

REQUEST FOR PROPOSAL
For
Procurement of Consulting Services of Manpower Outsourcing Firm/Company

Ref. No. KP-HISDU/Health Dept./1-2/4

The Project Director, "Establishment of Khyber Pakhtunkhwa Health Information and Service Delivery Unit/240232" (KP-HISDU), Health Department, Government of Khyber Pakhtunkhwa, invites proposals from eligible Manpower Outsourcing Companies/Firms with demonstrable experience in ICT projects for deployment of technical human resources for the development of various software modules for the Health Department under a Framework Contract. Companies/firms that meet the prescribed eligibility and qualification criteria set forth in the Standard Request for Proposals (SRFP) Documents are encouraged to apply.

2. The SRFP Documents, containing detailed information regarding the assignment, scope of services, eligibility and qualification criteria, Terms of Reference, technical specifications and other relevant terms and conditions, may be downloaded from the websites of KPPRA and the Health Department, Government of Khyber Pakhtunkhwa, as well as from the EPADS portal at kp.eprocure.gov.pk.

3. The proposals must be submitted electronically through e-PADS before 31st August, 2026 at 11:00 A.M. Technical proposals will be opened on the same day at 11:30 A.M in the presence of bidders' representatives who wish to attend. A Pre-Bid Meeting shall be held on 20-08-2026 at 11:00 A.M; the prospective bidders may attend. Manual submissions of proposals shall not be accepted.

4. A company/firm will be selected under Rule-23 (b) Quality and Cost Based Selection (QCBS) and procedures described in the SRFP documents, in accordance with the KPPRA Rules, 2014.

5. The entire human resource requirement shall be treated as a single package, and participating firms shall be required to submit proposals covering the deployment of the required human resources and achievement of all associated deliverables.

6. A fixed Bid Security (earnest money deposit) of PKR 500,000/- in the shape of a Call Deposit Receipt or Bank Guarantee issued in favor of the Project Director, KP-HISDU, must be uploaded with the bid. Bid security in original be furnished to Procuring Entity before bid closing.

7. The Procuring Entity reserves the right to reject any or all bids as per Rule 47 of the KP Public Procurement Rules, 2014.


PROJECT DIRECTOR
KP-HISDU, HEALTH DEPARTMENT

Establishment of Khyber Pakhtunkhwa Health Information and Service Delivery Unit
Project (KP-HISDU), 3rd Floor, HRD Building Health Department, Khyber Road
Peshawar. 091-9210862

**STANDARD REQUEST FOR PROPOSALS (SRFP) DOCUMENTS
FOR**

**PROCUREMENT OF CONSULTING SERVICES OF MANPOWER OUTSOURCING
COMPANY/FIRM FOR DEPLOYMENT OF HUMAN RESOURCE FOR DEVELOPMENT
OF VARIOUS SOFTWARE MODULES**

RFP Reference Number:

KP-HISDU/Health Dept./1-2/4

Last Date / Time for Submission:

31st August, 2026 at 11:00 A.M

Pre-Bid Meeting:

20th August, 2026 at 11:00 A.M

Proposal Opening Date / Time:

31st August, 2026 at 11:30 A.M

PROCURING ENTITY

Khyber Pakhtunkhwa Health Information and Service Delivery Unit (KP-HISDU),
Health Department, Government of Khyber Pakhtunkhwa.
3rd Floor HRD Building, Health Department, Khyber Road Peshawar — Telephone: 091-9210862

Issued under:

Khyber Pakhtunkhwa Public Procurement Regulatory Authority
Act, 2012 & Rules, 2014

Table of Contents

PREFACE	1
1. Definitions.....	4
2. Introduction.....	4
3. Conflict of Interest	4
4. Fraud and Corruption	5
5. Integrity Pact.....	5
6. Eligible Consultants	5
7. Eligibility of Sub Consultant.....	6
8. Only One Proposal.....	6
9. Proposal Validity.....	6
10. Clarification and Amendment in RFP Documents	6
11. Preparation of Proposals	6
12. Language.....	6
13. Technical Proposal Format and Content.....	7
14. Financial Proposals	8
15. Taxes.....	8
16. Submission, Receipt, and Opening of Proposals	8
17. Proposal Evaluation.....	8
18. Evaluation of Technical Proposals	8
19. Evaluation of Financial Proposals	9
20. Negotiations	9
21. Technical negotiations	9
22. Financial negotiations.....	9
23. Availability of Professional staff/experts	10
24. Award of Contract.....	10
Section 3. Technical Proposal - Standard Forms.....	14
Form TECH-1. Technical Proposal Submission Form	15
Form TECH-2. Consultant's Organization and Experience	16
A - Consultant's Organization	16
B - Firm's Experience.....	17
Form TECH-5. Team Composition and Task Assignments:	21
Form TECH-6. Curriculum Vitae (CV) for Proposed Key Professional Staff	22
Section 4. Financial Proposal - Standard Forms.....	24
Section 6. Terms of Reference (TORs).....	41
6.1. Background	41
1.2 Law Governing Contract	47
Integrity Pact.....	48
2. Commencement, Completion, Modification and Termination of Contract	48
Effectiveness of Contract.....	48
3. OBLIGATIONS OF THE CONSULTANT	50

General.....	50
3.1.1 Standard of Performance	50
3.7 Documents Prepared by the Consultant to be the Property of the PE	51
4. Consultant’s Personnel.....	51
5. OBLIGATIONS OF THE PE	52
5.1 Assistance and Exemptions.....	52
6. Payments to the Consultant	52
6.3 Payment for Additional services.....	52
6.4 Terms and Conditions of Payment.....	52
7. GOOD FAITH.....	52
III. Special Conditions of Contract	54
(INTEGRITY PACT)	56
CONTRACT.....	57
9. Consultant Not to be Engaged in Certain Activities.....	58
9. Insurance	58
10. Assignment.....	58
11. Law Governing Contract and Language.....	58
12. Dispute Resolution	58
3. To upgrade and Integrate Information Systems the project will:.....	63
4. To Adopt Information Technology, the project will:	63
5. To Streamline Processes, the project will:	63
3. Hospital and Media surveillance:	65
4. Medicine Information Management Systems (MIMS).....	66
5. Biometric Attendance System (BAS).....	67
6. Human Resource Management Information System	67
7. Electronic Medical Record (EMR).....	68

PREFACE

Public Procurement is required to be carried out in the province in accordance with the provisions laid down in Public Procurement Framework comprising of the KPPRA Act, Rules, Regulations, Guidelines and Instructions issued from time to time.

These Standard Request for Proposal (SRFP) Documents have been prepared for use of the ADP Project of Health Department titled “Khyber Pakhtunkhwa Health Information and Service Delivery Unit/240232” for award of contract to the successful bidder for “Procurement of Consulting Services” under the said project through National Competitive Bidding (NCB) Khyber Pakhtunkhwa Procurement of Goods, Works & Services Rules 2014. This SRFPs has the status of Regulations in terms of Section 35-A, Section 23 of the KPPRA Act, 2012 read with Rule-33 of the Procurement Rules.

Request for Proposal (RFP) has been floated in print & electronic media and is open to all interested manpower outsourcing firms having vast experience in deployment of manpower & development of IT solutions. The SRFP includes Instructions to Consultants, Terms of Reference, General & Special Conditions of Contract, Evaluation Criteria, standard Form of Contract and Annexures. The SRFP consists of general as well as specific provisions to be applicable for the procurement of Consultancy Services. The prospective firms are required to go through the SRFP documents and follow instructions for preparation and submission of Proposals.

The SRFP provides sufficient information and guidance to prospective manpower outsourcing/ consulting firms to enable them to prepare well-designed and responsive proposals. However, a pre-bid meeting has been scheduled prior to the opening of proposals to address and clarify ambiguities or queries of the participating firms, if any.

Section 1. Letter of Invitation/ Request for Proposal

Request for Proposal (RFP) having Ref. No. KP-HISDU/Health Dept./1-2/4 has been floated in print & electronic media and is open to all interested manpower outsourcing firm having vast experience in deployment of manpower & development of IT solutions.

This SRFP includes the following documents:

- Section 1 - Letter of Invitation
- Section 2 - Instructions to Consultants (including Data Sheet)
- Section 3 - Technical Proposal - Standard Forms
- Section 4 - Financial Proposal - Standard Forms
- Section 5 - Technical Specifications
- Section 6 - Terms of Reference (TORs)
- Section 7 - Standard Forms of Contract

Yours sincerely,

PROJECT DIRECTOR
Khyber Pakhtunkhwa Health Information and Service Delivery Unit/ (KP-HISDU), 3rd Floor
HRD Building, Health Department, Khyber Road Peshawar. 091-9210862

Section 2. Instructions to Consultants and Data Sheet

1. Definitions

- (a) “Procuring Entity (PE)” As defined in Section 2 (q) of the KPPRA Act.
- (b) “Consultant” means a person, a firm, a company or an organization undertaking supply of services;
- (c) “Contract” means an agreement enforceable by law and includes General and Special Conditions of the contract.
- (d) “Data Sheet” means such Part of the Instructions to Consultants that is used to reflect specific assignment conditions.
- (e) “Day” means calendar day including holiday.
- (f) “Government” means the Government of Khyber Pakhtunkhwa.
- (g) “Instructions to Consultants” (Section 2 of the RFP) means the document which provides shortlisted Consultants with all information needed to prepare their Proposals.
- (h) “LOI” (Section 1 of the RFP) means the Letter of Invitation sent by the procuring Entity to the Consultant.
- (i) “Proposal” means the Technical Proposal and the Financial Proposal.
- (j) “RFP” means the Request for Proposal prepared by the procuring Entity for the selection of consultants.
- (k) “Sub-Consultant” means any Person or entity to whom the Consultant subcontracts any Part of the Services.
- (l) “Terms of Reference” (TOR) means the document included in the RFP as Section 5 which explains the objectives, scope of work, activities, tasks to be Performed, respective responsibilities of the procuring Entity and the Consultant, and expected results and deliverables of the assignment.

2. Introduction

2.1 The Procuring Entity named in the Data Sheet will select a consulting firm/organization (the Consultant) from those listed in the Letter of Invitation, in accordance with the method of selection specified in the Data Sheet.

2.2 The eligible Consultants (shortlisted if so) are invited to submit a Technical Proposal and a Financial Proposal, or a Technical Proposal only, as specified in the Data Sheet. The Proposal will be the basis for contract negotiations and ultimately for a signed Contract with the selected Consultant.

2.3 Consultants should familiarize themselves with rules / conditions and take them into account while preparing their Proposals. Consultants are encouraged to attend a pre-proposal conference if one is specified in the Data Sheet. Attending the pre-proposal conference is, however optional. Consultants may liaise with procuring Entity’s representative named in the Data Sheet for gaining better insight into the assignment.

2.4 Consultants shall bear all costs associated with the preparation and submission of their proposals and contract negotiation. The Procuring Entity reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the Consultants.

2.5 Procuring Entity may provide facilities and inputs as specified in Data Sheet.

3. Conflict of Interest

3.1.1 Consultants are required to provide professional, objective, and impartial advice and holding the Procuring Entity interest Paramount. They shall strictly avoid conflict with other assignments or their own corporate interest. Consultants have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of the Procuring Entity, or that may reasonably be perceived as having such effect. Failure to disclose said situations may lead to the disqualification of the Consultant or the termination of its Contract.

3.1.2 Without limitation on the generality of the foregoing, Consultants, and any of their affiliates, shall

be considered to have a conflict of interest and shall not be recruited, under any of the circumstances set forth below:

- (i). A consultant that has been engaged by the procuring Entity to provide goods, works or services other than Consulting services for a project, any of its affiliates, shall be disqualified from providing consulting services related to those goods, works or services. Conversely, a firm hired to provide consulting services for the preparation or implementation of a project, any of its affiliates, shall be disqualified from subsequently providing goods or works or services other than consulting services resulting from or directly related to the firm's consulting services for such preparation or implementation.
- (ii). A Consultant (including its Personnel and Sub Consultants) or any of its affiliates shall not be hired for any assignment that, by its nature, may be in conflict with another assignment of the Consultant to be executed for the same or for another Procuring Entity.
- (iii). A Consultant (including its Personnel and Sub Consultants) that has a business or family relationship with a member of the Procuring Entity's staff who is directly or indirectly involved in any Part of (i) the preparation of the Terms of Reference of the Assignment, the selection process for such assignment, or (iii) supervisions of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved.

3.2 Government officials and civil servants may be hired as consultants only if:

- (i) They are on leave of absence without Pay;
- (ii) They are not being hired by the Entity they were working for, six months prior to going on leave; and
- (iii) Their employment would not give rise to any conflict of interest.

4. *Fraud and Corruption*

It is Government's policy that Consultants under the contract(s), observe the highest standard of ethics during the procurement and execution of such contracts. In pursuit of this policy, the Procuring Entity follows the instructions contained in Khyber Pakhtunkhwa Public Procurement Rules 2014 which defines:

"corrupt and fraudulent practices" includes the offering, giving, receiving, or soliciting, directly or indirectly of anything of value to influence the act of another Party for wrongful gain or any act or omission, including misrepresentation, that knowingly or recklessly misleads or attempt mislead a Party to obtain a financial or other benefit or to avoid an obligation;

Under Rule 44 of KPPR 2014, "The PE can inter-alia blacklist Bidders found to be indulging in corrupt or fraudulent practices.

Such barring action shall be duly publicized and communicated to the KPPRA. Provided that any supplier or contractor who is to be blacklisted shall be accorded adequate opportunity of being heard".

5. *Integrity Pact*

Pursuant to section 16(2)(3) of KPPRA Act 2012 Consultant undertakes to sign an Integrity Pact in accordance with prescribed format attached hereto for all the procurements estimated to exceed Rs. 2.5 million. (Annex- A)

6. *Eligible Consultants*

6.1. If short listing process has been undertaken through REOI, as outlined under Rule 25 and 26 of the Khyber Pakhtunkhwa Public Procurement of Goods, Works and Services Rules, 2014 for the Contract(s) for which these RFP documents are being issued, those firms - in case of Joint Ventures with the same Partner(s) and Join venture structure - that had been pre-qualified are eligible.

6.2 Short listed consultants emerging from request of expression of interest are eligible.

7. *Eligibility of Sub Consultants*

A shortlisted Consultant would not be allowed to associate with consultants who have failed to qualify the short-listing process.

8. *Only One Proposal*

Shortlisted Consultants may only submit one proposal. If a Consultant submits or participates in more than one proposal, such proposals shall be disqualified. Participation of the same Sub Consultant, including individual experts, to more than one proposal is not allowed.

9. *Proposal Validity*

9.1 The Data Sheet indicates Proposals validity that shall not be more than 90 days in case of National Competitive Bidding (NCB) and 120 days in case of International Competitive Bidding (ICB). During this Period, Consultants shall maintain the availability of Professional staff nominated in the Proposal. The Procuring Entity will make its best effort to complete negotiations within this period. Should the need arise; however, the Procuring Entity may request Consultants to extend the validity period of their proposals. Consultants who agree to such extension shall confirm that they maintain the availability of the Professional staff nominated in the Proposal, or in their confirmation of extension of validity of the Proposal, Consultants may submit new staff in replacement, who would be considered in the final evaluation for contract award. Consultants who do not agree have the right to refuse to extend the validity of their Proposals.

proposals shall be disqualified. Participation of the same Sub Consultant, including individual experts, to more than one proposal is not allowed.

10. *Clarification and Amendment in RFP Documents*

10.1 Consultants may request for a clarification of contents of the bidding document in writing, and procuring Entity shall respond to such queries in writing within three calendar days, provided they are received at least eight calendar days prior to the date of opening of proposal. The procuring Entity shall communicate such response to all Parties who have obtained RFP document without identifying the source of inquiry. Should the PE deem it necessary to amend the RFP as a result of a clarification, it shall do so.

10.2 The Procuring Entity may amend the RFP five days before the closing date by issuing an addendum/ corrigendum in writing. The addendum shall be sent to all Consultants and will be binding on them. Consultants shall acknowledge receipt of all amendments. To give Consultants reasonable time in which to take an amendment into account in their Proposals the Procuring Entity may, if the amendment is substantial, extend the deadline for the submission of Proposals.

11. *Preparation of Proposals*

11.1 In preparing their Proposal, Consultants are exacted to examine in detail the documents comprising the RFP. Material deficiencies (deviation from scope, experience and qualification of Personnel) in providing the information requested may result in rejection of a Proposal.

11.2 The estimate number of professional staff months or the budget required for executing the assignment should be shown in the data sheet, but not both. However, proposal shall be based on the professional staff month or budget estimated by the consultant.

12. *Language*

The Proposal as well as all related correspondence exchanged by the Consultants and the Procuring Entity shall be written in English. However, it is desirable that the firm's Personnel have a working knowledge of the national and regional languages of Islamic Republic of Pakistan.

13. Technical Proposal Format and Content

13.1 While preparing the Technical Proposal, consultants must give Particular attention to the following:

- (i) If a consultant considers that it does not have all the expertise for the assignment, it may obtain a full range of expertise by associating with individual consultant(s) and/or other firms or entities in a joint venture or sub-Consultancy, as appropriate. The international consultants are encouraged to seek the Participation of local consultants by entering into a joint venture with, or subcontracting Part of the assignment to, national consultants.
- (ii). For assignments on a staff-time basis, the estimated number of professional staff-months is given in the Data Sheet. The proposal shall, however, be based on the number of professional staff-months estimated by the firm. For fixed-budget-based assignments, the available budget is given in the Data Sheet, and the Financial Proposal shall not exceed this budget.
- (iii) It is desirable that the majority of the key professional staff proposed be Permanent employees of the firm or have an extended and stable working relationship with it.
- (iv). Proposed professional staff must, at a minimum, have the experience indicated in the Data Sheet, preferably working under similar geographical condition.
- (v). Alternative professional staff shall not be proposed, and only one curriculum vitae (CV) shall be submitted for each position.

