



FEDERAL TAX OMBUDSMAN SECRETARIAT

5-A, Constitution Avenue, Islamabad, Pakistan

Islamabad, Postal Code: (44000), Pakistan

Request for Expression of Interest (Consulting Service- Consultants/ Firms Selection)

OMBUDSMAN IDF: INSTITUTIONAL CAPACITY BUILDING

Loan No./Credit No./ Grant No.: TE012310

Assignment Title: Implementing Performance Improvement Interventions in all Ombudsman Offices

Reference No. (as per Procurement Plan): 39-2010-Sr-Adv

The Federal Tax Ombudsman Secretariat has received financing from the World Bank towards the cost of the IDF: Institutional Capacity Building, and intent to apply part of the proceeds for consulting services.

The consulting services “implementing performance improvement interventions in all Ombudsman Offices” briefly include preparation of an inception report, review of all Ombudsman Offices, services of required experts, stock taking exercise of successful intervention and best practices, need assessment of each member office, review of legal framework, recommendations on improvement in the legal framework, proposal of effective enforcement mechanism, implementation of selection support in the member offices, monthly progress report and other work to be assigned etc.

The Federal Tax Ombudsman Secretariat now invites eligible Consultants/Consulting Firms to indicate their interest in providing the Services, Interested Consultants should provide information demonstrating that they have the required qualification and relevant experience to perform the Services. The short

listing criteria are: “A financially and technically sound and tax registered firm / consultants, having at least seven 7 years experience in capacity building, to carry out research, develop legal systems and provide support services, having good knowledge of public sector and could arrange experts of requisite qualification and experience. He should have excellent communication and computer skills.

The attention of interested Consultants/Consulting Firms is drawn to paragraph 1.9 of the World Bank’s Guidelines: Selection and Employment of consultants under IBRD Loans and IDA Credits & Grants by World Bank Borrowers, setting forth the World Bank’s policy on conflict of interest.

Consultants/Consulting Firms may associate with other firms in the form of a joint venture or a sub consultancy to enhance their qualifications.

A Consultant/Consulting Firms will be selected in accordance with the method set out in the Consultant Guidelines.

For details visit office during the office hours (0800 to 1600 hours) or website www.fto.gov.pk.

Expressions of interest must be delivered in a written form to the FTO Secretariat in person, or by mail, or by fax, or by e-mail by *04-03-2013*.

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TORs of Consulting Firm / Consultant under Component-2:

Implement performance improvement interventions in all Ombudsman Offices:

1. Prepare inception report and share with stakeholders
2. Conduct a review of all Ombudsman offices to assess the potential for performance improvement through improvement in procedures, business processes and developing capacity;
3. Provide services of required experts for undertaking performance improvement interventions;
4. Conduct a stock taking exercise of successful interventions and best practices for capacity building, accountability and responsiveness to assess replication in other Ombudsman offices;
5. Conduct need assessment of each member office for identification of urgently needed support ;
6. Review legal framework of various Ombudsman offices;
7. Present recommendations for improvement in the legal framework;
8. Implement performance improvement programme in all Ombudsman offices;
9. Propose effective enforcement mechanism of Ombudsman decisions;
10. Implement selected support in the member offices;
11. Prepare monthly progress report;
12. Assignment/project end reports;
13. Any other related work as may be assigned;

Requirements:

1. A financially and technically sound and tax registered firm / consultants; having at least seven (7) years experience in capacity building, carrying out research, developing legal systems and providing support services;
2. Should have good knowledge of public sector and available legal systems in the country;
3. Could arrange experts with at least Masters degree in Social/Management Sciences together with good understanding of law.
4. Possess excellent communication skills in English and Urdu;
5. Possess excellent computer skills;

Performance Indicators:

1. Implemented performance improvement programme in all Ombudsman Offices;
2. Replicated successful interventions in Ombudsman offices;
3. Provided urgently needed support to strengthen member offices;
4. Revised legal framework of various Ombudsman offices;
5. Recommended enforcement mechanisms for Ombudsman decisions;
6. Prepared regular monthly progress report as well as end of assignment report