



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: ESTABLISH INDEPENDENT SERVICE MONITORING SYSTEMS

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 for “establish independent service monitoring systems” briefly include preparation of an inception report, services of experts, situation analysis, recommendation on independent monitoring mechanisms for each offices, implementation of independent monitoring mechanisms in two member offices, monthly progress report, project end report, any other related work may be assigned etc.

The Federal Tax Ombudsman Secretariat now invites eligible Consultants/Consulting Firms to indicate their interest in proving the Services, Interested Consultants/Consulting Firms should provide information demonstrating that they have the required qualification and relevant experience to perform the Services. The short listing criteria are: “financially and technically sound and tax registered firm / consultants with minimum of seven 7 years experience in conducting research and capacity building, having good knowledge of public sector and performance improvement strategies, could arrange experts with requisite qualification, possess excellent communication and computer skills etc.

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 Consultants/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*.

MUHAMMAD FARHAN KHAN

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TOR of Consulting Firm / Consultants under Component 3:

Establish independent service monitoring systems:

1. Prepare inception report;
2. Provide the services of experts to undertake the assignment;
3. Carry out situation analysis;
4. Prepare report recommending establishment of independent monitoring mechanisms for each office;
5. Implement independent monitoring mechanisms in two member offices for emulation by others;
6. Prepare Monthly progress report of the activities undertaken;
7. Prepare assignment/project end report;
8. Any other work as may be assigned;

Requirements:

1. A financially and technically sound and tax registered firm or consultants with minimum of seven (7) years experience in conducting research, and capacity building;
2. Should have Good knowledge of public sector and performance improvement strategies;
3. Could arrange experts with at least Masters in Social/Management Sciences;
4. Possess excellent communication skills in English and Urdu;
5. Possess excellent computer skills;

Performance Indicators:

1. Prepared inception report
2. Prepared recommendations for establishing independent service monitoring mechanisms for each Ombudsman office;
3. Completed independent monitoring mechanisms in two member offices;
4. Prepared regular monthly progress report;
5. Prepared end assignment report;