13.2 The Technical Proposal shall provide the following information using the attached Standard Forms (Section 3):

- (i) A brief description of the consultant organization and an outline of recent experience on assignments (Section 3B) of a similar nature. For each assignment, the outline should indicate, *inter alia*, the profiles of the staff, duration of the assignment, contract amount, and firm's involvement.
- (ii) Any comments or suggestions on the Terms of Reference and on the data, a list of services, and facilities to be provided by the PE (Section 3C).
- (iii) The list of the proposed staff team by specialty, the tasks that would be assigned to each staff team member, and their timing (Section 3E).
- (iv) CVs recently signed by the proposed professional staff and the authorized representative submitting the proposal (Section 3F). Key information should include number of years working for the consultant and degree of responsibility held in various assignments during the last_(PE may give number of years as Per their requirement) years.
- (v) Estimates of the total staff input (professional and support staff; staff time) needed to carry out the assignment, supported by bar chart diagrams showing the time proposed for each professional staff team member (Sections 3E and 3G).
- (vi). A detailed description of the proposed methodology, work plan for Performing the assignment, staffing, and monitoring of training, if the Data Sheet pacifies training as a major component of the assignment (Section 3D).
- (vii) Any additional information requested in the Data Sheet.

13.3. The Technical Proposal shall not include any financial information.

14. Financial Proposals

14.1 The Financial Proposal shall be prepared using the attached Standard Forms (Section 4). It shall list all costs associated with the assignment, including (a) remuneration for staff (in the field and at the Consultants' office), and (b) reimbursable expenses indicated in the Data Sheet (if applicable). Alternatively, Consultant may provide their own list of cost. If appropriate, these costs should be broken down by activity. All activities and items described in the Technical Proposal must be priced separately; activities and items described in the Technical Proposal but not priced, shall be assumed to be included in the prices of other activities or items.

15. Taxes

15.1 The Consultant will be subject to all admissible taxes including stamp duty and service charges at a rate prevailing on the date of contract agreement unless exempted by relevant tax authority.

16. Submission, Receipt, and Opening of Proposals

16.1 Proposal shall contain no interlineations or overwriting. Submission letters for both Technical and Financial Proposals should respectively be in the format of TECH-1 of Section 3, and FIN-1 of Section 4. All Pages of the original Technical and Financial Proposals will be initialed by an authorized representative of the Consultants (Individual Consultant). The authorization shall be in the form of a written power of attorney accompanying the Proposal

16.2 All required copies of the Technical Proposal are to be made from the original. If there are discrepancies between the original and the copies of the Technical Proposal, the original governs.

16.3 The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked "**Technical Proposal**". Similarly, the original Financial Proposal (if required under the selection method indicated in the Data Sheet) shall be placed in a sealed envelope clearly marked "**Financial Proposal**" followed by name of the assignment, and with a warning "**Do Not Open With The Technical Proposal**". If the Financial Proposal is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Proposal non-responsive.

16.4 The Proposals must be sent to the address indicated in the Data Sheet and received by the PE no later than the time and the date indicated in the Data Sheet, or any extension to this date. Any proposal received by the PE after the deadline for submission shall be returned unopened. In order to avoid any delay arising from the postal or PE's internal dispatch workings, Consultants should ensure that proposals to be sent through couriers should reach a day before the deadline for submission.

17. Proposal Evaluation

17.1 From the time the Proposals are opened to the time the Contract is awarded, the Consultants should not contact the PE on any matter related to its Technical and/or Financial Proposal. Any effort by Consultants to influence the PE in the examination, evaluation, ranking of Proposals, and recommendation for award of Contract may result in the rejection of the Consultants' Proposal.

Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded.

18. Evaluation of Technical Proposals

18.1 The evaluation committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria, sub-criteria, and point system specified in the Data Sheet. Each responsive Proposal will be given a technical score (St). A Proposal shall be rejected at this stage if it fails to achieve the minimum technical score indicated in the Data Sheet.

In the case of Quality-Based Selection, Selection Based on Consultant's Qualifications, and Single-Source Selection, the highest ranked consultant or firm selected on a single-source basis is invited to negotiate its proposal and the contract on the basis of the Technical Proposal and the Financial Proposal submitted.

**Public Opening and Evaluation of Financial Proposals:
(LCS, QCBS, and Fixed Budget Selection Methods Only)**

18.2 After the technical evaluation is completed, the PE shall notify in writing Consultants that have secured the Minimum qualifying marks, the date, time and location, allowing a reasonable time, for opening the Financial Proposals. Consultants' attendance at the opening of Financial Proposals is optional.

Financial proposals of those consultants who failed to secure minimum qualifying marks shall be returned unopened.

19. Evaluation of Financial Proposals

19.1 Financial Proposals shall be opened publicly in the presence of the Consultants' representatives who choose to attend. The name of the Consultants and the technical scores of the Consultants shall be read aloud. The Financial Proposal of the Consultants who met the minimum qualifying mark will then be inspected to confirm that they have remained sealed and unopened. These Financial Proposals shall be then opened, and the total prices read aloud and recorded. Copy of the record shall be sent to all Consultants.

19.2 The Evaluation Committee will correct any computational errors. When correcting computational errors, in case of discrepancy between a Partial amount and the total amount, or between word and figures the formers will prevail. In addition to the above corrections, activities and items described in the Technical Proposal but not priced, shall be assumed to be included in the prices of other activities or items.

19.3 In case of Least Cost Selection LCS Method, the bid found to be the lowest evaluated bid shall be accepted.

19.4 In case of Quality and Cost Based Selection QCBS Method the lowest evaluated Financial Proposal (Fm) will be given the maximum financial score (Sf) of 100 points. The financial scores (Sf) of the other Financial Proposals will be computed as indicated in the Data Sheet. Proposals will be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) indicated in the Data Sheet: $S = St \times T\% + Sf \times P\%$. The firm achieving the highest combined technical and financial score will be invited for negotiations.

In the case of Fixed-Budget and Quality Based Selection, the Procuring Entity will select the firm that submitted the highest ranked Technical Proposal.

20. Negotiations

20.1 Negotiations will be held at the date and address indicated in the Data Sheet. The invited Consultant will, as a pre-requisite for attendance at the negotiations, confirm availability of all Professional staff. Failure in satisfying such requirements may result in the PE proceeding to negotiate with the next-ranked Consultant. Representatives conducting negotiations on behalf of the Consultant must have written authority to negotiate and conclude a Contract.

21. Technical negotiations

21.1 Technical Negotiations will include a discussion of the Technical Proposal, the proposed technical approach and methodology, work plan, organization and staffing, and any suggestions made by the Consultant to improve the Terms of Reference. The PE and the Consultants will finalize the Terms of Reference, staffing schedule, work schedule, logistics, and reporting. These documents will then be incorporated in the Contract as "Description of Services". Minutes of negotiations, which will be signed by the PE and the Consultant, will become Part of Contract Agreement.

22. Financial negotiations

22.1 If applicable, it is the responsibility of the Consultant, before starting financial negotiations, to contact the local tax authorities to determine the tax amount to be Paid by the Consultant under the Contract. The financial negotiations will include a clarification (if any) of the firm's tax liability, and the manner in

which it will be reflected in the Contract; and will reflect the agreed technical modifications in the cost of the services. Consultants will provide the PE with the information on remuneration rates described in the Appendix attached to Section 4 (i.e. Financial Proposal - Standard Forms of this RFP).

23. Availability of Professional staff/experts

23.1 Having selected the Consultant on the basis of, among other things, an evaluation of proposed Professional staff, the PE expects to negotiate a Contract on the basis of the Professional staff named in the Proposal. Before contract negotiations, the PE will require assurances that the Professional staff will be actually available. The PE will not consider substitutions during contract negotiations unless both Parties agree that undue delay in the selection process makes such substitution unavoidable or for reasons such as death or medical incapacity. If this is not the case and if it is established that Professional staff were offered in the proposal without confirming their availability, the Consultant may be disqualified. Any proposed substitute shall have equivalent or better qualifications and experience than the original candidate and be submitted by the Consultant within the period of time specified in the letter of invitation to negotiate.

24. Award of Contract

24.1 After completing negotiations, the Procuring Entity shall award the Contract to the selected Consultant within seven days after letter of acceptance or award has been issued. Procuring Entity shall publish on the website of the Authority and on its own website, if such a website exists, the result of the bidding process, identifying the bid through procuring identifying number, if any and the following information, evaluation report, form of contract and letter of award, bill of quantity or schedule of requirement, as the case may be.

24.2 However, the procuring entity shall announce the final results of a bid evaluation giving justifications for acceptance or rejection of bids at least ten days prior to the award of a contract and place the same on its and authority website.

24.3 After publishing of award of contract consultant required to submit a Performance security at the rate indicated in data sheet.

24.4 The Consultant is expected to commence the assignment on the date and at the location specified in the Data Sheet.

25. Confidentiality

Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the Consultants who submitted the Proposals or to other Persons not officially concerned with the process, until the publication of the award of Contract. The undue use by any Consultant of confidential information related to the process may result in the rejection of its Proposal.

Data Sheet

1.1	Name of the Assignment is: Procurement of consulting services of MANPOWER OUTSOURCING FIRM having ICT projects experience for Deployment of Technical Human Resources for Development of various software modules under the ADP Project “Establishment of Khyber Pakhtunkhwa Health Information and Service Delivery Unit” through Framework Contract. The Name of the PE’s official (s): The Project Director “Establishment of Khyber Pakhtunkhwa Health Information and Service Delivery Unit/240232” (KP-HISDU), Health Department, Government of Khyber Pakhtunkhwa. Address: 3rd Floor, HRD Building, Health Department, Khyber Road, Peshawar.
1.2	Procurement Procedures: Single Stage- Two Envelopes The method of selection is: Rule-23 (b) Quality and Cost based Selection (QCBS) with 60% weightage to technical and 40% to financial.
1.3	Financial Proposal to be submitted together with Technical Proposal: Yes in line with EPADS mapping
1.4	The PE will provide the following inputs and facilities: All possible inputs & facilities will be provided by the P.E.
1.5	The Proposal submission address is: Proposals in hard form is not required, the participated firms must upload all relevant documents on EPADS. Proposals must be submitted not later than the following date and time: 31st August, 2026 at 11:00 A.M
1.6	Expected date for commencement of consulting services: 1st October, 2026 at: 3rd Floor, HRD Building Health Department, Khyber Road Peshawar/ Police Services and General Hospital, Peshawar.
7	Eligibility of Consultant: The RFP/SRFP is open to all eligible and interested manpower outsourcing companies/firms, as no REOI has been issued in this procurement, so there are no shortlisted consultants.
9.1	Proposals validity: Shall be 90 days.
10.1	Clarifications may be requested not later than five (05) days before the submission date: Through EPADS only. A Pre-Bid Meeting shall also be held on 20-08-2026 at 11:00 A.M; the prospective bidders may attend. URL: kp.eprocure.gov.pk
12	Language: The Proposal as well as all related correspondence exchanged by the firm and the Procuring Entity shall be written in English. However, it is desirable that the firm’s Personnel have a working knowledge of the national and regional languages of Islamic Republic of Pakistan.
6.1	Shortlisted Consultants may associate with other shortlisted Consultants: Joint-Venture is Not allowed
11.2	The estimated number of professional staff required for the assignment is given in TORs of this SRFP Documents. The available budget is: Specified in Section-4 of this SRFP.

13.1	The format of the Technical Proposal to be submitted is: Technical proposal shall be prepared on the guidelines mentioned in Section-3, Annexures and TORs in this SRFP. Bidders shall submit bid on the bid forms with a bid security followed by profile of the firm. Only relevant documents required under the mandatory and technical evaluation shall be attached as evidence. No additional documents after submission of bid shall be allowed and accepted.
13.2(vii)	Training is a specific component of this assignment: Yes
14.1	Financial Proposal: The Companies/Firms shall prepare the financial proposal in the standard format in Section- 4 of this SRFP document and must include all the cost including HR cost, Services Charge, module-based fee etc. including applicable taxes, contributions etc., in the financial proposal. Cost shall be stated in local currency i.e., Pakistani Rupees.
15.1	Taxes: Amounts Payable by the PE to the Consultant under the contract to be subject to local taxation, stamp duty and service charges etc., applicable under the Govt. Laws.
6.3	Currency: Consultants to state cost in the local currency i.e. Pak Rupees.
16.2	Bid Submission: Consultant must submit their proposals both Technical and Financial on EPADS platform through uploading all relevant and required documents.
20.1	Expected date and address for contract negotiations: Before 1 st October, 2026 Negotiations to discuss technical aspects of the assignment shall be communicated to the successful bidder. The negotiation includes discussion on the proposed approach and methodology, work plan, organization and staffing, and any suggestions made by the firm to improve the Terms of Reference. Detailed information regarding the assignment along with deliverables & timelines are detailed in Annexure-III & Section-04
24.2	Bid Security: A fixed Bid Security (earnest money deposit) of PKR 500,000/- in the shape of a Call Deposit Receipt (CDR) or Bank Guarantee issued in favor of the Project Director, KP-HISDU, must be uploaded with the bid. Bid security in original be furnished to Procuring Entity before bid closing. Performance Guarantee: Successful firm would need to submit Performance security to the tune of Rs.5.0 million in the form of bank guarantee. Delivery Period: Period for delivery of services/ technical staff is within 14 days after issuance of work/supply order. In case of delay, penalties shall be imposed as specified.
5.1	Consultant undertake to sign Integrity Pact: Yes
13.1 (iii)	Proposed Staff: All the proposed staff may or may not be employees of the HR Firm as mentioned in the TORs. There is no need to submit CVs of all required staff in the technical proposal as it will be required later on except the key professionals like Manager MIS, Database Specialist and Manager Analytics and Implementation, which shall be provided at Form Tech-06, Marks will be given to these resources.

13.1	Evaluation: Firm will be selected under Rule-23 (b) Quality and Cost based Selection (QCBS). The method will be followed with 60% and 40% weightage to technical & financial evaluation, respectively. Firms securing aggregate score of 70% with 50% score in each of three sub-categories in technical evaluation will be considered qualified on technical grounds. Selection will be made on both technical & financial evaluations. The evaluation process will follow three stages. Initially, proposals shall be assessed through the Mandatory eligibility criteria followed by technical evaluation and then financial evaluation. 1. Mandatory Evaluation: In the first stage, all proposals will be evaluated against the Mandatory eligibility criteria. Firms who fail to meet these mandatory requirements will be disqualified and shall be considered as non-responsive proposals. (see Annexure-I) 2. Technical Evaluation: In the second stage, the proposals of those who meet the Mandatory criteria will be assessed based on the Technical Evaluation Criteria. The evaluation committee shall evaluate the Technical Proposals based on their responsiveness to the Terms of Reference, evaluation criteria, sub-criteria, and point system. Each responsive Proposal will be given a technical score (St). Bidders scoring aggregate 70% or above in technical evaluation with 50% score in each of three sub-categories will be considered technically qualified. (see Annexure-II) Total points for the technical criteria: 100 The minimum technical score (St) required to Pass: 70% (aggregate) with 50% score in each sub-category. Financial Evaluation: Then financial bids shall be evaluated according to the formula as under: Lowest Bid Offered $\frac{\text{Bid offered by the Firm to be Evaluated}}{\text{Lowest Bid Offered}} \times 100 \times 0.40$
------	---

Section 3. Technical Proposal - Standard Forms

Form TECH-1. Technical Proposal Submission Form

[Location, Date]

To: [The Project Director, KP-HISDU Project, Health Dept]

Dear Sirs:

.....

We, the undersigned, offer to provide the consulting services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date].

We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed under a separate envelope¹².

We are submitting our Proposal in association with: *[Not Allowed]*

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Proposal, i.e., before the date indicated in the Data Sheet, we undertake to negotiate on the basis of the proposed staff. our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We undertake, if our Proposal is accepted, to initiate the consulting services related to the assignment not later than the date indicated in the Data Sheet.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature [In full and initials] '. _____

Name and Title of Signatory: _____

Name of Firm: _____

Address:

Form TECH-2. Consultant's Organization and Experience

A - Consultant's Organization

[Provide here a brief (two Pages) description of the background and organization of your firm/entity and key associates for this assignment]

B - Firm's Experience

[Using the format below, provide information on each assignment for which your firm was legally contracted] provide relevant experience with supporting documents.

Assignment name:	Approx. value of the contract (in current US\$ or Euro or PKR):
Country: Location within country:	Duration of assignment (months):
Name of PE:	Total No of staff-months of the assignment:
Address:	Approx. value of the services provided by your firm under the contract (in current US\$ or Euro):
Start date (month/year): Completion date (month/year):	No of professional staff-months provided by associated Consultants:
Name of associated Consultants, if any:	Name of senior professional staff of your firm involved and functions Performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader):
Narrative description of Project:	
Description of actual services provided by your staff within the assignment:	

Form TECH-3. Comments and Suggestions on the Terms of Reference and on Counterpart Staff and Facilities to be Provided by the PE

A - On the Terms of Reference

[Present and justify here any modifications or improvement to the Terms of Reference you are proposing to improve Performance in carrying out the assignment (such as deleting some activity you consider unnecessary, or adding another, or proposing a different phasing of the activities). Such suggestions should be concise and to the point, and incorporated in your Proposal]

B - On Counterpart Staff and Facilities

[Comment here on counterpart staff and facilities to be provided by the PE according to Paragraph Reference 1.4 of the Data Sheet including: administrative support, office space, local transportation, equipment, data, etc.]

Form TECH-4. Description of Approach, Methodology and Work Plan for Performing the Assignment

[Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to submit your Technical Proposal (up to 20 Pages, inclusive of charts and diagrams) divided into the following three chapters, also required under the Mandatory Eligibility Criteria:

- a) Technical Approach and Methodology,
- b) *Work Plan/timelines for deliverables, and*
- c) Organization and Staffing

- a) Technical Approach and Methodology. *In this chapter you should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the exacted output, and the degree of detail of such output. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.*

- b) Work Plan.

