



Dated: December 16, 2024

**REQUEST FOR BIDS**  
**NON-CONSULTING SERVICES**

**SHS Consumer Awareness and Complaint Management Firm**

**Employer:** Sindh Energy Department

**Project:** Sindh Solar Energy Project

**Contract title:** SHS Consumer Awareness and Complaint Management Firm

**Country:** *Pakistan*

**Loan No. / Credit No. / Grant No.:** 62580-PK

**RFB No:** PK-SED-461762-NC-RFB

**Issued on:** 16-12-2024

1. The Energy Department, Government of Sindh, has received financing from the World Bank for the Sindh Solar Energy Project and intends to apply part of the proceeds toward payments for contracts related to the Solar Home System (SHS) Consumer Awareness and Complaint Management Firm.
2. The Project Management Unit of the Sindh Solar Energy Project invites sealed bids from eligible bidders for the procurement of an SHS Consumer Awareness and Complaint Management Firm.
3. Bidding will be conducted through National Competitive procurement using a Request for Bids (RFB) as specified in the World Bank's 'Procurement Regulations for IPF Borrowers' Fourth Edition, November 2020 "Procurement Regulations" and is open to all eligible bidders as defined in the Procurement Regulations.
4. Interested eligible Bidders may obtain further information from Project Management Unit office of Sindh Solar Energy Project or via email: [pd@ssep.gos.pk](mailto:pd@ssep.gos.pk) and [manager.procurement@ssep.gos.pk](mailto:manager.procurement@ssep.gos.pk)
5. A complete set of bid documents and the Request for Bid (RFB) for the assignment can be purchased from the Project Management Unit (PMU) of the Sindh Solar Energy Project for a non-refundable fee of Rs. 5,000, payable by pay order in favor of the 'Sindh Alternative Energy Fund.' Alternatively, the documents can also be downloaded from the SSEP website at <https://ssep.gos.pk/active-tenders/>, however, the non-refundable fee of Rs.5000/- shall be submitted at the time of bid submission.
6. Bidders must submit the Request for Bids in the following format: one printed original (signed & stamped), two photocopies, and one electronic copy on a USB drive.
7. All bids must be accompanied by a bid security of 2% of the bid price.

8. Attention is drawn to the Procurement Regulations, which require the Borrower to disclose information about the successful bidder's beneficial ownership. This information must be included in the Contract Award Notice using the Beneficial Ownership Disclosure Form provided in the bidding documents
9. Requests for Bids must be delivered to the address below on or before **14:00 hours (PST) on January 8, 2025**. Electronic bids will not be permitted, and late bids will be rejected. Bids will be publicly opened in the presence of the bidders' designated representatives and anyone who chooses to attend, at the address below at **14:30 hours (PST) on the same day, Wednesday, January 8, 2025**.

**Attention:** The Project Director, Sindh Solar Energy Project,

**Address:** Project Management Unit (PMU),

Bungalow # D-155, Block-5,

Clifton, Karachi, Pakistan

**Telephone:** + 92 21 99332106

**Email Address:** [pd@ssep.gos.pk](mailto:pd@ssep.gos.pk) and [manager.procurement@ssep.gos.pk](mailto:manager.procurement@ssep.gos.pk)



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**Engr. Mehfooz A. Qazi**

Project Director