

Terms of Reference (TORs)

FOR HIRING A CONSULTING FIRM / CONSULTANT FOR COMPLETING CITIZEN REPORT CARD (CRC)

Objectives of the assignment:

The Federal Tax Ombudsman (FTO) Secretariat has received a grant from the World Bank under project titled “Ombudsman IDF: Institutional Capacity Building”. The objectives of this project are to strengthen the Ombudsman institutions by improving their skill in handling the public complaints, increasing the number of citizens benefiting from their services, and faster processing of complaints leading to greater citizen satisfaction. Amongst other project objectives, an important goal of the project is to collect systematic feedback from the actual users of the Ombudsmen services. The Project management, therefore, desires to sponsor “Citizen Report Card (CRC)” for collecting citizen feedback on the adequacy and effectiveness of the services provided by the Federal Tax Ombudsman Secretariat and Wafaqi Mohtasib’s Secretariat.

Scope of work: The survey will limit itself to the actual users of public services in Pakistan. An important task for the proposed survey is to determine the level of in-puts required for improving the services.

The suggested sample sizes and their proportionate break-ups is as under:

1. Survey size
 - FTO Secretariat --- 1,000
 - Wafaqi Mohtasib Secretariat --- 3,000
2. Period ----- Actual users during the last 3 years
3. Area wise Distribution
 - Punjab 50% Sindh 25%
 - KPK 20% Baluchistan 5%

Description of Tasks:

The selected firm will perform the following tasks:

1. Submit a proposed work plan in an initial inception report
2. Prepare a draft questionnaire
3. Conduct advance testing of the proposed questionnaire to ensure that the questions are clearly formulated and intelligible to respondents, prepare a field test report, and finalize the questionnaire
4. Translate the questionnaire into local languages, if necessary, and print the required number of copies.
5. Mobilize an adequate number of qualified field survey investigates to ensure that the field survey gets completed within the time schedule.
6. Carry out the survey based on the agreed work plan and questionnaire
7. Carry out data analysis using suitable statistical software.
8. Provide a final report including a summary of the main findings

9. Provide an actionable recommendations based on the main findings for improving user satisfaction with the services of the surveyed Ombudsman Offices

Deliverables

1. Inception Memo with a detailed work plan
2. Proposed Questionnaire and sampling plan
3. Weekly Progress Report in the specified format
4. Soft Copy of the data in SPSS Format -- or other software
5. Soft Copy (in Excel Format) and Hard Copy of the data analysis tables
6. Summary of the main findings (Soft Copy and Hard Copy)
7. Draft copies for discussion with the management
8. Final Report (Soft copy and 5 Hard Copies) with main findings from data analysis and recommendations for improving user satisfaction

Qualification & Eligibility requirement:

The interested consultants shall be a tax registered national management consultancy firm or an international management consultancy firm or officially registered not-for-profit organization (e.g. research institute, academic institution) incorporated for at least ten (10) years for offering similar services and have completed ten (10) similar projects of this scale and complexity and in comparable organizations. Consultant should possess good knowledge of all concepts, principles and approaches required for assignment. The firm should provide details (documentary evidence e.g. contract award or reference letter from the clients stating scope of services and deliverables) of all such projects for the last 5 years or more during which they were completed. In case of joint venture, the details of such projects will be provided separately as primary or associated consultant. Shall have an adequately staffed and equipped offices. Shall have competence of existing and proposed personnel. Shall have sufficient professionals on the strength of the firm with at least Master Degree and experience in project management, survey work, data analysis, and report writing. Experience of working with government and/or donors would be an advantage.

Following would be the short listing criteria:

Overall Relevant Experience:	10
Number of Similar and Comparable Projects:	50
Logistical & staff capacity:	15
Professional Capacity:	25
Total	100

Timelines: The Consultant will be required to complete his assignment in two (2) months and no further extension in this time limit could be granted as the Project would be closed in September 2015.

Selection Process:

The consultant will be selected in accordance with the criteria laid down in “Selection Based on Consultants Qualification” (CQS) method set out in the Consultant Guidelines (January 2011) of World Bank.