The firm to comply with the proposed timelines set for each deliverable mentioned in Section-4 under FORM Fin-03.

- c) Organization and Staffing. *In this chapter you should propose the deployment of resources for each module/deliverable out of the specified resources. You should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support staff out of the specified resources in next Section. Any additional resource, if required at any stage of the assignment shall be arranged by the engaged firm under the module-based cost]*

Form TECH-5. Team Composition and Task Assignments:

The Firm may constitute teams for various tasks based on the resources identified in Section 4. However, the Firm may also deploy additional resources, at its own discretion and cost, where necessary to facilitate the timely and efficient achievement of the prescribed deliverables.

Name of Staff	Firm	Area of Expertise	Position Assigned	Task Assigned

Form TECH-6. Curriculum Vitae (CV) for Proposed Key Professional Staff

1. Proposed Position *[only one candidate shall be nominated for each position]*: _____
2. Name of Firm *[Insert name of firm proposing the staff]*: _____
3. Name of Staff *[Insert full name]*: _____
4. _____ Date _____ of _____ Birth:
 _____ Nationality: _____
5. Education *[Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]*: _____
6. Membership of Professional Associations: _____
7. Other Training/ certifications *[Indicate trainings obtained]*: _____
8. Countries of Work Experience: *[List countries where staff has worked in the last ten years]*: _____
9. Languages *[For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]*: _____
10. **Employment Record** *[Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.]*: _____

From *[Year]*: _____ To *[Year]*: _____

Employer: _____

Positions held: _____

11. Details of the assigned tasks [List all tasks to be Performed under this assignment]	12. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned [Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under point 11.] Name of assignment or project: Year: Location: PE: Main project features: Positions held:
---	--

	Activities Performed:
--	-----------------------

13. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

[Signature of staff member or authorized representative of the staff] Date: Day/Month/Year

Full name of authorized representative:

Section 4. Financial Proposal - Standard Forms

Financial Proposal Standard Forms shall be used for the preparation of the Financial Proposal according to the instructions provided under Para. 3.6 of Section 2. Such Forms are to be used whichever is the selection method indicated in Para. 4 of the Letter of Invitation.

FORM FIN-01: Financial Bid Submission Form

[Location, Date]

To: [The Project Director, KP-HISDU, Health Dept]

Dear Sirs:

We, the undersigned, offer to provide the consulting services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal. Our attached Financial Proposal is for the sum of [Insert amount(s) in words and figures^{1 2}].

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e. before the date indicated in Paragraph Reference 1.12 of the Data Sheet.

Commissions and gratuities Paid or to be paid by us to agents relating to this Proposal and Contract execution, if we are awarded the Contract, are listed below:

Name and Address of Agents	Amount and Currency	Purpose of Commission or Gratuity
----------------------------	---------------------	-----------------------------------

We understand you are not bound to accept any Proposal you receive. We remain,

Yours sincerely,

Authorized Signature [In full and initials]. _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

FORM FIN-02: Summary of Cost

Item	Costs (A+B+C)- FORM FIN-03	
	<i>Indicate Foreign Currency</i>	<i>Indicate Local Currency (PKR)</i>
Total Costs of Financial Proposal	Not Required	

FORM FIN-03: Breakdown of Cost

The Bidder hereby confirms that:

- The Financial Proposal has been prepared in accordance with the requirements of the SRFP.
- The Financial Proposal shall remain valid for a period of **90 days** from the proposal submission deadline.
- Financial proposal has three sub-components; bidders shall quote against each. Upon selection of the firm; these rates shall lock for a period of one year under framework contract.

A. HR Cost

HR cost includes salaries to be disbursed among the deployed staff. Indicative ceiling for total HR cost is up to Rs. 10.0 million per month for the total 53 resources.

Sr.#	Description of Position	Gross salary/month/per resource inclusive of applicable taxes & statutory contributions (a)	Tentative Qty of each resource (b)	Total Cost c= a * b
1	Manager MIS		01	
2	Manager Analytics and Implementation		01	
3	Network Infrastructure Lead		01	
4	Database Specialist		01	
5	GIS Specialist		01	
6	Software developer		04	
7	Mobile Application Developer		01	
8	Web developer		01	
9	Database Specialist Assistant		01	
10	Data Specialist		03	
11	Implementation Coordinator		09	
12	IT Officer		02	
13	Monitoring Agent		15	
14	HR Associates		06	
15	Janitorial and Security Staff		06	
Total HR Cost (A)			53	

Note: The selected firm shall be liable to disburse the gross salaries as quoted above with deduction of income tax, EOBI and any other contributions (applicable on part of the resource).

The deployed staff would be required to train personnel of the target facilities, as specified in **Annexure-III**

B. Service Charges: The bidder shall quote its Service Charges as a percentage (%) of the Total HR Cost/month and shall not be more than 15% of it. The quoted Service Charges shall include all administrative and management costs associated with the deployment, replacement, supervision, payroll administration, statutory compliance, and applicable taxes. No additional administrative or management charges shall be admissible.

Sr.#	Description	%age value
1.	Service Charges inclusive of applicable taxes	

C. Deliverable/Module-based Cost

The manpower outsourcing/ consultancy firm shall ensure the development, submission, and successful implementation of the following software modules through its deployed staff or any other resource required. A separate lump-sum module-based cost shall be payable for each module upon its successful completion, acceptance, and approval by the Procuring Entity. The quoted cost for each module shall be deemed to include all costs associated with its development, implementation, documentation etc. The participating firms while quoting deliverable-based costs are advised to go through the Annexure-III to know about current position of each module. The Procuring Entity may ask for development of any additional software module identified during the course of the assignment, and the Firm shall be liable to develop such modules.

S#	Modules Development	Tentative Timelines*	Deliverable-based fee**
1	Electronic Medical Record	03-09 Months	
2	Medicine Inventory Management System	03-06 months	
3	Human Resource Management Information System (HRMIS)	03 months	
4	Supply Chain Management System	06 months	
5	Medicine Coordination Cell	06 months	
6	Geographics Information System Cell	03 months	
7	Official Website	02 months	
8	Vertical Program Integration	Continuous process	
9	Complaint Management Cell	03 months	
10	Leave Management System	02 months	
11	File Tracking System	03 months	
12	Hospital CCTV Surveillance	03-06 months	
13	ADP Projects Physical Progress System	03 months	
14	AI based facial recognition System (Integration)	02 months	
15	Any similar-scale addl software module required to the Health Dept	----	
Total Cost (C)			

**The timelines are tentative, firm can accomplish it before the timelines, and also may be extended beyond one year in accordance with the provisions of the Framework Contract, without any increase in the contracted charges or costs.*

Prioritization of above modules will be agreed upon mutual consultation of client and service provider firm.

***Deliverable-based cost shall be inclusive of all applicable taxes and not go beyond a total amount of Rs. 50.0 million.*

Total Financial Proposal/Bid = Total HR Cost (A) + Services Charges (B) + Deliverable-based Cost (C)

Section 5. Technical Specifications (Qualification & Experience of the Technical Resources)

5.1. Key Experts [Manager MIS (Key Expert)]	
Job Description	The Manager of MIS will oversee hardware and software support, manage technical tasks, and ensure project adherence to budget and schedule. They will develop and update project plans, implement Electronic Data Processing (EDP) policies, control budgets, ensure technology accessibility, and maintain security. The role includes staff supervision, training, and coordinating system upgrades and maintenance to enhance efficiency and prevent outages. The Manager-MIS will report to the PD of KP-HISDU. The Manager MIS will oversee all developers and ensure all tasks are completed timely with required levels of quality.
Responsibilities	• Provide hardware/software related support to the department. • Provide training and consultation and recommendations about future planning and development of resources. • Supervise/look after all technical tasks related to KP-HISDU. • Manage project execution to ensure adherence to budget, schedule, and scope. • Monitor or track project milestones and deliverables. • Assign duties and responsibilities, direct or coordinate activities of staff working in KP-HISDU. • Develop and manage work breakdown structure (WBS) of information technology projects. • Develop or update project plans for Information Technology projects including information such as project objectives, technologies, systems, information specifications, schedules, funding, and staffing. • Plan, organize, direct, control, and evaluate the operations of information systems and electronic data processing (EDP). • Develop and implement policies and procedures for electronic data processing and computer systems operations and development. • Meet with higher management to discuss system requirements, specifications, costs, and timelines. • Hire and manage information systems personnel and contractors to design, develop, implement, operate, and administer computer and telecommunications software, networks, and information systems. • Control the computer systems budgets and expenditures; ensure technology is accessible and equipped with current hardware and software. • Troubleshoot hardware, software, and network operating system. • Be familiar with network operating systems. • Provide recommendations about accessing information and support. • Maintain current and accurate inventory of technology hardware, software, and resources. • Maintain log and/or list of required repairs and maintenance. • Monitor security of all technology. • Develop process improvements for increased efficiency and cost-effectiveness. • Guide periodic maintenance and servicing of MIS systems to improve efficiency. • Monitor MIS performance regularly to avoid unplanned outages and downtime. • Conduct training on activities to increase staff expertise. • Supervise and motivate the team to work collectively and efficiently. • Coordinate with team to ensure that technology, infrastructure, and operational requirements are met. • Plan and manage upgrades of hardware and software systems. • Track and monitor security of hardware and software systems.
Age Limit	30 to 40 years
Qualification	MS Computer Science / MCS (2 Years) / MBA (IT) from an HEC-recognized university. Familiarity with programming and app development. Minimum 16 years of education required.
Experience	Minimum 5 years of experience (post-qualification); at least 2 years in Network and Database Administration and at least 3 years as Manager MIS/IT or Project Manager of IT software development projects. Experience in Android application development/management, knowledge of UI/UX will be preferred.

Database Specialist (Key Expert)	
Job Description	The Database Specialist will be responsible for the performance, integrity, and security of a database along with planning, maintenance, and development of all databases.
Responsibilities	• Ensure data remains consistent across the database. • Ensure data is clearly defined. • Ensure users access data concurrently in a form that suits their needs. • Maintain data security and recovery control (ensuring all data is retrievable in an emergency). • Identify user needs and monitor user access and security. • Monitor performance and manage parameters to provide fast responses to front-end users. • Map out conceptual designs for planned databases. • Consider both back-end organization of data and front-end accessibility for end-users. • Refine the logical design so that it can be translated into a specific data model. • Further refine the physical design to meet system storage requirements. • Install and test new versions of DBMS. • Maintain data standards, including adherence to the Data Protection Act. • Write database documentation, including data standards, procedures, and definitions for the data dictionary (metadata). • Control access permissions and privileges. • Develop, manage, and test backup and recovery plans. • Ensure storage and archiving procedures function correctly. • Conduct capacity planning. • Communicate regularly with technical, applications, and operational staff to ensure database integrity and security. • Commission and install new applications and customize existing applications to make them fit for purpose. • Keep databases up to date. • Help with database design and development. • Manage database access. • Design maintenance procedures and put them into operation. • Ensure databases meet user requirements. • Liaise with programmers, applications/operational staff, IT project managers, and other technical staff. • Manage database security, integrity, and backup procedures. • Implement security measures. • Define objectives through consultations with staff at all levels. • Write reports, documentation, and operating manuals. • Test and modify databases to ensure they operate reliably. • Provide user training, support, and feedback. • Write disaster recovery plans. • Archive data. • Perform other related duties as required during working hours.
Age Limit	25 to 35 years
Qualification	MS Computer Science / MCS (2 Years) / MIT / BS Computer Science / BSCS (4 Years) from an HEC-recognized university.
Experience	5 years of relevant professional experience (post-qualification) with Oracle/Teradata/MS-SQL on Solaris/Windows/Linux as Database Specialist or Administrator/Software Developer in a reputable organization. Note: OCP certification will be an added advantage.

Manager Analytics and Implementation (Key Expert)	
Job Description	The Manager Analytics and Implementation will be working with a team to produce a range of actions against digitized databases for the Department of Health. Using statistical packages, the Manager Analytics and Implementation will use their skills to share findings and insights with a range of stakeholders through accompanying reports and visual aids with a strong focus on implementation and engagement.
Responsibilities & Allowance	▪ Guiding design of surveys and data collection. • Quality assurance of data and implementation mechanism. • Interpreting statistical analysis for policy development, evaluation, monitoring, and forecasting. • Developing statistical tools for future data collection. • Identifying department's needs, specifying what data to be delivered, and developing robust, timely methods to ensure data. • Overseeing collection and analysis of data. • Interpreting the data and ensuring the right decisions are made based on the results. • Monitoring data collected. • Presenting results to senior managers and regulatory authorities. • Advising policymakers on key decisions based on findings. • Writing reports and articles for publication as and when needed. • Engaging relevant stakeholders and policymakers where needed to manage integration of varying verticals and data dashboards.
Age Limit	30-40 years
Qualification	MS/MSc/BS/BSc in Statistics, Economics, Econometrics, Public Administration, or other relevant degrees from an HEC-recognized university. Familiarity with R, Python, Stata, SPSS, or other software. Excellent communication, management, and problem-solving skills.
Experience	5 years of relevant professional experience (post-qualification) in public service, DMG, public health, or consulting.

5.2. Other Technical Resources

Software developer	
Job Description	The Software Developer will design, develop, and maintain software solutions for our projects. This role involves analyzing user requirements, integrating and improving systems, and writing and testing code. The developer will work closely with project managers, designers, and team members to ensure user-friendly and efficient solutions, maintain systems, prepare training manuals, and continuously update technical knowledge.
Responsibilities & Allowance	▪ Analyze user requirements. • Research, design, and write new software programs. • Test new programs and fault finding. • Evaluate software and systems that make computers and hardware work. • Develop existing programs by analyzing and identifying areas for modification. • Integrate existing software products and get incompatible platforms to work together. • Create technical specifications and test plans. • Write and test code and then refine and rewrite as necessary. • Write systems to control job scheduling on a mainframe or to control access for users or remote systems. • Write operational documentation with technical authors. • Maintain systems by monitoring and correcting software defects. • Work closely with project managers, designers, developers, and analysts. • Consult clients and colleagues concerning maintenance and performance of software systems. • Investigate new technologies. • Continually update technical knowledge and skills by attending in-house or external courses, reading manuals, and accessing new applications. • Write, modify, and debug software for client applications. • Use source debuggers and visual development environments. • Write code to create single-threaded or user interface event-driven applications. • Test and document software for client applications. • Interpret written business requirements and specifications documents. • Perform coding to written technical specifications. • Investigate, analyse, and document reported defects. • Perform maintenance programming and correction of identified defects. • Create and implement unit test plans, scripts, and test harnesses. • Create and maintain technical documentation using technical documentation templates. • Present ideas for system improvements, including cost proposals. • Produce detailed specifications and write program codes. • Test the product in controlled, real situations before going live. • Prepare training manuals for users. • Maintain systems once they are up and running. • Evaluate software and systems that make computers and hardware work. • Integrate existing software products and get incompatible platforms to work together. • Perform other related duties as required during working hours.
Age Limit	25 to 35 Years
Qualification	BS Computer Science, BSCS, MS Computer Science, MCS, or MIT. Minimum 16 years of education required.
Experience	3 years' experience (post-qualification) in Software Development/Programming. Must have experience with Oracle, ASP.Net, PHP, C#, and Java-based software development among others. Front-end and back-end experience preferred.

Mobile Application Developer	
Job Description	The Mobile Application Developer will design, develop, and maintain mobile applications for the digitization project in the Department of Health, KP. This role involves working closely with the project team to create user-friendly and efficient mobile solutions that support the project's goals.
Responsibilities	• Design and develop high-quality mobile applications for Android (and iOS if skilled) platforms. Ensure that the applications are responsive, user-friendly, and align with project requirements. • Collaborate with stakeholders to gather and analyze requirements. Translate business needs into technical specifications and functional applications. • Work closely with UI/UX designers to implement visually appealing and intuitive user interfaces. Ensure a seamless user experience. • Write clean, efficient, and maintainable code. Conduct regular code reviews and participate in testing to ensure the quality and functionality of the applications. • Optimize mobile applications for maximum speed and scalability. Identify and resolve performance bottlenecks. • Integrate mobile applications with backend services and third-party APIs. Ensure secure and efficient data exchange. • Provide ongoing maintenance and support for existing mobile applications. Address and resolve any issues or bugs promptly. • Prepare comprehensive documentation for mobile applications, including design specifications, user guides, and technical manuals. • Stay updated with the latest industry trends and technologies. Identify opportunities for innovation and continuous improvement in mobile app development. • Work closely with the project team, including developers, designers, and managers, to ensure cohesive project execution and alignment with project goals. • Ensure that mobile applications comply with relevant security standards and guidelines. Implement best practices for data protection and privacy.
Age Limit	25–35 years
Qualification	Bachelor's degree in Computer Science, Software Engineering, Information Technology, or a related field from an HEC-recognized university. Proficiency in development tools such as Android Studio, Xcode, and version control systems like Git. Proficient in mobile app development frameworks and languages such as Flutter, React Native, Swift, Kotlin, and Java. Experience with API integration and backend services preferred.
Experience	Minimum of 3 years of experience (post-qualification) in mobile app development, with a strong portfolio of published applications on Android/iOS platforms. Experience in Android and iOS application development, with knowledge of UI/UX design preferred.
Web developer	
Job Description	Web Developers will be responsible for creating innovative designs and layouts of websites and other web-based applications using code. They will build website/web applications from concept to completion, fashioning everything from the home page to site layout and function.

