



FEDERAL TAX OMBUDSMAN SECRETARIAT

5-A, Constitution Avenue, Islamabad, Pakistan

Islamabad, Postal Code 44000, Pakistan

Request for Expression of Interest

Project Title: Ombudsman IDF- Institutional Capacity Building

Assignment Title: Performance Improvement Interventions in Selected Ombudsman Offices—Component #2

Publication Date: 11th -Jan-2014

Expression of Interest (EOI) Deadline: 27th-Jan-2014 at 10:00:00 AM (to be opened on the same day at 11:00 AM)

Language of EOI: English

Assignment Country: Pakistan

Funding Sources: World Bank IDF-Grant

Implementing Agency: Federal Tax Ombudsman (FTO) Secretariat

Individual/Firm: The consultant will be a firm.

Assignment Description:

The above project is designed to improve the service delivery of Pakistan's Ombudsman Offices by strengthening responsiveness and accountability. It is based on the objective of providing timely and effective redressal of citizens' grievances. The project intends to establish partnership amongst all ombudsman offices on a shared common vision and empower them by bringing in innovative technological interventions that would develop them into strong independent dispute resolution bastions, scaling down unnecessary litigation burden of the courts and thus reducing the work load of the judiciary.

Conventional grievance redress mechanisms in Pakistan have, however, limited capacity to provide prompt and timely redress of the grievances and their performance can be improved if the capacity of these institutions is enhanced. For this consultancy, the FTO Secretariat seeks to hire the services of a consultant (firm) to identify performance improvement interventions in Pakistan's Ombudsman offices (total 12) and present it in the form of a needs assessment report (with review of the implementation of Ombudsman Reforms Act 2013, organizational capacity, officials' capacity, and budgetary allocations – to help analyze existing situation and identify capacity gaps. For analysis and recommendations, the study will also use/benefit from int'l best practices), and prepare action plan for implementation.

Qualification Criteria:

1. Provide information showing that they are qualified in the field of the assignment. *
2. Provide information on their core business and years in business. *
3. Provide information on the technical and managerial capabilities of the firm. *
4. Provide information on the qualifications of key staff. *

(* represents mandatory information)

Consulting Firm will be selected in accordance with the method set out in the World Bank's guidelines for selection of consultants.

For details regarding Introduction, Objectives & Deliverables, Implementation Action Plan, Eligibility Criteria, Submission of Proposals etc. visit office during the office hours (0800 to 1600) or website www.fto.gov.pk

The Federal Tax Ombudsman Secretariat reserves the right to accept or reject any or all the tenders as the case may be.

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