme and contractor scores; mechanism for formally communicating and tracking corrective action plans; finalized assessment tools; outlines for deliverables 3 and 4.	2 weeks after contract signing

2	Filled E&S Performance Scorecards	Completed tools, scores, comments, supporting evidence (including photographs), and action plans for each project village	Within 4 week of completion of inception report
4	Final E&S Performance Report	Contractor wise report to be submitted for final consolidated findings of scorecard assessments. This report will: summarize key findings, trends, and systemic issues observed for each contractor; present the final scheme scores and final contractor scores; provide an overall assessment of the contractors adherence to E&S safeguards; report the final status of corrective action plans; evaluate the effectiveness of mitigation measures; highlight good practices and lessons learned; provide strategic recommendations for improving safeguards performance	Within 4 weeks of completion of scorecards for all villages
5	Briefing Notes	As requested by PRMSC on specific urgent issues, significant findings requiring immediate attention, or for specific reviews	To be mutually agreed upon on a case-by-case basis

Duration of the Assignment

The total duration of this assignment is expected to be 10 weeks.

Client's responsibilities

1. Nomination of focal persons for E&S scorecards for the provision of required data and information.
2. Timely provision of all required information and data, including but not limited to the following:
   i. Soft and hard copies of all available data, as well as reports or summary data sheets maintained for recording and tracking progress.
   ii. All SOPs and procedures that are being or were followed during the execution of activities related to E&S safeguards, including the Scorecard, the relevant SOP document, and required glossaries.
   iii. Data related to the types of schemes provided to villages/settlements, and the contractors assigned to each.
   iv. Contractors' ESCPs, GRM records, E&S monitoring reports, and scheme-wise physical progress data identifying schemes reaching 80% physical completion.
3. The client's focal persons shall instruct their field staff and the contractors to facilitate the service provider by providing the requisite data and information, and access to active work areas, material storage points, waste collection areas, and labor facilities.
4. Facilitate the service provider's team in field data collection by introducing them to local community members, community leaders (VO members), and contractor staff.

5. Provide training to the service provider's assessors on the scorecard assessment methodology prior to the initiation of the activity.
6. Ensure that contractors take timely action on the corrective action plans communicated by the service provider.
7. Provide the service provider with the requisite NOCs from the concerned departments/authorities for conducting field data collection and other related activities.
8. Timely review of submitted deliverables and provision of feedback.

Note: In most third-party audits, there is a high risk of a lack of coordination or intentional non-cooperation from staff whose records or performance are being audited. Therefore, the client shall ensure that such conflicts do not arise by clearly communicating that the purpose of the audit is to identify underlying weaknesses in existing procedures and protocols rather than to penalize the officials concerned.

Payment Schedule

Sr. No.	Deliverable	Payment (%)
1.	Inception Report (methodology, tools, workplan)	10%
2.	E&S Performance Scorecards (Village-wise submission)	60%
3.	Final E&S Performance Report (Contractor-wise consolidated findings + lessons learnt)	30%