Responsibilities	• Back up files from websites to local directories for instant recovery in case of problems. • Respond to user email inquiries or set up automated systems to send responses. Register websites with search engines to increase web traffic. • Create web models or prototypes including physical, interface, logic, or data models. • Analyse user needs to determine technical requirements. • Develop or implement procedures for ongoing website revision. • Determine appropriate architecture and other technical solutions; make relevant recommendations to clients. • Communicate with the Project Manager with efficiency and accuracy about progress and/or delays. • Engage in outside-the-box thinking to provide high-value service to clients. • Develop innovative, reusable web-based tools for activism and community building. • Must have strong skills in Photoshop, Fireworks, or equivalent application. • Work closely with Project Managers and other members of the development team to develop detailed specification documents with clear project deliverables and timelines, ensuring timely completion of deliverables. • Write well-designed, testable, efficient code using best software development practices. • Create site layout/user interfaces using standard HTML/CSS practices. • Integrate data from various back-end services and databases. • Gather and refine specifications and requirements based on technical needs. • Create and maintain software documentation. • Be responsible for maintaining, expanding, and scaling the site. • Stay plugged into emerging technologies/industry trends and apply them to operations and activities. • Work closely with staff such as project managers, graphic artists, designers, developers, systems analysts, and sales/marketing professionals. • Consult with clients and colleagues concerning maintenance and performance of software systems and make recommendations to modify or upgrade systems. • Cooperate with web designers to match visual design intent. • Write and edit content. • Write code to create single-threaded or user-interface event-driven applications, either standalone or those which access servers or services. • Designing webpage layout. • Determining technical requirements. • Updating websites. • Creating backup files. • Solving code problems. • Perform other related duties as required during working hours.
Age Limit	25 to 35 years
Qualification	MS Computer Science / MCS (2-Year) / MIT / BS Computer Science / BSCS (4-Year) from an HEC-recognized university. Minimum 16 years of education required.
Experience	3 years' experience (post-qualification) in web applications development. Must have experience with Oracle, ASP.Net, PHP, HTML, C#, and Java-based application/website development.

Database Specialist Assistant	
Job Description	Database Specialist Assistant will be responsible for the performance, integrity and security of a database. Database Specialist Assistant is responsible for the planning, maintenance, and development of a database on following principles.
Responsibilities	To assist Database Specialist in performing following functions: ▪ Data remains consistent across the database ▪ Data is clearly defined ▪ Users access data concurrently, in a form that suits their needs ▪ There is provision for data security and recovery control (all data is retrievable in an emergency). ▪ Identify user's need and monitoring user access and security ▪ Monitoring performance and managing parameters to provide fast responses to front-end users ▪ Mapping out the conceptual design for a planned database ▪ Considering both back-end organization of data and front-end accessibility for end-users ▪ Refining the logical design so that it can be translated into a specific data model

	▪ Further refining the physical design to meet system storage requirements ▪ Installing and testing new versions of the DBMS ▪ Maintaining data standards, including adherence to the Data Protection Act ▪ Writing database documentation, including data standards, procedures and definitions for the data dictionary (metadata) ▪ Controlling access permissions and privileges ▪ Developing, managing and testing back-up and recovery plans ▪ Ensuring that storage and archiving procedures are functioning correctly ▪ Capacity planning ▪ Communicating regularly with technical, applications and operational staff to ensure database integrity and security ▪ Commissioning and installing new applications and customizing existing applications in order to make them fit for purpose ▪ Keep databases up to date ▪ Help with database design and development ▪ Manage database access ▪ Design maintenance procedures and putting them into operation ▪ Ensure that databases meet user requirements ▪ Liaison with programmers, applications/operational staff, IT project managers and other technical staff ▪ Manage database security/integrity and backup procedures ▪ Implement security measures ▪ Define objectives through consultation with staff at all levels ▪ Write reports, documentation and operating manuals ▪ Test and modifying databases to ensure that they operate reliably ▪ Provide user training, support and feedback ▪ Write disaster recovery plans ▪ Archiving data ▪ Perform other related duties as required during working hours
Age Limit	30 to 40 Years
Qualification	MS Computer Science / MCS (2 Year) / MIT / BS Computer Science / BSCS (4 Year) from an HEC recognized University
Experience	2 Years of relevant professional experience of Oracle/Teradata/MS-SQL on Solaris/windows/ Linux as Database Specialist or administrator/ Software Developer in a reputable organization. Note: OCP certification will be an added advantage.

Network Infrastructure Lead	
Job Description	The Network Infrastructure Lead will install, configure, and support the Local Area Network (LAN), Wide Area Network (WAN), and Internet system (or a segment of a network system), along with maintaining network hardware and software. He/She will ensure network availability to all system users and perform necessary maintenance to support network availability. Additionally, he/she will supervise other network support and client-server specialists and plan, coordinate, and implement network security measures.
Responsibilities & Allowance	• Diagnose hardware and software problems and replace defective components. • Perform data backups and disaster recovery operations. • Maintain and administer computer networks and related computing environments, including computer hardware, systems software, applications software, and configurations. • Plan, coordinate, and implement network security measures to protect data, software, and hardware. • Operate master consoles to monitor performance of computer systems and networks and to coordinate computer network access and use. • Perform routine network startup and shutdown procedures and maintain control records. • Design, configure, and test computer hardware, networking software, and operating system software. • Recommend changes to improve systems and network configurations and determine hardware or software requirements. • Monitor network performance to determine whether adjustments are needed and determine where changes will need to be made in the future. • Confer with network users to resolve existing system problems. • Install and support LANs, WANs, network segments, Internet, and intranet systems. • Install and maintain network hardware and software. • Analyse and isolate issues. • Monitor networks to ensure security and availability to specific users. • Evaluate and modify system's performance. • Identify user needs. • Determine network and system requirements. • Maintain integrity of the network, server deployment, and security. • Ensure network connectivity throughout the company's LAN/WAN infrastructure is on par with technical considerations. • Design and deploy networks. • Perform network address assignment. • Assign routing protocols and routing table configuration. • Assign configuration of authentication and authorization of directory services. • Maintain network facilities in individual machines, such as drivers and settings of computers and printers. • Maintain servers such as file servers, VPN gateways, and intrusion detection systems. • Administer servers, desktop computers, printers, routers, switches, firewalls, phones, smartphones, deployment, security updates, and patches. • Perform other related duties as required during working hours.
Age Limit	25 to 35 years
Qualification	MS Computer Science / MCS (2 Years) / MIT / BS Computer Science / BSCS (4 Years) / B.Sc. Electrical Engineering from an HEC-recognized university.
Experience	3 years' experience (post-qualification) in LAN/WAN network troubleshooting with hands-on experience in CISCO switches/routers in a reputable organization. Note: MCSE, CCNA will be given added advantage.
GIS Specialist	
Job Description	The GIS Specialist will develop and implement geospatial strategies to support the department's objectives, focusing on the integration and utilization of geographic information systems (GIS) for better decision-making.

Responsibilities	• Develop and implement comprehensive GIS strategies and plans that align with organizational goals. • Manage GIS projects, including scope, timeline, resources, and deliverables. • Coordinate with internal and external stakeholders to understand their geospatial needs and provide tailored solutions. • Analyse spatial data using GIS software to produce maps, reports, and visualizations that aid decision-making. • Integrate GIS with other information systems to enhance data accessibility and usability. • Provide training and support to staff on GIS tools, techniques, and best practices. • Stay updated on GIS technologies, trends, and industry best practices to continuously improve the GIS capabilities of the organization. • Ensure data quality and accuracy by implementing data validation and quality control measures. • Develop and maintain GIS databases, ensuring they are up-to-date and secure. • Communicate the value and benefits of GIS to non-technical stakeholders through presentations and reports.
Age Limit	25-35 years
Qualification	Bachelor's or master's degree in GIS preferred, or Geography, Geospatial Sciences, Environmental Science with demonstrated technical ability, or a related field from an HEC-recognized university.
Experience	3 years of experience (post-qualification) in GIS strategy development and implementation. Proficiency in GIS software such as ArcGIS, QGIS, etc.

Monitoring Agent

Job Description	Monitoring agents will conduct spot checks to ensure that operations run smoothly on the ground. They will physically visit various sites to assess and verify that processes and activities comply with established standards and regulations. They will gather data, observe operations, and report their findings to ensure transparency, accountability, and efficiency in operations.
Responsibilities	• The first responsibility of a monitoring agent is leading, guiding, and/or coordinating with other staff members. • Configure the software of all computer systems and maintain sound knowledge of them. • Work with programmers and systems analysts in coordinating the systems testing environment on the development side and resolving errors from databases. • Maintain accurate records and use pertinent software applications. • Assist programmers and systems analysts in testing and debugging new programs. • Perform duties assigned by the supervisor to satisfactory levels and ensure compliance with all guidelines and work requirements. • Perform all data and screen monitoring/reporting duties in an accurate and timely manner. • Carry out any other duties as required by management. • Enter data from source documents into prescribed computer databases, files, and forms. • Scan documents into document management systems or databases when required. • Enter updates and verify data in various systems for use by all personnel. • Review and verify entered database data to ensure accuracy. • Must have a minimum typing speed of 30 WPM. Good written, listening, and communication skills are required.
Age Limit	25 to 35 years.
Qualification	Graduate from an HEC-recognized university/institute.
Experience	3 years of relevant professional experience (post-qualification). Experience from a public-sector organization will be preferred.

Data Specialist

Job Description	The Data Analyst will manage, analyze, and ensure the integrity of data for the digitization project in the Department of Health, KP. This role involves developing data models, performing data analysis, and maintaining databases to support project goals and decision-making processes.
-----------------	--

Responsibilities	• Develop and maintain databases, ensuring data integrity, accuracy, and security. Manage data collection processes and ensure timely data updates. • Analyze large datasets to identify trends, patterns, and insights. Provide detailed data analysis reports to support project decision-making. • Integrate data from various sources into a unified database. Ensure consistency and compatibility of data from different systems. • Create data visualizations, dashboards, and reports to present data insights clearly and effectively to stakeholders. • Implement data quality assurance processes to maintain high standards of accuracy and reliability. Perform regular data audits and validation checks. • Develop and enforce data governance policies and procedures. Ensure compliance with relevant data protection regulations and standards. • Provide technical support for data-related issues. Assist project team members in accessing and using data effectively. • Conduct training sessions for project staff on data management and analysis tools and techniques. Build the capacity of the team to handle data effectively. • Work closely with the IT team to ensure seamless integration of data systems and tools. • Provide input on the development and enhancement of data management systems. • Maintain comprehensive documentation of data management processes, data sources, and analysis methodologies. Ensure all documentation is up-to-date and accessible. • Identify opportunities for innovation and improvement in data management practices. • Stay updated with the latest industry trends and technologies.
Age Limit	23-30 years
Qualification	Bachelor's degree in Data Science, Computer Science, Information Management, Statistics, or a related field from an HEC-recognized university.
Experience	Minimum of 2 years of experience (post-qualification) in data management, analysis, or a related field. Proven track record of handling large datasets and providing data-driven insights. Strong understanding of database management systems, data analysis tools, and data visualization techniques. Experience with SQL, Python, R, Stata, SPSS, or similar programming languages.
Implementation Coordinators	
Job Description	The Implementation Coordinator will support the rollout, deployment, and effective use of digital modules developed by KP HISDU. This role ensures that all system modules are properly implemented across districts, facilities, and operational units. The coordinator will monitor progress, troubleshoot implementation issues, engage with stakeholders, provide user guidance, and ensure that all assigned modules are functioning as intended in the field. The Implementation Coordinator will act as a bridge between KP HISDU's technical team and field-level users to ensure smooth and timely adoption of new systems.
Responsibilities	• Coordinate and oversee the implementation of HISDU-developed modules across assigned districts or health facilities. • Ensure that all digital solutions, tools, dashboards, and reporting modules are fully deployed and functioning according to KP HISDU standards. • Conduct field visits, facility visits, and virtual check-ins to monitor module usage and identify issues or gaps in implementation. • Provide on-site and remote support to users, including basic troubleshooting and guiding staff on using the modules effectively. • Report technical issues, user challenges, and system errors to the KP HISDU central technical team for timely resolution. • Follow up with district HIS staff, facility managers, and implementing teams to ensure compliance with module usage protocols. • Maintain logs of implementation activities, challenges, resolutions, and progress updates. • Collect feedback from users and stakeholders to support system improvements and upgrades. • Ensure that all relevant staff are adequately oriented or trained on new or updated digital modules. • Verify whether modules are being used correctly and consistently, ensuring data quality and correct workflows. • Support the development and dissemination of implementation guidelines, SOPs, and training materials. • Prepare daily, weekly, and monthly progress reports for KP HISDU management. • Follow up on assigned tasks and deadlines to ensure smooth execution of project implementation plans. • Perform any additional duties related to digital health implementation as assigned by KP HISDU leadership.

KP-HISDU / Health Department / Government of Khyber Pakhtunkhwa

Standard Request for Proposals (SRFP) Documents- Procurement of Consulting Services of HR Outsourcing Company/Firm

Age Limit	25 to 35 years
Qualification	Bachelor's degree in Public Health, IT, Computer Science, Social Sciences, or a related field from an HEC-recognized university. Strong understanding of digital systems, data flows, and field-level health operations preferred.
Experience	Minimum 2–4 years of experience in project implementation, digital system deployment, field coordination, or monitoring roles. Experience in digital health systems or government health programs will be an advantage.
IT Officer	
Job Description	The IT Assistant will support everyday computer and technology operations, including setting up and fixing hardware and software. Responsibilities include assisting staff with basic tech issues, managing IT equipment, and ensuring that all systems remain functional and secure. The role also involves coordinating with vendors for repairs, maintaining backups, and ensuring that IT assets are properly maintained for smooth organizational operations.
Responsibilities	• Identify, troubleshoot, and resolve hardware, software, and network-related problems. • Assist staff with everyday tech issues and provide technical support. • Manage and maintain IT equipment, ensuring it remains in good working condition. • Coordinate with vendors for hardware repairs, replacements, and upgrades. • Handle data backups and ensure data security protocols are followed. • Maintain accurate records of IT assets, software licenses, and support activities. • Configure and install Windows workstations based on organizational requirements. • Train users on basic system features, software, and tools used on organizational platforms. • Collaborate with vendors to resolve operating system or application issues; test and implement solutions. • Install and configure computer networks, including LAN and WAN setups. • Upgrade software, patches, and operating systems on a routine basis. • Ensure all computers are protected by updated antivirus and security software. • Set up and organize IP allocations appropriately. • Perform any other IT-related or hardware tasks as required for efficient operations.
Age Limit	25 to 35 years
Qualification	Bachelor of Business Administration, Bachelor of Communications, or Bachelor's in Computer Science with DCS/DCH from an HEC-recognized university/institute.
Experience	Previous experience in a similar role preferred.
HR Associate	
Job Description	The HR Associate will support day-to-day HR operations for the KP HISDU in the Department of Health, KP. This role involves conducting verification calls, validating employee/field data, monitoring incoming information through the Command & Control dashboards, and ensuring the accuracy and reliability of records. The HR Associate will assist with recruitment, documentation, reporting, and provide administrative support to the HR team to ensure smooth and efficient operations.
Responsibilities	• Make outbound verification calls to confirm field data, service delivery activities, and submitted information. • Receive inbound calls from staff, field teams, health facilities, and stakeholders, and document all information accurately. • Validate and cross-check data received through KP HISDU systems, mobile apps, and digital platforms. • Monitor dashboards, screens, and incoming information in the Command & Control Center, ensuring real-time updates and flagging errors immediately. • Record call outcomes, verification findings, and discrepancies in designated databases or reporting tools. • Report incorrect, incomplete, or suspicious data to supervisors for further action. • Maintain logs of call activity, verification summaries, and data quality observations. • Coordinate with field teams or district staff when additional clarification or re-verification is required. • Escalate urgent issues—such as missing reports, system outages, or critical data inconsistencies—to the relevant team promptly. • Follow approved scripts, guidelines, and protocols to ensure consistency and accuracy during calls. • Maintain confidentiality of sensitive information and adhere to data protection standards. • Perform additional tasks as assigned to support KP HISDU Command & Control operations.
Age Limit	23 to 35 years

Qualification	Bachelor's degree in Social Sciences, IT, Business Administration, Management studies or any relevant field from an HEC-recognized university. Strong communication and data-handling skills required.
Experience	1-2 years Experience in Govt. semi-Govt projects/offices will be required. Experience in a control-room or digital command center is an added advantage.
Security Staff	
Job Description	The Security Guard will ensure the safety and security of the premises and personnel. This role involves monitoring the premises, controlling access, and responding to security incidents to maintain a safe environment. The Security Guard must be eligible to operate a designated weapon.
Responsibilities	• Monitor the premises and conduct regular patrols to ensure only authorized personnel enter and to identify/address security concerns (including functionality of cameras and alarms). • Respond promptly to security incidents, alarms, and emergencies. • Maintain a log of all security incidents and report them to the authorities. • Assist in enforcing safety regulations and procedures within the premises. • Provide assistance and directions to visitors and staff as needed. • Collaborate with law enforcement/emergency response teams.
Age Limit	30 to 50 years
Qualification	Matriculation passes or equivalent. Physical fitness and the ability to perform security duties effectively. Strong observational skills and attention to detail. Knowledge to operate designated weapon.
Experience	Ex-forces personnel preferred; previous experience in a similar role preferred.
Janitorial Staff	
Job Description	The Peons will perform their own duties; whereas sweepers will be responsible for cleanliness of the entire premises along with washrooms.
Responsibilities	Peons • Deliver and collect official files, documents, letters, and other office correspondence as directed. • Assist in photocopying, scanning, filing, and distribution of documents. • Ensure timely opening and closing of offices, where assigned, and report any maintenance or operational issues. • Serve tea, refreshments, and drinking water to officials and visitors as required. • Assist in shifting office furniture, equipment, and supplies when needed. • Perform any other duties assigned by the competent authority in the interest of the Project. Sweeper Clean and maintain offices, corridors, washrooms, meeting rooms, staircases, and other designated areas on a daily basis. Ensure washrooms remain clean and adequately stocked with essential consumables. Dust, mop, sweep, and disinfect office furniture, fixtures, equipment, and common areas regularly. Perform any other housekeeping-related duties assigned by the competent authority
Age Limit	18 to 25 years
Qualification	Literate preferably matriculation pass with physical fitness and the ability to perform duties effectively.
Experience	Previous experience in a similar role preferred.

