



**PROJECT MANAGEMENT UNIT (PMU)  
PUNJAB URBAN LAND SYSTEMS ENHANCEMENT(PULSE)  
PROJECT**

**Board of Revenue (BOR)  
Government of the Punjab**

**REQUEST FOR EXPRESSIONS OF INTEREST  
(CONSULTING SERVICES – FIRMS SELECTION)**

**COUNTRY:** PAKISTAN  
**NAME OF PROJECT:** PUNJAB URBAN LAND SYSTEMS ENHANCEMENT  
PROJECT (PULSE)  
**Credit No.:** 7041-PK  
**Assignment Title:** HIRING OF CONSULTANCY FIRM FOR ASSESSMENT  
& DEVELOPMENT OF PROCEDURES FOR GRIEVANCE  
REDRESSAL MANAGEMENT SYSTEM OF BOARD OF  
REVENUE (BOR), GOVT.OF PUNJAB UNDER PULSE.  
**Reference No.:** PK-BOR PUNJAB- 371220 -CS-QCBS

The Government of Punjab has received financing from the World Bank toward the cost of the Punjab Urban Land Systems Enhancement Project (PULSE), and intends to apply part of the proceeds for consulting services.

The consulting services (“the Services”) shall facilitate the project in effective community engagement and participation in the Punjab Urban Land Systems Enhancement project. The firm will assess the requirements and develop the procedures for an efficient Grievance Redressal (GR) system that contribute to enhance citizen engagement by strengthening existing system of Board of Revenue (BoR).

The detailed Terms of Reference (TOR) for the assignment can be found at the following website: <https://pulse.gop.pk/>

The Project Management Unit (PMU), Board of Revenue now invites eligible consulting firms (“Consultants”) to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. Key Experts will not be evaluated at the expression of interest stage. The prospective consultant(s) shall have the following experience:

- a. Demonstrated expertise in Governance and Risk management assessments for a minimum period of 08 years at national/international level.

- b. Experience of business development for MIS solution/software programs related to similar interventions. At least conducted five (05) projects of similar nature (Documentary evidence of completion must be provided).
- c. Knowledge and understanding of the public sector, preferably in revenue administration.

The attention of interested Consultants is drawn to Section III, paragraphs, 3.14, 3.16, and 3.17 of the World Bank's "Procurement Regulations for IPF Borrowers" dated November 2020 ("Procurement Regulations"), setting forth the World Bank's policy on conflict of interest.

Consultants may associate with other firms to enhance their qualifications, but should indicate clearly whether the association is in the form of a joint venture and/or a sub-consultancy. The Consultant shall clearly describe the anticipated role of each JV partner as well as Sub Consultant within the association. In the case of joint venture, all the partners in the joint venture shall be jointly and severally liable for the entire contract whereas each partner within the JV shall meet the qualification and experience requirement for the assigned role, if selected.

A Consultant will be selected in accordance with the Quality and Cost-based Selection (QCBS) method set out in the Procurement Regulations.

Further information can be obtained at the address below during office hours 0900 to 1700 hours.

Expressions of interest must be delivered in a written form to the address below (in person, or by mail, or by e-mail) by December 05,2023.

**Procurement Specialist**

Project Management Unit, Board of Revenue (BOR)

Government of the Punjab.

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