**TERMS OF REFERENCE**

**IT CONSULTANT**

1. **BACKGROUND**

Multan Electric Power Company Limited (MEPCO) is a public limited company incorporated on **May 14, 1998** in line with Government policy of unbundling and corporatization of Pakistan power sector. The company was established to acquire all properties, rights, assets, obligations and liabilities of defunct Multan Area Electricity Board, Grid Stations and transmission lines of the supply system which were directly and exclusively supplying electricity in the jurisdiction of the said Multan Area Electricity Board.

MEPCO is one of the largest Distribution Companies of Electricity in the Public Sector serving more than 07 million consumers having 15000+ employees with annual turnover of more than Rs. 200 Billion and consisting of operational area covering 13 Districts of Punjab. The Charter of MEPCO is to provide reliable and safe Electric Power Supply to its consumers in its jurisdiction.

MEPCO IT Directorate has been providing IT support services to different departments of MEPCO. For growing need of digitization, MEPCO is in the process of hiring services of a versatile and experience IT Consultant/Firm for formulation of Digital Technology Roadmap, IT Policy, Business Warehouse, Business Intelligence, IT Organizational Restructuring, etc.

1. **OBJECTIVE OF THE ASSIGNMENT**

The selected Consultant will provide services pertaining to technical, system administration matters and Software Development. The consultant is required to lead all IT related projects of MEPCO. He is required to deliver, lead and manage the software/hardware according to the needs of future digitized organization. Moreover, the consultant may require developing vision & scoping document for entire IT interventions/projects. He must ensure maintenance of the technology standards and best practices suitable for organization’s applications and requirements.

1. **SCOPE OF SERVICES / DELIVERABLES**

The Consultant/Firm shall be responsible for the following tasks:

* Propose a comprehensive Digital Technology Road map, keeping in view future technology interventions for MEPCO which should be paper less, cost efficient, highly scalable, easy to upgrade and user friendly. The proposed Digital Technology Road map should include at least following: -

1. Short term, medium term and long term software and hardware requirements with their implementation sequence & plan.
2. Analyze, design and propose Business Warehouse which will integrate all the existing and future technologies by applying industry specific tools which will surely lead to Business Intelligence.
3. Propose a comprehensive plan for capacity building of existing human resource.

* Formulation of IT Policy, security policies and procedures, keeping in view world class standards of Information Security Management Systems (ISMS) for ISO 27001, etc. He will carry out a security analysis and risk assessment of the IT environment and implement any necessary security controls based on the risk assessment in order to protect the network and systems in line.
* Developing policies to maintain the confidentiality of sensitive data.
* Identify the integration points for development of Business Warehouse and propose a proposal for establishment of Business Warehouse which should lead for the establishment of Business Intelligence system with customized environment to integrate data and generate meaningful information that drives cost-effective business actions from various sources like ERP, Billing, AMI, GIS etc.
* Lead team to process unstructured data into a form suitable for analysis and then do the analysis.
* Research the external environment, case studies and leading-edge technologies and where appropriate identify and recommend external partners for the delivery of best in class technologies suitable for organization’s applications and requirements
* Propose and design migration plan of IT building into newly proposed building. Design of new building should have enough capacity to fulfill existing & future technological interventions requirements which should not limited to just HR but also cater the long term complete IT infrastructure requirements.
* Proposal for Development of Disaster Recovery Site(s) for data & application security.
* Analyze, design and propose Data Centre establishment in new building, keeping in view existing Data Centre linkage and proposed Disaster Recovery Site.
* Analyze, design and propose the complete Network solutions, keeping in view existing and future scenario.
* Propose new Organogram/Organizational Structure (Yardstick) for IT Directorate.
* Proposal for adjustment for existing qualified human resources with defined roles.
* Identify and formulate training and capacity building requirement of IT staff.
* The consultant is also required to advise and recommend on any other matter during the course of engagement as and when required by MEPCO Senior management.
* Lead Software Development according to the needs of the organization
* Communicate and work effectively with the management
* Effective Team building
* Effective team utilization; implementing mechanisms to monitor, manage and provide progress on all software development activities
* Identify and implement technology trends
* Ensure maintenance of the technology standards and best practices
* Lead all IT related projects of the company and ensures timely delivery at maximum profit and minimum resource utilization.
* Supervising, Designing, provisioning and managing big data infrastructure according to the needs of MEPCO.
* Working with colleagues in engineering, database administration, applications, networking and user support teams to ensure the secure and reliable operation of the data infrastructure according to relevant standards and service levels
* Leading, planning and conducting data analysis to create insights of value to the organization
* Coaching others in use of the infrastructure
* Monitoring performance through available dashboards and deriving value from different data sources.
* Supporting the procurement of additional data services (software/hardware/networking) as and when required by MEPCO Management. He will prepare RFPs.
* Lead team to monitor performance and advising any necessary infrastructure changes
* Consultant shall be available full time in IT Directorate and follow all the SOPs or policies of the office during whole period of his consultancy services.
* Supervising the designing and implementation of “supply, installation, testing, commissioning, training, maintenance & support of citywide command and control systems” through experts
* Ensuring the provision of technical capability to provide support and maintenance for all the technologies
* Working with the technical staff and consultants to ensure that The Network Operation Centre (NOC) is providing a centralized, enterprise-wide service to manage the IT systems deployed at the Data Centre and across the organization.
* Reporting any violation of SOPs/Rules/Laws to Chief Executive Officer and activate accountability mechanism
* Any other assignment in IT field in addition to above.