Section 6. Terms of Reference (TORs)

6.1. Background

KP-HISDU is a flagship initiative of the Health Department, Government of Khyber Pakhtunkhwa, aimed at digitizing and integrating health information systems across the province. The project will automate key health functions through modules such as EMR, MIMS, and HRMIS, supported by a centralized platform, Data Command Centre, and advanced analytics. KP-HISDU seeks to improve healthcare service delivery, transparency, efficiency, and evidence-based decision-making in the public health sector. While establishing the Khyber Pakhtunkhwa Health Information and Service Delivery Unit, the Unit requires highly skilled technical and support human resources, which shall be outsourced through reputed professional firms with demonstrated capacity and expertise.

6.2. Objective

To engage an experienced HR outsourcing firm to provide, manage, and supervise high-quality technical and support staff to ensure timely implementation and operationalization of KP-HISDU Systems.

6.3. Deliverables

- a. Timely deployment of qualified staff as per agreed staffing plan.
- b. Proof of qualifications, skillset, and prior experience for each deployed HR resource.
- c. Monthly attendance and activity reports for each deployed staff.
- d. Quarterly performance reports against Key Performance Indicators (KPIs) defined by KP-HISDU PMU.
- e. Immediate replacement of underperforming or unavailable staff.
- f. Annual training and development plan for staff deployed under this assignment.
- g. The following modules will have to be developed and deployed staff: **(Annexure-III)**
 - a. Official website revamp
 - b. Electronic & Social media surveillance system
 - c. Medicine Supply Chain Management System
 - d. Digitization of MCC
 - e. Backend system for centralized biometric attendance system
 - f. HRMIS enhancements
 - g. EMR
 - h. Complaint Management Cell
 - i. Operationalization of CDU
 - j. Fulfilling data analysis and visualisation needs of Health Department
 - k. GIS Cell Operationalisation
 - l. Integration of data of vertical programs
 - m. Progress tracking module for project
 - n. Data analysis support for complaint management cell
 - o. Implementation and Monitoring of modules in field
 - p. Operationalization and manning of HRMIS Cell
 - q. The hired firm will be responsible to develop systems not limited to above mentioned but for any other software and data analysis needs of the health department as directed by the PD KP-HISDU within the duration of engagement.

6.4. Scope of Work/Service

- 6.4.1. For development of the Health Information and Service Delivery Unit, The Project Director, KP-HISDU intends to sign a framework agreement with the best evaluated HR Outsourcing Firm for provision of human resources including Developers, IT professionals, support staff etc. on need basis for the following scope of work.
- a) Recruit, hire, and deploy qualified personnel as per agreed job descriptions and skill requirements.
 - b) Submit documented proof that each hired resource meets the required skillset, qualifications, and experience as specified by HISDU PMU.
 - c) Ensure continuity of services, including replacement of staff within a week time in case of resignation, termination, or non-performance.
 - d) Manage payroll, statutory deductions, benefits, insurance, and compliance with local labour laws.
 - e) Provide professional capacity-building, orientation, and on-the-job training to deployed staff.
 - f) Maintain administrative support including attendance tracking, HR record-keeping, and reporting to the KP-HISDU Project Management Unit (PMU).
 - g) Conduct periodic performance reviews in collaboration with KP-HISDU management.
 - h) Ensure that any work product, software, source code, databases, documentation, reports, or other outputs developed by outsourced staff shall be the sole property of the Department of Health, Government of Khyber Pakhtunkhwa.
 - i) Implement recommendations of the KP-HISDU PMU regarding performance-based or disciplinary removal of outsourced personnel.
- 6.4.2. After signing framework contract, the outsourcing firm will deploy the top three resources i.e. Manager MIS, Manager Analytics & Implementation and Database Specialist. For rest of the technical team, the PMU KP-HISDU Project through Admin Officer will request the selected firm to submit at least three (03) CVs for the required positions in one-week time. An evaluation process will follow, where candidates will be assessed by a committee comprising of Project Director, Deputy Director, and Admin Officer based on their education, experience, and performance in interviews. The resource(s) will then be selected, and a service order will be issued to the respective firm for the provision of the best evaluated resource(s).
- 6.4.3. If at any time and at its sole discretion, KP-HISDU Project determines that the performance of the provided resources is not satisfactory or unavailable due to unforeseen situation, Admin Officer, KP-HISDU Project will notify the firm in writing and respective firm shall immediately withdraw such resource and the KP-HISDU Project will inform the firm to provide CVs for the subject vacant position within a week time and after formal interview, the selected service provider shall provide the resources within one (01) week time. This entire process shall not go beyond 14 days.
- 6.4.4. The selected HR outsourcing firm shall provide the technical plus supporting human resources, as specified in Section-5, on need basis for a period of one year under the framework contract, extendable to another year up to a maximum of three years, upon satisfactory performance.
- 6.4.5. The provision of services under this contract shall be demand driven and at the sole discretion of KP-HISDU Project. The number of resources to be hired may increase or decrease as per requirement keeping in view the availability of budget and provision of resources in the PC-I.
- 6.4.6. For duty purpose, the onboard staff shall be deputed at KP-HISDU site at Peshawar and will observe office timing from 09:00 am to 05:00 pm from Monday to Friday. However, few resources i.e. implementation coordinators and monitoring agents may work in shifts.
- 6.4.7. Two casual leaves will be allowed per month and medical leaves will be allowed as per medical report, duly sanctioned by the concerned immediate supervisor. If the medical leave goes beyond one week, then the firm shall provide replacement of the same resource.
- 6.4.8. The deputed resources shall not be considered/deemed to be in employment of KP-HISDU Project and they shall have no claim against KP-HISDU Project, any liability arising in this respect shall solely lie on the service provider. Furthermore, the deputed resources shall be the personnel/employees of the Service Provider and not of the Government.
- 6.4.9. The KP-HISDU Project will provide the resource with any licenses for software, necessary for carrying out their duties with KP-HISDU Project, but the firm shall be responsible for their safety & security, and shall also be held liable to pay in case of any damage, loss, or theft.

- 6.4.10. The firm will be sole responsible to obtain security clearance from law enforcement agencies. However, after the selection of the candidate, the Service Provider will provide the **Police Clearance Certificate** (from local police station) and Medical Certificate of each selected candidate within fourteen (14) days.
- 6.4.11. Any software customization, development, innovation, upgradation performed by the technical resources engaged under this contract will be the sole property of KP-HISDU Project, Health Department with the clear guidelines of the confidentiality of the contents and platform.
- 6.4.12. The KP-HISDU Project shall deduct all applicable taxes, duties and other charges at the rate prescribed under the laws of Pakistan, from all payments made for services rendered by Service Provider.
- 6.4.13. The Service Provider will ensure that the provided HR will keep the confidentiality of all the projects, code, and initiatives performed under this agreement and shall not use any of the above information for any other purpose apart from the stated project. For this purpose, a **Non-Disclosure Agreement (NDA)** shall be signed between the KP-HISDU Project and the selected resource where applicable.
- 6.4.14. Any hardware or equipment shall be provided only to selected resources, subject to the availability of such items in the approved PC-1. The equipment will be issued to the selected resource through the consultancy firm, which shall be responsible for ensuring its safe custody and return to KP-HISDU Project upon contract expiry or resource replacement.
- 6.4.15. It shall be the responsibility of the firm to provide necessary training and capacity building to these employees from time to time as where and when required.
- 6.4.16. The solutions developed, content drafted, any products or material created, data generated by the deputed employees shall be the sole propriety of the KP-HISDU Project, the consultant will not claim any such data or material for marketing or presentation purposes.
- 6.4.17. The Client reserves the right to annul the contract with a one-month written notice if the firm fails to deliver on the agreed scope, outputs, or quality standards.

6.5. Duration of the Service

The duration for the framework contract shall be one year, extendable to another year up-to a maximum of three years under Rule-31A of the KPPRA Rules. Annual increase **at the rate 5%** for each extended year may considered against the agreed salaries only. Rest of the conditions will remain the same.

6.6. Firm Qualification Criteria/ Evaluation

The evaluation process will follow three stages:

6.6.1. Mandatory Evaluation: In the first stage, all proposals will be evaluated against the Mandatory Evaluation Criteria. Firms who fail to meet these mandatory requirements will be disqualified and shall be considered as non- responsive proposals. For detailed mandatory eligibility, see **Annexure-I**.

6.6.2. Technical Evaluation: In the second stage, the proposals of those who passed the Mandatory Evaluation will be assessed based on the Technical Evaluation Criteria. The evaluation committee shall evaluate the Technical Proposals based on their responsiveness to the Terms of Reference, applying the evaluation criteria, sub-criteria, and point system specified above. Each responsive Proposal will be given a technical score (St). Bidders scoring aggregate 70% or more with 50% in each sub-category in technical evaluation will be considered technically qualified. For detailed technical evaluation, see **Annexure-II**.

The Technical Score, St will then be obtained by the following formula: $St = A+B+C$. Where, A, B and C are the sub-categories scores against Profile, Experience and Financial Strength respectively.

6.6.3. Financial Evaluation: Financial proposals of those participated firms who failed to secure minimum qualifying marks in the technical evaluation shall be returned un-opened. The firms that qualified the technical evaluation will be considered as selected for financial evaluation. The QCBS at 60% Technical and 40% financial will be used for final evaluation. The firms qualifying minimum 70% score in technical evaluation will be eligible for opening the financial proposals. Forty (40%) weightages will be given to Financial

Proposals of the Firms. The formula for financial scoring is that the lowest bidder gets 40 points and for the other bidders (Quoted bid of the bidder, divided by lowest bid, multiplied by 40).

Value quoted by lowest bidder = A

Value quoted by second lowest bidder = B

Value quoted by third lowest bidder = C

Financial scoring of the lowest bidder will be = 40

Financial scoring of the second lowest bidder will be = $(A/B) \times 40$

Financial scoring of the third lowest bidder will be = $(A/C) \times 40$

6.6.4. Total Score & Award of Contract: After Technical and Financial Evaluation, the contract shall be awarded to the firm which declared as best evaluated bid. Total score will be calculated as follows:

(Technical Score (60%) + Financial Score (40%)) = Total Score (100%)

Points obtained in the detailed technical evaluation will be carried forward & prorated. Contract will be awarded to the Firm with maximum accumulative score (Technical Score + Financial Score).

6.7. Compensation

The firm shall be paid salaries of the deployed staff plus Services charges (%age) to meet other contributions and taxes to execute the project. Moreover, a deliverable/module-based cost shall also be paid.

6.8. Schedule of Payment

Following are the Payment Terms & Conditions for schedule of payment:

- a. Payments will be made quarterly, subject to verification of attendance, performance reports and attainment of deliverables.
- b. Payment of HR and Services Costs will be linked to deployment and attendance of HR, while Consultancy fee will be contingent on the completion of modules/deliverables.
- c. Invoice shall be addressed to Project Director KP-HISDU Project who shall process the invoice for payment.
- d. All the payments shall be made to the outsourcing firm through cross cheque in the Pak Rupees.
- e. Payment shall be made after deduction of all applicable taxes etc. as per Government rules on total invoice amount.
- f. Payment towards staff's insurance and EOBI or any other dues that may become applicable shall be paid by the outsourcing firm at no extra cost to KP-HISDU Project.
- g. Monthly salaries to the resources will be paid by the hired outsourcing firm maximum by 5th of each month, no matter the service provider receive payment from the PE or not.

6.9. Penalties

The following penalties shall be imposed:

S#	Description	Penalty Charges (in PKR)
01	Unauthorized Absence	Per day salary of the concerned resource. Note: Attendance and duty roster must be followed in the true spirit.
02	Strikes/Delay in services due to non-payment of salaries	0.5% of the quarterly invoice amount will be imposed as penalty for each day of strike. Note: Strikes more than 03 times in the contractual period may lead to termination of the contract.

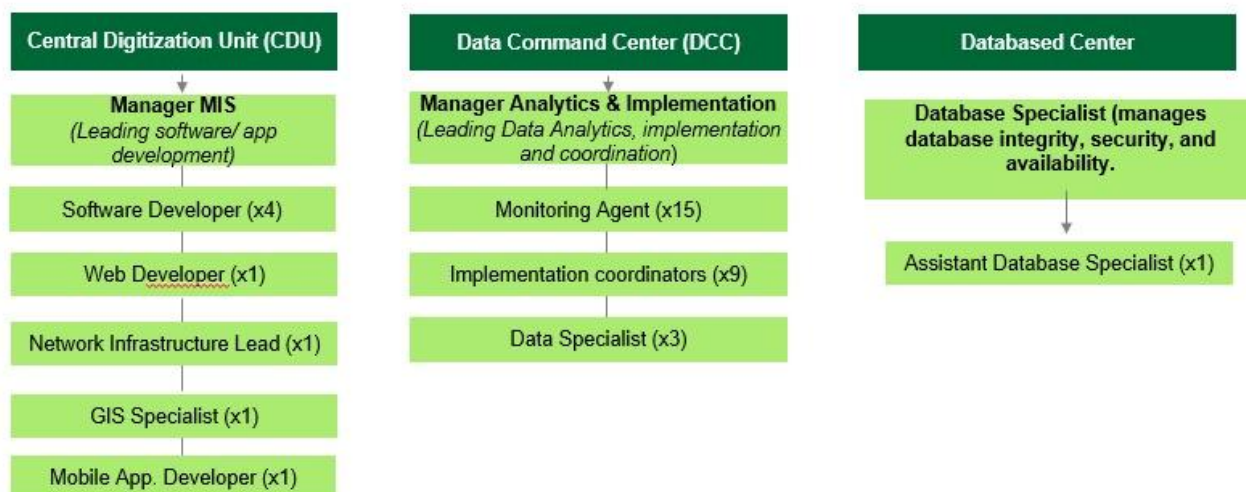
03	Delay in module achievement	A penalty at the rate of 1%/per week of module-based cost from the respective module's cost shall be deducted for any delay in achieving the target deliverable, subject to a maximum deduction of 10% of the respective invoice value.
04	Delay in Service	If request for any of the technical resource is issued, the service provider must provide it within 14 days; in case of failure, 1% of the Services fee shall be deducted for each day lapsed.

6.10. Reporting & Supervision

- All outsourced staff will work under the day-to-day supervision of KP-HISDU PMU, and the project authorities will decide the KPIs of all outsourced staff.
- Performance reviews will be conducted jointly by PMU and the firm on a quarterly basis.
- HISDU PMU has the authority to recommend the removal of any outsourced personnel on performance or disciplinary grounds, and the firm will be obliged to act accordingly.

6.11. Team Composition & Qualification Requirements for the Key Experts

The Manager MIS, Database Specialist, and Manager Analytics work as a single data value chain within KP-HISDU. The Manager MIS ensures accurate data collection and smooth operation of digital health systems such as EMR, MIMS, and HRMIS. The Database Specialist manages the central database, ensuring data quality, security, integration, and availability. The Manager Analytics utilizes this data to develop dashboards, reports, and insights for evidence-based decision-making. Feedback from analytics is used to improve data quality and system performance, creating a continuous cycle of data collection, management, analysis, and informed action.



II. General Conditions of Contract

1. GENERAL PROVISIONS

1.1 Definitions

Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

- (a) “Applicable Law” means the Khyber Pakhtunkhwa Public Procurement Act, thereunder Rules 2014.
- (b) “Procuring Entity PE” means the implementing department which signs the contract
- (c) “Consultant” means a person, a firm, a company or an organization undertaking supply of services; “Contract” means the Contract signed by the Parties and all the attached documents listed in its Clause 1, that is General Conditions (GC), the Special Conditions (SC), and the Appendices.
- (d) “Contract Price” means the price to be Paid for the Performance of the Services, in accordance with Clause 6;
- (e) “Effective Date” means the date on which this Contract comes into force and effect pursuant to Clause GC 2.1.
- (f) “Foreign Currency” means any currency other than the currency of the PE’s country.
- (g) “GC” means these General Conditions of Contract.
- (h) “Government” means the Government of Khyber Pakhtunkhwa.
- (i) “Local Currency” means Pak Rupees.
- (j) “Member” means any of the entities that make up the joint venture/consortium/association, and “Members” means all these entities.
- (k) “Party” means the PE or the Consultant, as the case may be, and “Parties” means both of them.
- (l) “Personnel” means Persons hired by the Consultant or by any Sub Consultants and assigned to the Performance of the Services or any Part thereof.
- (m) “SC” means the Special Conditions of Contract by which the GC may be amended or supplemented.
- (n) “Services” means the consulting services to be performed by the Consultant pursuant to this Contract, as described in the Terms of References.
- (o) “Sub-Consultants” means any Person or entity to whom/which the Consultant subcontracts any Part of the Services.
- (p) “In writing” means communicated in written form with proof of receipt.
- (q) **“Joint Venture (JV)” means a consortium or association of more than one Consultants where one member has the authority to conduct all business for and on behalf of any and all the members of the JV, and where the members of the JV are jointly and severally liable to the Procuring Entity for the performance of the Contract.
- (r) **“Key Expert(s)” means an individual professional whose skills, qualifications, knowledge and experience are critical to the performance of the Services under the Contract and whose CV was taken into account in the technical evaluation of the Consultant’s proposal.
- (s) **Key Expert Availability and Replacement Policy:** If it is established that any Key Expert nominated in the Consultant’s Proposal was not available at the time of Proposal submission or was included in the Proposal without his/her confirmation, such Proposal shall be rejected for further evaluation, and the consultant may be subject to blacklisting and debarment.

- (t) **Conflict among consulting assignments:** a Consultant (including its Experts and Sub-consultants) or any of its Affiliates shall not be hired for any assignment that, by its nature, may be in conflict with another assignment of the Procuring Entity.
- (u) **Proposal Validity:** Proposals shall remain valid for the period specified in the Data Sheet after the Proposal submission deadline prescribed by the PE. To ensure the validity of proposal, it shall contain bid security of 2% of the bid cost.
- (v) **Sub-contracting:** The Consultant shall not subcontract the entire scope of the Services. If the engagement of a sub-consultant is necessary for any part of the contract, it must be clearly specified in the bidding documents at the time of Proposal submission. Any change in the list of sub-contractors shall be subject to prior approval of the procuring entity.

