

Type of Opportunity: Individual Consultant

Title of Project: Individual Consultant for the Design, Development, and Deployment of an Online Complaint Management Dashboard (Web Portal & Mobile Application)

Application Closing Date: Sunday October 11, 2026

Location of Consultancy: Karachi, Pakistan

BACKGROUND: Transparency International Pakistan (TI Pakistan), under its programme on strengthening governance and transparency in healthcare, intends to engage a qualified individual consultant to design, develop, test, deploy, and maintain an Online Complaint Management Dashboard consisting of a web portal and mobile application.

The proposed system will streamline the complaint management process by enabling online complaint submission, automated case registration, complaint routing, case tracking, and status communication between complainants and relevant authority. The overarching aim is to strengthen transparency and efficiency in the complaint-handling process through a centralized digital platform.

OBJECTIVES

- Design, develop, and deploy an integrated online complaint management portal comprising a web platform and mobile applications (Android and iOS) for a public entity.
- Develop a secure, user friendly, and accessible platform that enables citizens to submit and track complaints
- Establish an automated complaint management workflow, including complaint registration, categorization, routing, status tracking, and resolution.
- Develop an internal case management system to efficiently manage complaints through dashboards, reporting tools, and performance monitoring.
- Provide post deployment technical support and maintenance to ensure the system remains functional, secure, and responsive following implementation.

EXPECTED DELIVERABLES AND TIMELINE

All deliverables will be submitted in English, electronically, and adhere to high standards of editing and quality control. The consultant will maintain regular discussion with TI Pakistan throughout development to ensure client requirements are integrated from the start.

S. No.	Deliverable	Timeline
1	Inception Report including work plan, system architecture, and development methodology	Week 2
2	UI/UX designs and prototype for approval	Week 4
3	Functional Web Portal	Month 2
4	Android and iOS Mobile Application	Month 2
5	Complaint Management Dashboard and Admin Portal	Month 3
6	User Acceptance Testing (UAT), Testing, Quality Assurance, and Bug Resolution	Month 3
7	Final Deployment and Pilot of the System, with Full Technical Support and Maintenance	Month 3

8	Source Code, Technical Documentation, User Manuals, and Administrator Manuals	Upon completion
9	Full Transfer to Client	Post Deployment
10	Technical Support after Transfer: weekly for 2 months	Post Deployment

ELIGIBILITY CRITERIA

Applicants will be assessed based on the following minimum qualifications and experience:

- Bachelor's or Master's degree in Computer Science, Software Engineering, Information Technology, Computer Engineering, or related field.
- 3-5 years of experience in designing, developing, and deploying web-based and mobile applications, API integration, cloud deployment, cybersecurity, and role-based access control.
- Demonstrated experience in developing complaint management systems, grievance redressal mechanisms, citizen service portals, case management systems, or similar digital platforms.
- Experience working with government departments, regulatory authorities, public sector institutions, or development organizations will be considered an advantage.
- Demonstrated capacity to deliver end-to-end software solutions, including system design, development, testing, deployment, documentation, user training, and post-deployment support.
- Excellent project management, communication, and problem-solving skills, with the ability to complete assignments within agreed timelines.

EVALUATION CRITERIA

Proposals will be assessed based on the following criteria:

Criteria	Description	Points
Relevant Experience and Qualifications	Educational background, professional qualifications, and demonstrated experience in software development, web and mobile application development, and complaint management or similar digital platforms. Applicants must specify prior project references demonstrating relevant technical and functional scope.	30
Proposed Methodology and Technical Approach	Clarity, feasibility, and technical soundness of the proposed implementation approach, system architecture, development methodology, work plan, and project timeline.	30
Financial Proposal	Cost effectiveness, value for money, and reasonableness of the proposed budget.	40
Total Points		100

REMUNERATION AND COSTS

The consultant will receive a lump sum payment based on the successful completion of agreed-upon milestones and deliverables.

HOW TO APPLY



Interested applicants should submit the following documents in English as part of their application package:

- Curriculum Vitae (CV) highlighting relevant qualifications, technical expertise, and experience.
- A Technical Proposal describing the proposed implementation approach, methodology, work plan, development timeline, and technology stack.
- A Financial Proposal providing a detailed cost breakdown, including all applicable taxes.
- A portfolio of at least two similar completed projects, including links or samples of previous work where available.
- Contact details of at least two professional references or clients for whom similar assignments have been completed.

Applications should be submitted by **Closing Date** to comms@transparency.org.pk with the subject line:
Application for Consultancy: Development of an Online Complaint Management Dashboard.

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