1. **PROFILE OF CONSULTANT**

The Consultant will be assigned from the list of shortlisted consultants fulfilling the minimum qualifications and experience requirements. Minimum of sixteen (16) years education in Computer Sciences/ Engineering/ Big Data/ Information Technology or equivalent degree with at-least ten (10) Years working experience in relevant field. The experience of large scale projects will be preferred over others.

1. **EXPECTED DELIVERABLES**

A monthly progress report on Consultants work (as per his defined methodology) would be prepared and submitted, including tasks listed under “Scope of Services”, above.

**5.1** **Qualification of Key Personnel/ Consultant**

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| **Name** | **Qualification** | **Age Limit** | **Experience** |
|  | Minimum of sixteen (16) years education in Computer Sciences/ Engineering/ Big Data/ Information Technology or equivalent degree. | 65  Years | * At-least ten (10) Years working experience in the field of Computer Science/IT, out of which at least three (03) years of experience of heading IT Department of an organization of significance size & importance in private or public organization. * Must have at least one (01) year experience of a Big Data Centre or department in Private or public sector. * Must have at least two (02) years’ experience of IT Projects in capacity of Project Manager/ Senior Manager/Project Director. * IT Consultant should have experience of introducing and implementing ITMS procedures and IT Security protocols. Have experience of setting up Data Warehouse for information mining. Be able to link multiple systems to extract data in the Warehouse. Have knowledge of Predictive Analysis. Be able to lead a strong IT and GIS team. Etc. |

**5.2** **Project Management, Quality Control and Safety.**

1. Check and make recommendations on quality assurance, quality control plan and submitted by consultant.
2. In the event of the Project milestones/timelines not achieved, the consultant shall undertake a review of the progress of deliverables and identify potential delays, if any. If the consultant shall determine that completion of the work/ task is not feasible within the time specified in the contract agreement, it shall require Consultant to indicate within 15 (fifteen) days the steps proposed to be taken to expedite progress, and the period within which the work/ Task Completion Date shall be achieved. The consultant shall review the same and send its comments to MEPCO.
3. If DELAY is not attributable to the Consultant, the Consultant shall propose the extension of dates set forth in the Task Completion Schedule, to which the Consultant is reasonably.
4. The progress regarding delivery will be monitored as per detailed scope and provide feedback to MEPCO on weekly and monthly basis.

**5.3** **Verification of consultant's Invoices**

The progress payments due to the consultant in accordance with the provisions of the respective contract document will be verified by concerned department.

**5.4** **Preparation of Reports and Documents**

1. The Consultant shall Prepare detailed implementation plan with monthly reviews, comments and updates. Implementation plan report should indicate the activity-wise phasing of Task. Identify the critical factors that could affect the implementation of the Tasks and develop a detailed management plan and recouping strategies for such factors.
2. Consultant shall submit a Monthly Progress Report that summarizes all aspects of the completed month and cumulative work progress.

1. Upon completion of the Task/ Deliverables, the Consultant will prepare the Completion Report.

All reports/documents should be in English language and content/format of the same should be finalized with concurrence of MEPCO. For each report submitted an electronic copy will also be provided.

1. **COMPLETION PERIOD**

The Consultant will be engaged for a period of 09-Months or till completion of project which so ever is earlier. However, further period may be extendable if required by MEPCO Management.

1. **ELIGIBILITY/ QUALIFICATION CRITERIA FOR CONSULTANT**
   1. Applicant Consultant/Firm must have minimum of 10 years of working experience for providing consultancy services of at-least five (05) required areas/ fields. However, experience of key personnel will be as mentioned in individual Term of Reference.
   2. Only those consultants will be eligible to submit their proposals who are active taxpayers as per Federal Board of Revenue Data base i.e. Active Taxpayer List (ATL) for both Income Tax & Sales Tax and relevant provincial revenue authorities/boards as the case may.
   3. Consultant shall have sound financial background proportional to the magnitude of work involved. Duly supported by reports, on financial standing of consultant such as balance sheets inter alia, assets and liabilities certified by an auditor along with auditor’s report for last three years.
2. Consultant may engage/contract key personnel specifically for the above said assignments. However, consent of such key personnel for working on the assignment has to be attached with the proposal.
3. In case of JV, Team Leader must be from the lead Consultant.

**7.1** **Documents Establishing Qualification of Consultant**

To prove his qualification for award of Contract, Consultant/ JV shall provide the following information along with documentary evidence in detail:

* + 1. The background and experience of Consultant (individual or joint venture) including authenticated list of current agreements and other supporting documents of past and present works of a nature similar to this project in the last ten years.
    2. The detailed approach and methodology along with activity-wise time schedule proposed for carrying out the work as mentioned under the scope of work including other detailed information as deemed relevant.
    3. The name, qualifications and professional experience of key personnel to be assigned to the project. Such key personnel shall be employed with the consultant. Documentary evidence to this effect including authentic salary

slips of the key personnel shall be submitted with the proposal. Salary slips should be genuine and signed by the authorized representative of Consultant as well as concerned key person.

1. **HOUSING & OFFICE FACILITIES FOR THE CONSULTANT**
   1. The Consultant shall establish their project office near the Client's office.
   2. The Consultant shall make their own arrangements to furnish their offices. They shall provide cost estimates and details of their requirement in this respect under Direct Cost in their proposal.
2. **TRANSPORT**

Vehicles required by Consultant, their operation and maintenance shall be covered in the direct cost of the Consultant.

1. **TAXES AND DUTIES**

The payment of Taxes, Duties, Fees and other impositions as may be levied under the applicable law, in respect of the Consultant and their personnel shall not be the responsibility of Client.