During this period, the Consultant shall maintain its original Proposal without any change, including the availability of the Key Experts, the proposed rates and the total price.

The consultant shall not replace Key Experts during execution of the contract without the prior consent of the procuring entity. Any violation of this provision may lead to contract termination and the imposition of penalties on the consultant.

1.2 Law Governing Contract

This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the applicable law.

1.3 Language

This Contract is executed in the language specified in the SC, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.

1.4 Notices

1.4.1 Any notice, request or consent required or permitted to be given or made pursuant to this Contract shall be in writing. Any such notice, request or consent shall be deemed to have been

given or made when delivered in Person to an authorized representative of the Party to whom the communication is addressed, or when sent to such Party at the address specified in the SC.

1.4.2 A Party may change its address for notice hereunder by giving the other Party notice in writing of such change to the address specified in the SC.

1.5 Location

The Services shall be performed at such locations as are specified in special condition of contract and, where the location of a Particular task is not so specified, at such locations, whether in the Government's country or elsewhere, as the PE may approve.

1.6 Authority of Member in Charge

In case the Consultant consists of a joint venture/ consortium/ association of more than one individual firms, the Members hereby authorize the individual firms or specified in the SC to act on their behalf in exercising all the Consultant's rights and obligations towards the PE under this Contract, including without limitation the receiving of instructions and Payments from the PE.

1.7 Authorized Representatives

Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract by the PE or the Consultant may be taken or executed by the officials specified in the SC.

1.8 Taxes & Duties

The Consultant, Sub-Consultants, and their Personnel shall Pay such direct or indirect taxes, duties,

fees, and other impositions levied under the Applicable Law as specified in the SC, the amount of which is deemed to have been included in the Contract Price.

1.9 Fraud & Corruption

- A. If the PE determines that the Consultant and/or its Personnel, sub-contractors, sub-consultants, services providers and suppliers has engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices, in competing for or in executing the Contract, then the PE may, after giving 14 days' notice to the Consultant, terminate the Consultant's employment under the Contract, and may resort to other remedies including blacklisting/disqualification as provided in KPPR 2014.

Any Personnel of the Consultant who engages in corrupt, fraudulent, collusive, coercive, or obstructive practice during the execution of the Contract, shall be removed in accordance with Sub-Clause 4.2.

Integrity Pact

- B. If the Consultant or any of his Sub-consultants, agents or servants is found to have violated or involved in violation of the Integrity Pact signed by the Consultant as Appendix-G to this Form of Contract, then the Client shall be entitled to:
- (a) recover from the Consultant an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by the Consultant or any of his Sub-consultant, agents or servants;
 - (b) terminate the Contract; and
 - (c) Recover from the Consultant any loss or damage to the Client as a result of such termination or of any other corrupt business practices of the Consultant or any of his Sub-consultant, agents or servants.

On termination of the Contract under Sub-Para (b) of this Sub Clause, the Consultant shall proceed in accordance with Sub Clause 1.9 A. Payment upon such termination shall be made under Sub-Clause 1.9 A after having deducted the amounts due to the Client under 19 B Sub-Para (a) and (c).

2. Commencement, Completion, Modification and Termination of Contract

Effectiveness of Contract:

This Contract shall come into effect on the date the Contract is signed by either Parties or such other later date as may be stated in the SC. The date the Contract comes into effect is defined as the Effective Date.

2.2 Commencement of Services:

The Consultant shall begin carrying out the Services not later than the number of days after the Effective Date specified in the SC.

2.3 Expiration of Contract:

Unless terminated earlier pursuant to Clause GC 2.6 hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the SC.

2.4 Modifications or Variations:

Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.

2.5 Force Majeure:

The failure on the Part of the Parties to Perform their obligation under the contract will not be considered a default if such failure is the result of natural calamities, disasters and circumstances beyond the control of the parties.

2.5.2 No Breach of Contract:

The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

2.5.3 Extension of Time:

Any period within which a party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such party was unable to perform such action as a result of Force Majeure.

2.5.4 Payments:

During the period of their inability to Perform the Services as a result of an event of Force Majeure, the Consultant shall be entitled to continue to be Paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.

2.6 Termination

2.6.1 By the PE

The PE may terminate this Contract in case of the occurrence of any of the events specified in Paragraphs (a) through (f) of this Clause GC 2.6.1. In such an occurrence the PE shall give a not less than thirty (30) days' written notice of termination to the Consultant, and sixty (60) days' in the case of the event referred to in (e).

- (a) If the Consultant does not remedy the failure in the Performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the PE may have subsequently approved in writing.
- (b) If the Consultant becomes insolvent or bankrupt.
- (c) If the Consultant, in the judgment of the PE has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- (d) If, as the result of Force Majeure, the Consultant(s) are unable to perform a material portion of the Services for a period of not less than sixty (60) days.
- (e) If the PE, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.
- (f) If the Consultant fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause GC 8 hereof.

2.6.2 By the Consultant

The Consultants may terminate this Contract, by not less than thirty (30) days' written notice to the PE, such notice to be given after the occurrence of any of the events specified in Paragraphs (a) through (c) of this Clause GC 2.6.2:

- (a) If the PE fails to pay any money due to the Consultant pursuant to this Contract without consultants' fault.
- (b) Pursuant to Clause GC 7 hereof within forty-five (45) days after receiving written notice from the Consultant that such Payment is overdue.
- (c) If, as the result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than sixty (60) days.
- (d) If the PA fails to comply with any final decision reached as a result of arbitration pursuant to Clause GC 8 hereof.

2.6.3. Payment Upon Termination

Upon termination of this Contract pursuant to Clauses GC 2.6.1 or GC 2.6.2, the PE shall make the following Payments to the Consultant:

- (a) Payment pursuant to Clause GC 6 for Services Satisfactorily Performed prior to the effective date of termination;
- (b) except in the case of termination pursuant to Paragraphs (a) through, and (f) of Clause GC 2.6.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract, including the cost of the return travel of the Personnel and their eligible dependent's.

3. OBLIGATIONS OF THE CONSULTANT

General

3.1.1 Standard of Performance

The Consultant Shall Perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Consultant shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the PE, and shall at all times support and safeguard the PE's legitimate interests in any dealings with Sub-Consultants or third parties.

3.2 Conflict of Interests

The Consultant shall hold the PE's interests Paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.

3.2.1 Consultants not to Benefit from Commissions, Discounts, etc.

The Payment of the Consultant pursuant to Clause GC 6 shall constitute the Consultant's only Payment in connection with this Contract or the Services, and the Consultant shall not accept for their own benefit any trade commission, discount, or similar Payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Consultant shall use their best efforts to ensure that the Personnel, any Sub-Consultants, and agents of either of them similarly shall not receive any such additional Payment.

3.2.2 Consultant and Affiliates not to be Otherwise Interested in Project

The Consultant agrees that, during the term of this Contract and after its termination, the Consultant and any entity affiliated with the Consultant, as well as any Sub-Consultants and any entity affiliated with such Sub-Consultants, shall be disqualified from providing goods, works or services (other than consulting services) resulting from or directly related to the Consultant's Services for the preparation or implementation of the project.

3.2.3 Prohibition of Conflicting Activities

The Consultant shall not engage, and shall cause their Personnel as well as their Sub-Consultants and their Personnel not to engage, either directly or indirectly, in any business or professional activities which would conflict with the activities assigned to them under this Contract.

3.3 Confidentiality

Except with the prior written consent of the PE, the Consultant and the Personnel shall not at any time communicate to any Person or entity any confidential information acquired in the course of the Services, nor shall the Consultant and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services.

3.4 Insurance to be Taken Out by the Consultant

Rule 29(2), The Consultant (a) shall take out and maintain, and shall cause any Sub-Consultants to take out

and maintain, at their (or the Sub-Consultants', as the case may be) own cost but on terms and conditions approved by the PE, insurance against the risks, and for the coverage, as shall be specified in the SC; and (b) at the PE's request, shall provide evidence to the PE showing that such insurance has been taken out and maintained and that the current premiums have been Paid.

3.5 Consultant's Actions Requiring PE's Prior Approval

The Consultant shall obtain the PE's prior approval in writing before taking any of the following actions:

- (a) entering into a subcontract for the Performance of any Part of the Services,
- (b) appointing such members of the Personnel not listed by name in Appendix C, and
- (c) any other action that may be specified in the SC.

3.6 Reporting Obligations

- (a) The Consultant shall submit to the PE the reports and documents specified in (PE may insert appendix) hereto, in the form, in the numbers and within the time Period set forth in the said Appendix.
- (b) Final reports shall be delivered in CD ROM in addition to the hard copies specified in said Appendix.

3.7 Documents Prepared by the Consultant to be the Property of the PE

- (a) All plans, drawings, specifications, designs, reports, other documents and software submitted by the Consultant under this Contract shall become and remain the property of the PE, and the Consultant shall, not later than upon termination or expiration of this Contract, deliver all such documents to the PE, together with a detailed inventory thereof.
- (b) The Consultant may retain a copy of such documents and software. Restrictions about the future use of these documents, if any, shall be specified in the SC.

3.8 Accounting, Inspection and Auditing

3.8.1 The Consultant shall keep, and shall cause its Sub-consultants to keep, accurate and systematic accounts and records in respect of the Contract, in accordance with internationally accepted accounting principles and in such form and detail as will clearly identify relevant time changes and costs.

3.8.2 The Consultant shall Permit, and shall cause its Sub-consultants to Permit, the PE and/or Persons appointed by the PE to inspect its accounts and records relating to the Performance of the Contract and the submission of the Proposal to provide the Services, and to have such accounts and records audited by auditors appointed by the PE if requested by the PE. The Consultant's attention is drawn to Clause 1.9.1 which provides, inter alia, that acts intended to materially impede the exercise of the PE's inspection and audit rights provided for under Clause 3.8 constitute a prohibited practice subject to contract termination (as well as to a determination of ineligibility pursuant to the PE's prevailing sanctions procedures.).

4. Consultant's Personnel

4.1 Description of Personnel

The Consultant shall employ and provide such qualified and Personnel experienced Personnel and Sub-Consultants as are required to carry out the Services. The titles, agreed job descriptions, minimum qualifications, and estimated Period of engagement in the carrying out of the Services of the Consultant's Key Personnel are described in Appendix C. The Key Personnel and Sub-Consultants listed by title as well as by name in Appendix C are hereby approved by the PE.

4.2 Removal and/or Replacement of Personnel

- (a) Except as the PE may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Consultant, such as retirement, death, medical incapacity, among others, it becomes necessary to replace any of the Key Personnel, the Consultant shall provide as a replacement a Person of equivalent or better qualifications.

(b) If the PE finds that any of the Personnel have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the Performance of any of the Personnel, then the Consultant shall, at the PE's written request specifying the grounds thereof, provide as a replacement a Person with qualifications and experience acceptable to the PE.

(c) The Consultant shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

5. OBLIGATIONS OF THE PE

5.1 Assistance and Exemptions

The PE shall use its best efforts to ensure that the Government shall provide the Consultant such assistance and exemptions as specified in the SC.

5.2 Change in the Applicable Law Related to Taxes and Duties

If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost incurred by the Consultant in Performing the Services, then the remuneration and reimbursable expenses otherwise Payable to the Consultant under this Contract shall be increased or decreased accordingly by agreement between the parties, and corresponding adjustments shall be made to the amounts referred to in Clauses GC 6.2 or (b), as the case may be.

5.3 Services and Facilities

The PE shall make available free of charge to the Consultant the Services and Facilities listed under Appendix F.

6. Payments to the Consultant

6.1 Lump-sum Payment

The total Payment due to the Consultant shall not exceed the Contract Price which is an all-inclusive fixed lump-sum covering all costs required to carry out the Services described in Appendix A. Except as provided in Clause 5.2, the Contract Price may only be increased above the amounts stated in Clause If the Parties have agreed to additional Payments in accordance with Clause 2.4.

6.2 Contract Price

The price Payable in Pak Rupees/foreign currency/ is set forth in the SC.

6.3 Payment for Additional services

For the purpose of determining the remuneration due for additional services as may be agreed under Clause 2.4, a breakdown of the lump sum price is provided in Appendices D and E.

6.4 Terms and Conditions of Payment

Payments will be made to the account of the Consultant and according to the Payment schedule stated in the SC. Unless otherwise stated in the SC, the first Payment shall be made against the provision by the Consultant of an advance Payment guarantee for the same amount, and shall be valid for the period stated in the SC. Such guarantee shall be in the form set forth in Appendix G hereto, or in such other form, as the PE shall have approved in writing. Any other Payment shall be made after the conditions listed in the SC for such Payment have been met, and the Consultant has submitted an invoice to the PE specifying the amount due.

7. GOOD FAITH

7.1 Good Faith: The parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.

8. Settlement of Disputes

8.1 Amicable Settlement:

The parties agree that the avoidance or early resolution of disputes is crucial for a smooth execution of the Contract and the success of the assignment. The parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

8.2 Dispute Resolution:

Any dispute between the parties as to matters arising pursuant to this Contract that cannot be settled amicably within thirty (30) days after receipt by one party of the other Party's request for such amicable settlement may be submitted by either party for settlement in accordance with the provisions specified in the SC.

III. Special Conditions of Contract

Number of Amendments of, and Supplementsto, Clauses in the GC Clause General Conditions of Contract

{1.1} Khyber Pakhtunkhwa PublicProcurement Act and Khyber Pakhtunkhwa Public Procurement Rules 2014.

1.3 The language is English.

1.4 The addresses are:

Procuring Entity: 3rd floor HRD Building Health Department, Khyber Road Peshawar

Attention: The Project Director, KP-HISDU Project, Health Department

E-mail: _____

Consultant:

Attention:

E-mail:

1.7 The Authorized Representatives are:

For the PE: Admin Officer, KP-HISDU Project Health Department

For the Consultant: _____

1.8 All taxes and duties applied by the Government of Pakistan including any increase in any specific tax shall be applicable.

The PE warrants that the Consultant firm shall be exempt from (or that the PE shall Pay on behalf of the Consultant or shall reimburse the Consultant for) any indirect taxes, duties, fees, levies and other impositions imposed, under the Applicable Law, on the Consultant firm in respect of:

- (a) any Payments whatsoever made to the Consultant firm and the Personnel (other than nationals or Permanent residents of Pakistan), in connection with the carrying out of the Services;
- (b) any equipment, materials and supplies brought into the Government's country by the Consultant for the purpose of carrying out the Services and which, after having been brought into such territories, will be subsequently withdrawn there from by them;
- (c) any equipment imported for the purpose of carrying out the Services and Paid for out of funds provided by the PE and which is treated as property of the PE;

1.2 The date for the commencement of Services is *[from the date of signing of Framework Contract]*.

1.3 *The time period shall be* [One year, for which the rates will be locked; extendable upto maximum three years].

- 5.1 The PE will provide all possible assistance during the implementation of the framework contract.
- 6.1 Performance security cannot be assessed under the framework contract; therefore, a fixed amount security of Rs. 5.0Mlns shall be deposited through Bank guarantee, which shall remain with PE during the entire contract life.
- 6.3 The amount in Pak Rupees or in foreign Currency [*Pak Rupees*].
- 6.5 The accounts are:
- For local currency: [*insert account*]
- Payments shall be made according to the Payment Schedule specified above.
- 8.2 Disputes shall be settled by grievance redressal committee defined in PPRA Act 2012 & Rules, 2014 or through arbitration Act of 1940 or through Grievance Redressal as per KPPRA Rules 2014.

Appendix A

(INTEGRITY PACT)

**DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC.
PAYABLE BY THE SUPPLIERS OF GOODS, SERVICES & WORKS IN
CONTRACTS WORTH RS. 10.00 MILLION OR MORE**

Contract No. _____ Dated _____

Contract Value: _____

Contract Title: _____

[name of Supplier] hereby declares that it has not obtained or

induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Khyber Pakhtunkhwa (GoKP) or any administrative subdivision or Entity thereof or any other entity owned or controlled by GoKP through any corrupt business practice.

Without limiting the generality of the foregoing, [name of Supplier] represents and warrants that it has fully declared the brokerage, commission, fees etc. Paid or Payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoKP, except that which has been expressly declared pursuant hereto.

[name of Supplier] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with GoKP and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

[name of Supplier] accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other rights and remedies available to GoKP under any law, contract or other instrument, be voidable at the option of GoKP.

Notwithstanding any rights and remedies exercised by GoKP in this regard, [name of Supplier] agrees to indemnify GoKP for any loss or damage incurred by it on account of its corrupt business practices and further Pay compensation to GoKP in an amount equivalent to ten time the sum of any commission, gratification, bribe, finder's fee or kickback given by [name of Supplier] as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoKP.

Name of Buyer:

Signature:

[Seal]

Name of Seller/Supplier:

Signature: [Seal]

CONTRACT

THIS CONTRACT (“Framework Contract”) is entered into this *[insert starting date of assignment]*, by and between *[Khyber Pakhtunkhwa Health Information and Service Delivery Unit/240232, Health Department]* (“the PE”) having its principal place of business at *[Police and General Services Hospital, Peshawar]*, and *[insert Consultant’s name]* (“the Consultant”) having its principal office located at *[insert Consultant’s address]*.

WHEREAS, the PE wishes to have the Consultant Performing the services hereinafter referred to, and

WHEREAS, the Consultant is willing to perform these services,

NOW THEREFORE THE PARTIES hereby agree as follows:

1. *Services*

(i) The Consultant shall perform the services specified in Annex A, “Terms of Reference and Scope of Services,” which is made an integral Part of this Contract (“the Services”).

(ii) The Consultant shall provide the reports listed in Annex B, “Consultant's Reporting Obligations,” within the time Period listed in such Annex, and the Personnel listed in Annex C, “Cost Estimate of Services, List of Personnel and Schedule of Rates” to Perform the Services.

