Expression of Interest (EOI)
For Re-Designing and Development of FBR's Website

The Federal Board of Revenue ("FBR") seeks Expressions of Interest ("EOI") from creative, capable, and experienced website design and development firms to design a new website in order to improve, update, and modernize its appearance, features, navigation, content, and ease of use. In addition, to design a new Intranet for FBR's staff to make information readily available, including integrated access to the HR Management System, CRM, etc. Moreover, to suggest methodology and tools to maintain both sites, going forward.

FBR is the Government of Pakistan's main organ for collection of taxes and duties. Its website at www.fbr.gov.pk is an important source of facilitation, information, and interface with taxpayers, tax professionals, FBR employees, and general public. It provides links to access FBR's systems for the Inland Revenue (IRS) and Pakistan Customs Services (PCS).

Objectives:

- To enhance the overall look and feel of the website, making it aesthetically pleasing, modern, user-friendly and content-rich, but at the same time easy to navigate, providing relevant information to users with the minimum number of clicks.
- To perform an information classification exercise in order to determine which information would be available to the taxpayers and general public, and which would be intended for internal consumption only.
- To separate it into an external interface for taxpayers, tax professionals, and the general public, and an internal part for FBR employees only.
- To be designed using modern tools and standards (e.g., HTML5, etc.), and to render it accessible on all platforms like all major browsers (e.g., Microsoft Edge/Internet Explorer, Google Chrome, Mozilla Firefox, etc.), mobile phones, and tablets.
- To boost its capability to accommodate blog-based and article-based content, directories, audio, and video content, etc.
- To include a chat function integrated into FBR's unified communications platform in the backend.

At the same time, the following features are to be retained:

- dual language - English and Urdu;
- integration/linkages with FBR's applications, e.g., for registration, filing of tax returns (IRIS/ITMS), customs declarations (WeBOC), checking active taxpayer lists (ATL), checking personal assets, income and expenditures (TaxRay), etc.
- easy to use content management system for easily managing overall content of the website.
- role-based access management system to provide secured, restricted access to different stakeholders.
- compliant with all relevant Web Content Accessibility Guidelines (WCAG) and laws of Pakistan.

The interested firm(s) must visit and study websites of similar organizations, such as HMRC, IRS, Singapore Revenue Authority, Norwegian Revenue Authority, etc. and the current FBR website at www.fbr.gov.pk with a view to propose improvements in its design and functionalities before preparing the EOI. The selected firm will be required to:

- carry out the visual and technical design, development, testing, and implementation of new website and Intranet in consultation with the relevant officers of FBR;
- provide a flexible and responsive development process that enables and responds to feedback from stakeholders;
- provide access permissions that enable designated officers full access to modify site settings and upload content;
- handle both back and front end issues during the development phase;
- produce a technical user manual, with a full copy of the code, and instructions for web updates and maintenance requirements;
- test application software for coding errors and potential vulnerabilities prior to deployment using automated static code analysis software, as well as manual testing and inspection;
- provide functionality that supports public outreach and drives web traffic to the site;
- provide quality assurance on final draft products;
- security certify the website and Intranet against known vulnerabilities;
- provide 3 months of technical support to ensure that the website is bug free and make minor adjustments to improve its function;
- advise skillset and tools required to maintain the website and Intranet going forward.

An EOI should include:

- credentials and proven experience in the industry;
- examples of previous work, preferably for similar large public or private sector organisations;
- cost per stage of the design process including consultation stages.

Interested firms must submit EOI for the above assignment and provide information indicating that they are qualified to perform the services by submitting brochures or brief documentation depicting their qualifications, certifications, and references along with the description of similar assignments and details of similar services provided to other clientele in similar conditions, and availability of appropriate skills among staff, etc.

Each EOI must clearly mention the name of assignment on the envelope. If firms are submitting EOI in a Joint Venture, then the experience and capacity of all the firms in the JV will be evaluated.

This hiring process will be in accordance with the procedures set out in Procurement of Consultancy Services Regulations, 2010. Interested firms may obtain further information regarding Terms of Reference (ToRs) / Scope of assignment posted from FBR's Website at www.fbr.gov.pk/tenders or email at **ssitwing@fbr.gov.pk** or visit the office of Chief-IT, Room No 519, 5th Floor, FBR House, G-5, Constitution Avenue, Islamabad between 1000 hours to 1700 hours on any working day.

EOIs must be delivered to the address below not later than 1500 hrs on 31st October, 2021; no EOI will be accepted thereafter.

Chief (Information Technology),
Room No. 519, FBR House, G-5, Constitution Avenue, Islamabad.
Tel: 051-9201061