



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

<b>Country</b>	Pakistan
<b>Name of Project</b>	Pakistan Raises Revenue Program (PRRP)
<b>Assignment Title</b>	Development of an Integrated AI-Powered Knowledge, Training & Assessment Platform for Pakistan Customs
<b>Loan No./Credit No./ Grant No.:</b>	7867-PK
<b>Reference No.:</b>	PK-FBR-531077-CS-QCBS/ 3(1)/2026-Addl-Dir(P&F)
<b>Selection Method:</b>	Quality and Cost-Based Selection (QCBS)
<b>REOI Issuance date</b>	12 <sup>th</sup> February, 2026
<b>Information Session date:</b>	18 <sup>th</sup> February, 2026   1130 HRS PST
<b>EOI Submission date</b>	19 <sup>th</sup> March, 2026   1500 HRS PST

1. The Islamic Republic of Pakistan has received financing from the World Bank towards the cost of the Pakistan Raises Revenue Program (PRRP) [P165982] and intends to apply part of the proceeds Development of an Integrated AI-Powered Knowledge, Training & Assessment Platform for Pakistan Customs.
2. The Federal Board of Revenue (FBR), through the Pakistan Raises Revenue Project (PRRP) financed by the World Bank, intends to engage a qualified consulting firm to design, develop, implement, and support an Integrated AI-Powered Knowledge, Training, and Assessment Platform for Pakistan Customs. The assignment supports Pakistan Customs' modernization agenda and international commitments under the WTO Trade Facilitation Agreement and the World Customs Organization's Revised Kyoto Convention by enhancing transparency, accessibility of information, and institutional capacity.
3. The assignment will deliver an integrated digital platform comprising: (i) an AI-powered Knowledge Hub based on a Retrieval-Augmented Generation (RAG) architecture to provide accurate, citation-backed responses to customs-related queries; and (ii) an enterprise-grade Learning Management and Assessment System to support continuous professional development and secure computer-based examinations. The scope includes development of a unified knowledge base, AI core engine, application development, system integration, testing, deployment, change management, knowledge transfer, and post-deployment support.
4. The Terms of Reference (TOR) for the assignment are attached to this request for expressions of interest and can be found at the following website: <https://fbr.gov.pk/tenders>.
5. The Federal Board of Revenue now invites eligible Consulting Firms ("Consultants"), to indicate their interest in providing the said Services for the provision and establishment of a single authoritative source of customs knowledge, improve service delivery and regulatory compliance, modernize training and examination processes, optimize the use of human resources through AI-enabled automation, and build a scalable digital foundation capable of supporting future innovation within Pakistan Customs.. Interested Consultants should provide the information demonstrating that they have required qualifications and relevant experience to perform the Services as outlined in the TORs. The shortlisting criteria are:

I. Core Business and Years in Business:

- The firm must be a registered legal entity with a minimum of three (3) years of verifiable operation in the field of software development, system integration, or digital transformation.

II. Relevant and Specific Experience in AI & Machine Learning:

- **Mandatory AI Projects:** The firm must provide evidence of successfully completing at least two (2) projects that specifically involved the deployment of Natural

Language Processing (NLP), Conversational AI (Chatbots), or Machine Learning (ML) solutions.

*Note: General web development projects do not count toward this criterion.*

- RAG Architecture Capability: The firm must demonstrate a clear technical understanding and prior capability in deploying Retrieval-Augmented Generation (RAG) or semantic search architectures, given the project's strict requirement for verifiable citations and hallucination mitigation.

○ **Data Privacy & Security Compliance:**

- The firm must demonstrate experience in adhering to strict data governance standards.
- Evidence of developing applications that comply with OWASP security standards (specifically top vulnerabilities for LLMs/Web Apps) is strongly preferred.

III. Technical and Managerial capability of the Firm:

- The Consultant shall provide description and structure that they have the right managerial and technical staff along with experts to perform the Services as outlined in the TORs.
- The firm must have a multidisciplinary team with qualified and experienced professionals in the envisaged fields

Key Experts CV will not be evaluated at the shortlisting stage.

- IV. Confirmation of free of Conflict of Interest in accordance with Section III, paragraphs, 3.14, 3.16, and 3.17 of the World Bank's "Procurement Regulations" as referred in Point# 8 below.
- V. Confirmation of eligibility as defined in paragraphs 3.21-3.24 of the World Bank's Procurement Regulations as referred in Point# 6 below.
6. The attention of interested Consultant Firms is drawn to Section III, paragraphs, 3.14, 3.16, 3.17 and 3.21, 3.22, 3.23, 3.24 of the World Bank's "Procurement Regulations for IPF Borrowers" Fifth Edition September 2023 ("Procurement Regulations"), setting forth the World Bank's policy on conflict of interest and Eligibility.
  7. 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. In the case of a joint venture, all the partners in the joint venture shall be jointly and severally liable for the entire contract, if selected.
  8. A Consultant will be selected in accordance with the Quality and Cost-Based Selection (QCBS) arrangements described in the Procurement Regulations and to be specifically set out in the Request for Proposals.
  9. A virtual Information Session shall be held on 18<sup>th</sup> February 2026 at 1130 Hours PST to familiarize the potential applicants on Terms of Reference (available at <https://fbr.gov.pk/tenders>) and ensuing procurement process. Interested Consulting Firms may obtain the respective meeting link/ invite via writing an email addressed to the undersigned (Email: [procsp.prrp@fbr.gov.pk](mailto:procsp.prrp@fbr.gov.pk)) between 13<sup>th</sup> February 2026 and 17<sup>th</sup> February 2026 (latest by 1500Hours PST).
  10. Further information can be obtained at the address below during office hours i.e. 1000 to 1600 hours PST.
  11. The Expression of Interest must be delivered in a written form to the address below (in person or by mail, or by e-mail) not later than 1500 hours (Pakistan Standard Time) on 19<sup>th</sup> March, 2026. For expressions sent electronically, Program Office will acknowledge receipt of the same via return email. In absence of such confirmation/ receipt, please contact on the address given below.
  12. The address(es) referred to above is (are):

**Procurement Specialist, Pakistan Raises Revenue Program**

Room No. 277-B, Second Floor, Federal Board of Revenue (FBR) FBR House, G-5, Constitution Avenue Islamabad, Pakistan (Off): +92 51 9219641, and +92 51 9215109,

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