2. *Term*

The Consultant shall perform the Services during the period commencing *[insert start date]* and continuing through *[insert completion date]* or any other period as may be subsequently agreed by the parties in writing.

3. *Payment*

A. *Ceiling*

For Services rendered pursuant to Annex A, the PE shall pay the Consultant an amount not to exceed *[insert amount]*. This amount has been established based on the understanding that it includes all of the Consultant's costs and profits as well as any tax obligation that may be imposed on the Consultant.

C. *Payment Conditions*

Payment shall be made in *[PKR]*, no later than 30 days following submission by the Consultant of invoices in duplicate to the coordinator designated in Paragraph 4.

4. *Economic Price Adjustment*

In order to adjust the remuneration for inflation, a price adjustment provision has been included if the contract has duration of more than 18 months or if the inflation is expected to exceed —% Per annum. The adjustment will be made every 12 months after the date of the contract for remuneration. Remuneration will be adjusted by using the relevant index as Per following provision: “Payments for remuneration made in accordance with Clause 3 shall be adjusted as follows:

Remuneration pursuant to the rates set forth in Annex C shall be adjusted every 12 months (and, for the first time, with effect for the remuneration earned in the *[13]* the calendar month after the date of the Contract) by applying the following formula:

$$Rl = Rlo \times \frac{Il}{Ilo}$$

where *Rl* is the adjusted remuneration, *Rlo* is the remuneration Payable on the basis of the rates set forth in Annex C for Payable remuneration, *Il* is the official rate of inflation for the first month for which the adjustment is to have effect and, *Ilo* is the official rate of inflation for the month of the date of the Contract.”]

5. *Project Administration*

A. *Coordinator*

The PE designates Mr./Ms. *[Muhammad Kamran, Admin Officer]* as PE’s Coordinator; the

Coordinator shall be responsible for the coordination of activities under the Contract, for receiving and approving invoices for Payment; however, for acceptance of the deliverables by the PE, DD technical will coordinate.

B. Timesheets

During the course of their work under this Contract the Consultant's employees providing services under this Contract may be required to complete timesheets or any other document used to identify time spent, as instructed by the Coordinator.

C. Records and Accounts

The Consultant shall keep accurate and systematic records and accounts in respect of the Services, which will clearly identify all charges and expenses. The PE reserves the right to audit, or to nominate a reputable accounting firm to audit, the Consultant's records relating to amounts claimed under this Contract during its term and any extension, and for a period of three months thereafter.

6. Performance Standard

The Consultant undertakes to perform the Services with the highest standards of professional and ethical competence and integrity. The Consultant shall promptly replace any employees assigned under this Contract that the PE considers unsatisfactory.

7. Confidentiality

The Consultants shall not, during the term of this Contract and within two years after its expiration, disclose any proprietary or confidential information relating to the Services, this Contract or the PE's business or operations without the prior written consent of the PE.

8. Ownership of Material

Any studies, reports or other material, graphic, software or otherwise, prepared by the Consultant for the PE under the Contract shall belong to and remain the property of the PE. The Consultant may retain a copy of such documents and software.

9. Consultant Not to be Engaged in Certain Activities

The Consultant agrees that, during the term of this Contract and after its termination, the Consultants and any entity affiliated with the Consultant, shall be disqualified from providing goods, works or services (other than the Services or any continuation thereof) for any project resulting from or closely related to the Services.

9. Insurance

The Consultant will be responsible for taking out any appropriate insurance coverage for their Personnel and equipment.

10. Assignment

The Consultant shall not assign this Contract or Subcontract any portion thereof without the PE's prior written consent.

11. Law Governing Contract and Language

The Contract shall be governed by the laws of Islamic Republic of Pakistan or the Provincial Government and the language of the Contract shall be English.

12. Dispute Resolution

Any dispute arising out of this Contract, which cannot be amicably settled between the Parties, shall be referred to adjudication/arbitration in accordance with the Arbitration Act of 1940

Title:

Title:

ANNEXURE-I

Mandatory Eligibility Criteria:

The consultant firm shall qualify the following mandatory eligibility:

S#	Mandatory Criteria	Documentary Evidence
1	The participating company or firm must be a legally established entity in Pakistan and operational for at least 07 years as of the bid submission date	Incorporation/ Registration Certificates of SECP/ Registrar of firms
2	The Company/firm shall be registered with FBR and KPRA and shall be an active taxpayer	Certificates with Active Status on ATL
3	Registration with PSEB and EOBI will be required under the mandatory eligibility criteria	Certificates with both authorities with Active Status
4	Demonstrated experience in large-scale ICT/ software development projects where the firm has executed software development projects. Firm must have successfully executed at least 2-3 software development projects with a cumulative contract value of PKR 200 million or above for Government, Semi-Government, or Autonomous Bodies & Corporate entities during the last five (05) years with at least one of PKR 100.0 million or above.	Documentary evidence in the form of Contract Agreements, Work Orders, Completion Certificates, or Client-Issued Satisfactory Performance Certificates. Documentary evidence must clearly indicate the client's name, project title, scope of work, contract value, completion status, and date of completion.
5	Firm must provide technical approach, methodology and work plan in their Technical Proposal. (up to 20 Pages, inclusive of charts and diagrams) divided into the following three chapters: a) <i>Technical Approach and Methodology,</i> b) <i>Work Plan/timelines for deliverables, and</i> c) <i>Organization and Staffing</i>	Through Form TECH-4 in accordance to the given timelines at Section-4 & scope of work at Annexure-III. <i>Note: The firm shall also provide a live demonstration on it during the technical evaluation, if required by the Procuring Agency.</i>
6	Judicial Affidavit on stamp paper declaring that neither the firms nor its Directors, Shareholders, as a whole or as a part of the firm have ever been blacklisted/ defaulted by any government agency/department/organization and that the information provided by the participating firm is correct and any misleading or false information found at any stage, during the evaluation stage, or after the contract award may lead to proposal rejection or contract termination	Affidavit on Judicial Stamp Paper duly attested
7	A fixed Bid Security (earnest money deposit) of PKR 500,000/- in the shape of a Call Deposit Receipt (CDR) or Bank Guarantee issued in favor of the Project Director, KP-HISDU.	Bid security in original be furnished to Procuring Entity before bid closing.

ANNEXURE-II

Technical Evaluation

Technical proposals of the responsive firms only shall be assessed on technical grounds. Technical criteria carry 100 marks. Firms scoring aggregate 70% or more in technical evaluation will be considered technically qualified; firms with low score shall be disqualified. Technical criterion is further divided into three sub-categories; 50% score is mandatory in each sub-category.

S#	Criteria	Documentary Evidence	Marks
Sub-Category- One (A) (Profile)----- Total Marks= 50----- Min Passing Marks= 25 (50%)			
1	Years of Establishment (07 years mandatory) Each addl. year above 07 years of registration/ incorporation carries one mark (Max 5 marks) Million= Mln, Marks= M	Registration/ Incorporation certificate	05
2	Key professional staff (i.e. Manager MIS, Manager Analytics & Implementation and Database Specialist) qualification and competence for this Assignment. 5 marks for relevant qualification & 5 for experience for each of the 03 key professional staff. (Qualification= 02M for graduate/master degree (16 years), addl. 01M for MS/M.Phil (18 years), 02 score for relevant certifications- 1 for each. (Experience= 5 years minimum=0M, each addl. year in core skills/assignments required under technical specs carries 01 mark) <i>Note: the above score will be awarded after compliance to the mandatory technical specifications outlined in Section-5.</i>	Detailed CV via Form Tech-06 in accordance with Section-5	30
3	No. of Company's/Firm's full-time employees technical employees, financial management team and managerial staff excluding janitorial staff No marks will be given for below 30 employees; 30 to 50 employees= 03M Above 50 employees= 05M	Verifiable signed & stamped list of said employees with designation and contact number along with payroll & electronic transfer of salaries for the month of June, 2026	05
4	HRMIS maintained for the outsourcing staff 02 marks for HRMIS up to 50 human resources, 03 marks for HRMIS of 51- 100 human resources, 05 marks for HRMIS of above 100 human resources	Web based database will be acceptable. URL of the HRMIS must be mentioned. Login credentials must be provided	05

5	ISO Certification (ISO/IEC 20000-1=2M, ISO/IEC 27001=2M, ISO 9001= 1M)	Copies of certification issued by an IAF-accredited certification body	05
Total Marks for Sub-Category- One (Profile)			50
Sub-Category-Two (B) (Experience) ----- Total Marks= 30----- Min Passing Marks= 15 (50%) 5 marks for each assignment; both Govt. & Non-Govt. Organizations are acceptable- Maximum three contracts from each will be considered.			
1	No. of Government/ semi-government clients/ autonomous bodies to whom likewise technical human resources were provided or developed IT based Solution/System (at least one each type contract). <i>(5M per contract, Max 03 contracts be attached undertaken in last 5 years)</i> Outsourced below 25 human resources= 0M Outsourced 25-50 human resources= 03M Outsourced above 50 human resources= 05M <i>Note: There is no restriction on the number of human resources, where the firm developed an equivalent IT based solution/system as consultancy assignment.</i>	Verifiable Contract agreements and/ or Completion Certificates. The contract agreements must indicate quantity and nature of resources. (Provide Emails and Contact Numbers of the clients).	15
2	No. of Non-government organizations/ Corporations/ Private clients to whom likewise technical human resources were provided or developed IT based Solution/System. (at least one each type contract). <i>(5M per contract, Max 03 contracts be attached undertaken in last 5 years)</i> Outsourced below 25 human resources= 0M Outsourced 25-50 human resources= 03M Outsourced above 50 human resources= 5M <i>Note: There is no restriction on the number of human resources, where the firm developed an equivalent IT based solution/system as consultancy assignment.</i>	Verifiable Contract agreements and/ or Completion Certificates. The contract agreements must indicate quantity and nature of resources. (Provide Emails and Contact Numbers of the clients)	15
Total Marks for Sub-Category-Two (Experience)			30
Sub-Category- Three (C) (Financial Competence)-----Total Marks= 20-----Min Passing Marks= 10 (50%)			
1	Average Annual Turnover (AAT) of last 03 years Average Annual Turnover < Rs. 100.0Mln= 0M AAT > Rs. 100.0Mln to 250Mln = 05M	Audited Financial Statement of the last 03 years with UDIN and income tax statement	10

	Average Annual Turnover above Rs. 250.0Mln= 10M		
2	Working Capital (WC) WC less than Rs.30Mln= 0 Marks WC between Rs.30-50Mln= 03 Marks WC above Rs.50Mln= 05 Marks	Audited Financial Statement of the latest year with UDIN <i>Note: Conditional letter of credits will not be accepted.</i>	05
3	Contract of Similar Financial Magnitude- Only One At least one completed HR/manpower outsourcing contract of Rs. 250-300M or above in last 7 years	Detailed contract agreement and completion certificate issued from client be attached	05
Total Marks for Sub-Category-Three (Financial Competence)			20
Grand Total (50+30+20)			100

ANNEXURE-III

INFORMATION REGARDING THE ASSIGNMENT

Project Objectives

1. **To improve Governance and Management, the project will:**
 - a. Facilitate evidence-based decision-making based on accurate information and feedback as and when required.
 - b. Improve good governance by increasing capacity among mid-level managers.
 - c. Strengthen monitoring and internal controls.
2. **To enhance Workforce Management via monitoring real-time data for staff presence, the project will:**
 - a. Improve data management and database systems.
 - b. Tackle issues related to the workforce in the field.
3. **To upgrade and Integrate Information Systems the project will:**
 - a. Improve integration of information systems at various levels of governance.
 - b. Integrate existing and new information systems to triangulate data and generate insights.
4. **To Adopt Information Technology, the project will:**
 - a. Automate and integrate all business processes of the health department.
 - b. Utilize information, communication, and technology tools across all areas and sectors.
5. **To Streamline Processes, the project will:**
 - a. Transition from paper-based manual processes to digital systems.
 - b. Manage a large volume of files more efficiently.

Brief description of the project:

This project will work as the central hub for all the information systems of the health department. The system proposed below will be developed in a scalable manner to effectively support the diverse needs of healthcare administration, operations, governance and policy making. While an ambitious list of systems has been stated in Figure 1, which is planned to be developed in a period of one year. Therefore, the implementation of the system will be done in a phase-wise manner whereby the current PC-1 will implement 18 modules in Phase 1 besides any new intervention/ module emerged during the course of time.

1. Central Unit:

The Central Digitization Unit (CDU) and the Data Command Centre (DCC) are two integral facilities designed to modernize the Department of Health's operations through comprehensive digitization and data management. Together, they aim to transition the department towards a fully digitized and paperless system that enhances efficiency, decision-making, and overall performance.

1.1 Central Digitization Unit (CDU)

The Central Digitization Unit (CDU) will establish the foundation for the Department of Health's transition towards a fully digitized, paperless system. Leveraging contemporary technical expertise and cutting-edge hardware, the CDU will enhance digital capacity by developing sophisticated information systems/ softwares and advanced data dashboards that consolidate comprehensive data from all relevant modules to improve managerial decision-making. Consistent availability of required statistics and indicators will enable faster and more accurate identification of deviations or concerning trends, thus facilitating prompt responses at the government, departmental, or program level.

Equipped with state-of-the-art hardware, networking equipment, and storage systems, the CDU will manage data storage, processing, analysis, and management, including implementing robust data backup, disaster recovery solutions, and stringent data security measures to ensure continuity and integrity.

CDU staff will standardize databases to ensure seamless backend integration and develop advanced forecasting and predictive models for the KP HISDU to optimize resource allocation, strategic planning, and quality

improvement initiatives. The unit will also possess the capability to develop, operate, and sustain integrated data servers and customized systems for information management, health metrics, and related performance indicators, significantly boosting the Department's digital infrastructure and operational efficiency. All the IT HR required in this will be outsourced to a reputable IT firm or a joint venture of multiple firms ensuring provision of high-quality HR.

1.2. Data Command Centre (DCC)

Building on the digital capacity and insights generated by the Central Digitization Unit (CDU), the Data Command Centre (DCC) will serve as the strategic nerve centre for data utilization, monitoring, implementation, and analysis. The DCC will be the central resource for coordinating and fulfilling all data analytics requirements, ensuring that the Department of Health's (DoH) data needs, including ad-hoc requests by leadership, are met promptly and efficiently. This will facilitate strengthened decision-making processes and enhance management efficiency.

The DCC will promote research and knowledge management by systematically compiling and disseminating data insights, fostering a culture of continuous learning and evidence-based practices within the department.

Utilizing modern analytical tools and techniques, the DCC will provide decision-makers with enhanced insights, pattern recognition, trend interpretation, and forecasting capabilities. Housing CDU and the DCC under the same umbrella will improve the capacity of staff at all levels and the implementation process of digitization of key statistics of health service delivery systems. Additionally, it will enhance the management efficiency of the department by coordinating and feeding data on both existing and new initiatives, minimizing the time and energy required for decision-making.

This constructive collaboration between the CDU and the DCC will ensure a more efficient and responsive health department, better equipped to manage the complexities of modern healthcare management, thereby significantly improving the department's operational efficacy and service delivery.

The HR for this unit will also be outsourced to a firm or a joint venture of firms with relevant technical expertise to ensure high quality of analysis, data visualization and processing capabilities.

The following will be enabled by CDU and DCC:

1.3. GIS Cell

(CDU) will develop geospatial analyses and provide Geographic Information System (GIS) services to support evidence-based decision-making across the health sector. GIS mapping will enable decision-makers to visualize geographic relationships, spatial patterns, and trends that cannot be identified through conventional tabular data. The platform will identify areas vulnerable to natural disasters, environmental hazards, and socioeconomic risks, thereby strengthening public health planning and epidemiological research. By mapping disease incidence and prevalence alongside health facility locations and integrating with the Human Resource Management Information System (HRMIS) to display workforce distribution and health worker density, the system will enhance disease surveillance, outbreak investigations, resource allocation, and targeted public health interventions.

1.4. Integration of vertical program data

The Central Digitization Unit (CDU) of the Health Department will first gain access to all existing Information collection data systems of DGHS, SHPI all programs of attached wings of Health Department, which are currently 23 in total. By consolidating these separate data sources, the CDU will create a centralized repository at the heart of the department. This integration will involve standardizing and merging data from various modules, ensuring compatibility and seamless communication between systems. The backend integration will facilitate future data triangulation, allowing for comprehensive analysis and cross-referencing of information. The integration of vertical program data on indicators such as staff presence, performance and target achievement etc, through dashboards that can be tracked and cross referenced. Currently, due to lags in communication and loopholes, essential information is unavailable when required. This foundational step will enhance data-driven decision-making and enable the department to harness the full potential of its digital infrastructure for improved health service delivery and strategic planning.

1.5. Physical Progress on Development Projects

The CDU will also serve as a hub for developing in-house digital capabilities, spearheading the creation of software and applications aimed at digitizing departmental operations. This will leverage competent talent and upskill the department's workforce.

The DCC, building on the CDU's digital infrastructure, will ensure the efficient implementation and oversight of data-related tasks providing insight on physical and financial progress of any project. CPO will receive, collate and provide feedback on the progress. The collaborative integration between the DCC and CDU will streamline processes, reduce costs, and enhance the overall operational efficiency of the health department. It will make sure all the reporting mechanisms of planning wing are integrated making KP-HISDU one single source of truth.

1.6. Complaint Management Cell

The hardware and operations for complaint management will enhance the department's responsiveness to public and internal concerns. It includes:

- **Complaint Management Systems:** Development and deployment of systems to log, track, and resolve complaints from the public and hospital staff.
- **Operational Hardware:** Procurement of necessary hardware such as servers, computers, and communication devices to support the grievance redressal mechanism.
- **Training and Support:** Conduct training programs for staff to efficiently use the grievance management systems and ensure timely redressal of issues.

By implementing these systems, the department will improve its public relations and internal accountability, ensuring rapid response and actions on widespread concerns.

This integrated approach will bridge the gap between the public and the health department, ensuring that all grievances are addressed promptly and effectively, thereby fostering trust and transparency.

2. Official website

This will provide a visual interface for key metrics, health indicators, insight into the department, management of public health services, notifications, new initiatives, strategies, policies, acts, rules and regulations, key public health messages, real-time data, incidence and prevalence of diseases with regional, provincial, national, international trends, healthcare access and available facilities in different healthcare facilities, heat maps on different disease and indicators delineating areas of concerns. This will also provide information on epidemics and alerts, early disease warnings and many other activities.

3. Hospital and Media surveillance:

This module will provide a lever for better governance and accountability measures by providing 24/7 surveillance feeds from dedicated hospitals to the data command center. This will facilitate coordination and communication during emergencies, disasters, or public health crises, thereby strengthening disaster response. It will also serve as a measure of managing healthcare provider behaviors by ensuring visibility of hospital staff presence and visual records that may be used for performance management purposes. This module will enable centralized command and control functions to deploy resources, coordinate response efforts, and communicate with relevant stakeholders to ensure short-term and long-term response effectiveness.

3.1. CCTV Surveillance

The CCTV and backup system will ensure continuous surveillance and data integrity.

Phase 1 of this implementation includes integrating the existing surveillance infrastructure of selected secondary hospitals into the centralized system in KP HISDU. This selection will be done through a surveillance audit to determine the need for security and surveillance inputs and its required investment.

Phase 2 will include scaling the integration of more secondary hospitals into the centralized surveillance system.

It includes:

- **Surveillance Cameras**

Installation of high-definition CCTV cameras in hospitals to monitor activities in select areas 24/7, through the provision of security inputs like NVRs, CCTV cameras, internet connections and power backups where needed etc.

- **Data Storage**

- Implementation of robust backup solutions to store video footage securely for an extended period.
- **Disaster Recovery:** Establishment of disaster recovery protocols to maintain data availability and integrity during emergencies.

This setup will provide real-time monitoring and recording capabilities, enhancing the ability to respond to incidents promptly and effectively.

3.2. Electronic and Social Media Surveillance

This module aims to enhance governance and accountability by leveraging electronic and social media surveillance. It will provide continuous monitoring of digital communications to the data command centre, enabling real-time analysis and response to public sentiment, misinformation, and potential security threats. This proactive approach will support coordinated actions during emergencies, disasters, or public health crises, and improve the overall effectiveness of communication strategies.

- **Social Media Surveillance:** Deployment of personnel to track mentions, trends, and sentiment across various social media platforms.
Identification of emerging issues and potential threats through real-time data analytics.
- **Data Analysis and Reporting:** Immediate issue escalation mechanisms to enable timely response and follow-up on actions required for resolution from relevant stakeholders.
- **Public Sentiment Analysis:** Continuous assessment of public reactions and opinions to guide communication strategies and ensure transparency.
Identification and counteraction of misinformation and disinformation campaigns to maintain public trust.
- **Data Backup and Recovery:** Establishment of robust data backup solutions to safeguard surveillance data.

By integrating electronic and social media surveillance into the centralized command system, this module will enhance situational awareness, facilitate informed decision-making, and ensure effective coordination during both routine and emergency scenarios.

4. Medicine Information Management Systems (MIMS)

This module will manage medicine inventory management - and upon scaling, larger inventory-related information, starting from procurement, to inventory management, prescription tracking, drug dispensing, and patient medication records. Drug procurement and inventory management will be part of this system. This will enable procurement of medicines for DGHS, District Health Officers and MSs of all district headquarters hospitals and any procuring entity within the Health Department including vendor management, purchase order generation, and inventory tracking, ensuring optimal stock levels, minimizing stockouts, and preventing overstocking. KP Government has launched a chief Minister - Medicine Ordering Portal (CM-MOP), this software is developed and deployed in Health Department till the district store. This system issues digital purchase orders based on consumption of previous year medicine and Out Patient Department (OPD). CM-MOP recommends the quantity of medicine for each health care facility based on the budget which is manually inserted against a specific District / Health Facility. CM-MOP has a standardized medicine list, approved vendors, it shows the current stock in central ware house along with the cost and is connected to District ware house. Furthermore, Selected firm will not have to rebuild the software but to upscale the software to facility level and will be linked with EMR.

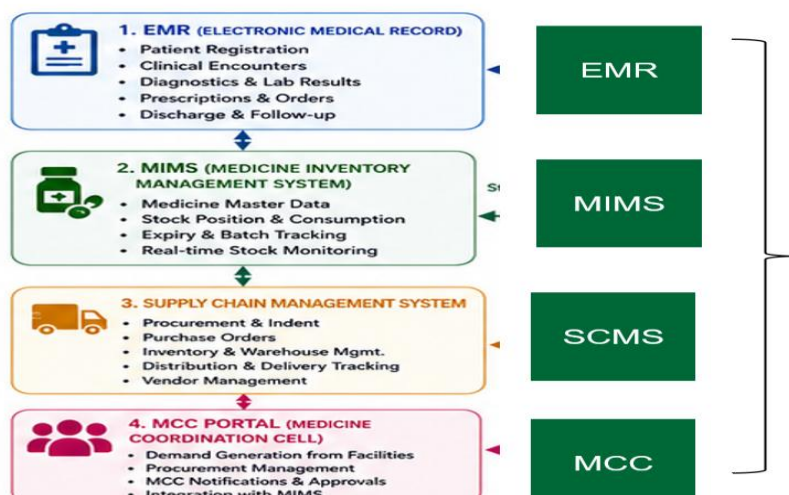
4.1. Medicine Inventory Tracking

Within the Medicine Information Management System (MIMS), meticulous inventory tracking ensures the efficient management of medicines across district level medicine stores. This entails maintaining a comprehensive inventory that includes vital details such as generic and brand names, expiry dates, dosage forms, strengths, and pricing information. By leveraging this system, districts can optimize their stock levels, effectively minimizing instances of stockouts, and preventing overstocking. Moreover, the system will eventually facilitate seamless reconciliation of medicine records with patient admissions, discharges, transfers, and treatments across various healthcare facilities. This robust inventory management framework not only enhances operational efficiency but also fosters better coordination and resource allocation within the healthcare system. Using this system, each medicine could be tracked till the patient level. This system will have the capacity to issue alerts on different level i.e stock out at Facility Level, low or stock out at District

level similarly high consumption of certain medicine at the facility and identifying the last mile delivery i.e. rationalizing the medicine within the district.

4.2. Digitization of Medicine Coordination Cell (MCC) list

The digitization of the Medicine Coordination Cell (MCC) list represents a significant advancement in medicine management within the public healthcare sector. By leveraging modern technologies, such as web-based portals and mobile applications, the MIMS digitizes the process of releasing lists of medicines available for procurement to public hospitals, DHOs, programs and DGHS office. Currently, there is no live visibility of the stocks available at different health facilities and district stores. This digitization not only enhances the efficiency and transparency of the coordination process but also improves accessibility for healthcare managers and procurement officers. With a user-friendly interface and real-time updates, the digitized MCC list ensures the timely availability of essential medicines, thereby bolstering the overall resilience and effectiveness of the healthcare supply chain.



5. Biometric Attendance System (BAS)

The implementation of a Biometric Attendance System within the Department of Health is essential for enhancing workforce management, availability, accuracy and accountability. Traditional attendance methods are prone to errors such as proxy attendance and absenteeism, which undermine operational efficiency and productivity. By leveraging unique physiological characteristics like fingerprints and facial markers, the biometric system ensures reliable and tamper-proof attendance tracking to a certain extent. By deploying attendance devices across primary and secondary public health facilities, integrating them with existing human resource management software will enable seamless data synchronization. BAS will help reduce administrative costs, improve productivity, and enhance service delivery. Performance Management Reforms Unit (PMRU) Khyber Pakhtunkhwa has already developed the AI Based Facial Recognition Attendance System (AI-FRAS) in all districts of Khyber Pakhtunkhwa. Selected firm will integrate the already developed software with its own system or HRMIS via Application Programming Interface (APIs) for better visibility in Department and effective decision making. So, BAS will not be developed as a separate software, instead the pre-developed software will be linked with KP-HISDU repository in order to present the situation of employee's status in health facilities as well as offices in Directorates and programs.

6. Human Resource Management Information System

6.1. Automated Transfer Posting

The system will streamline and automate the process of managing employee data, service history, and postings/transfers. It will assist the Department of Health in advertising updated vacant positions and criteria for filling on a day-to-day basis. Employees will be allowed to submit transfer requests electronically through the system. The system will receive applications for transfers or expression(s) of consent to departmental proposals for filling such vacancies. The system will implement workflows for routing requests to concerned authorities for

approval. On approval or decision outcomes of transfer requests generated bar-coded automated orders and notifications through SMS, email, or notifications on the self-service portal will be possible. Health Department KP has developed a module of Automated Transfer Posting System which is the part of HRMIS, orders are generated systematically, however signage and other pre-requisites are carried out in manually, similarly the linkages with the end user needs to be developed. The selected firm will not have to re build the software from the scratch, instead the current software will be scaled up. Around 90% work in Automated Transfer Posting system has been completed.

6.2. Employee Information Portal

The employee information system will maintain a comprehensive database of employee information, including personal details, contact information, employment history, qualifications, certifications, and training records, with updated information from the Director of Human Resource Management and HRMIS section of the Health Department of Khyber Pakhtunkhwa. It will prove as a single source of the actual picture for managing employee data and will facilitate efficient human resource administration as and when required for decision-makers. Health Department has already developed this portal and accommodates data of more than 80000 personnel. This is the main HRMIS where each record of staff is available. Selected firm will not need to develop the software as maximum developed and data has been incorporated; the current software will be taken on board and will be further scaled up.

6.3. Leave Management System

The module will automate and streamline the process of managing employee leave requests, approvals, tracking, and reporting within a department. It will allow employees to submit leave requests electronically through the system with details such as leave type, dates, duration, reason, and any supporting documentation. Processing through leave policies, laws, rules and regulations, entitlements, and eligibility criteria for different categories of leave e.g., sick leave, earned leave, EOL, study leave, and ex-Pakistan leave will be included. It will also support the maintenance of leave, usages, and balances and the automated issuance of notifications of approval of leave requests. This module will reduce the grievances of employees while also supporting the resolution of any legal disputes. This system will generate different type of alerts so to identify the employee's Department of Health, KP has developed this software and is a part of HRMIS, selected firm will not have to re develop the software, instead the current software will taken up for further modifications.

6.4. File tracking system

A personal file tracking system will be developed through a software solution, under which every file for employees of grade 17 and above will be assigned a unique barcoded identifier which will be linked to data including file name, description, and latest status. These barcode identifiers will be placed using barcode scanners or Radio Frequency Identification (RFID) technology both manually on physical and digital files. Access will be provided to the administrators/managers to manage and track the location, movement, and notes/orders by different offices on these files -either physical or digital- within the department. The system will provide events, user activities, and timestamps to maintain a complete audit trail of the file movement. Partial information on the files can also be communicated to applicants or other stakeholders of those files as will be decided by the department. The system will be developed in such a friendly manner that it will provide easy access to authorized persons, and allow check-in, check-outs, and transfer management. Department of Health, KP has already developed HRMIS and other modules such as Leave Management System, KP-HISDU will further upscale this software to optimum level.

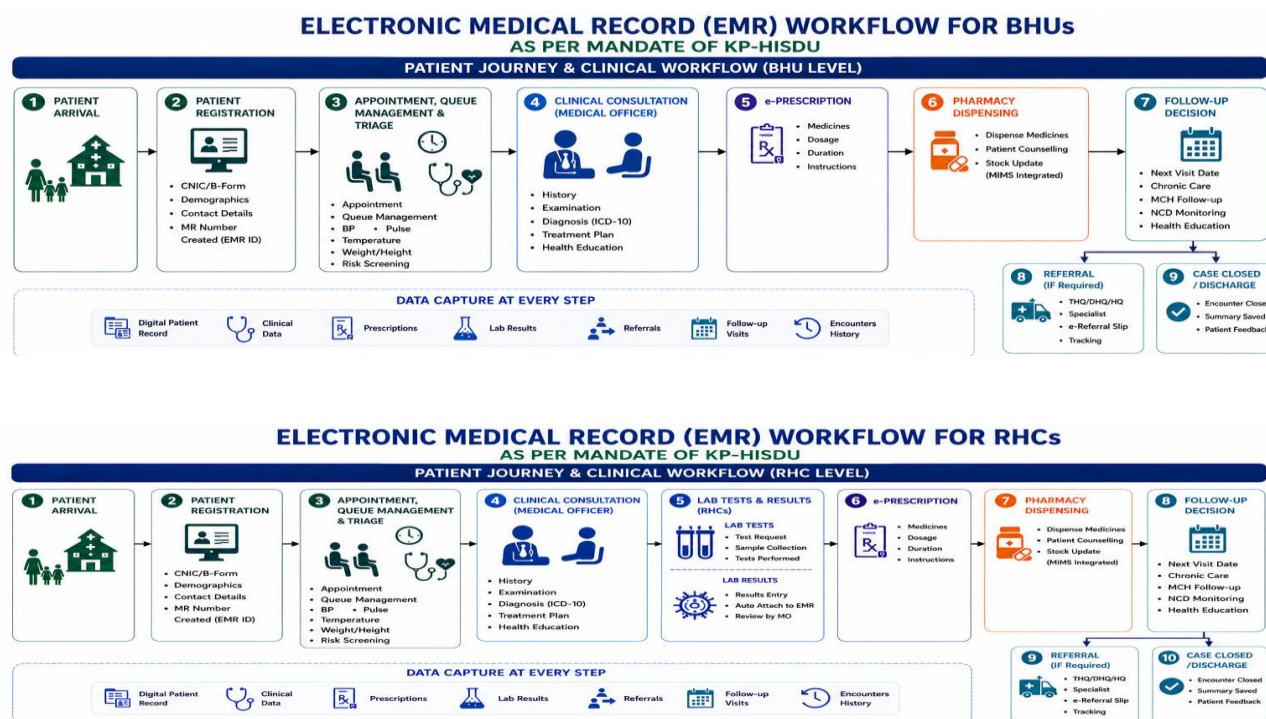
7. Electronic Medical Record (EMR)

The Electronic Medical Record (EMR) system involves the digital storage, management, and retrieval of patient health information within healthcare facilities, monitored at the provincial level. The EMR ensures the accuracy, accessibility, and confidentiality of patient records across the entire network of hospitals. By integrating various aspects of healthcare management, the EMR system enhances clinical decision support, health analytics, public health information exchange, and data privacy/security, thereby improving the overall quality of healthcare services. EMR will be rolled out in phased manner, initially, in Phase 1 EMR will be implemented 160 BHUs and 40 RHCs in the province. After the completion of phase 1, and the remaining facilities will be covered in Phase 2 of EMR. Health Department, KP with the support of UNICEF is in the process to develop the EMR. The developed software is under review by KP-HISDU and will be rolled out as mentioned above. The system facilitates the electronic capture, storage, retrieval, and management of patient information, enabling healthcare providers to deliver timely, efficient, and evidence-based care.

The EMR integrates key clinical and administrative functions, including:

- Patient registration and unique patient identification
- Outpatient (OPD) and inpatient (IPD) management
- Clinical documentation and medical history
- Laboratory and radiology request and reporting
- Pharmacy and prescription management
- Referral management and follow-up
- Health reporting and analytics

The system aims to improve continuity of care, reduce medical errors, enhance data quality, strengthen disease surveillance, and provide reliable information for health planning and decision-making. It also establishes a foundation for interoperability with other digital health systems such as the Medicine Inventory Management System (MIMS), Complaint Management and Medicine Ordering Portal (CM-MOP), and future provincial digital health initiatives. This software will be handed over once Software Developers of KP-HISDU are onboarded which will be further develop, pilot, implement and upscale the module as per directions received from Department. Selected firm will not need to redevelop the software as maximum modules as mentioned above have been developed.



7.1. Patient-level disease tracking

The EMR will include digital storage of patient identification, medical history, physical examination and clinical notes, diagnostic tests and results, provisional/final diagnosis, provision of medicines, and follow-up information. It will facilitate the collection of patient health data for health surveillance, early detection, outbreak investigation, epidemiological research, and administrative public health actions. By identifying health trends and emerging threats, the EMR will enable the planning and implementation of preventive measures to improve health outcomes. Healthcare managers can utilize the system to analyze patient data, target disease patterns, manage chronic diseases, and adopt preventive measures, ensuring a thorough approach to patient-level disease tracking.

7.2. Medicine Dispensation Tracking

The EMR will also encompass a comprehensive, integrated software solution for managing and automating administrative, clinical, financial, and logistic supply processes within healthcare facilities. This will include patient registration with details such as CNIC, phone number, insurance documentation, and referral to the required department. The system will maintain records of indoor, surgical, and other procedures, diagnostics, and medications. Additionally, the Prescription Management Information System (PMIS) will streamline the process of creating, managing, and tracking prescriptions within healthcare facilities and at the central level.

This integrated approach will ensure accurate, accessible, and confidential management of medication dispensation across the entire hospital network, thereby enhancing the efficiency and reliability of healthcare delivery.

The Proposed Software Development Cycle is as follows. It is expected that the following steps shall be considered while developing the different modules

S#	Phase	Activities	Expected Outputs
1	Project Kick-off	Kick-off meeting, introduce project team, finalize communication mechanism, implementation methodology and project schedule	Project Charter, Inception Report, Work Plan
2	Software Requirement Specification (SRS)	Prepare Functional Requirements, Non-functional Requirements, User Stories, Acceptance Criteria and Requirement Traceability Matrix	Software Requirement Specification (SRS)
3	Solution & System Architecture	Design enterprise architecture, database architecture, application architecture, security architecture and interoperability framework	Architecture Design Document
4	UI/UX Design & Prototyping	Prepare wireframes, mock-ups and clickable prototype for each module	Prototype Screens, UI Design
5	Product Backlog & Sprint Planning	Break requirements into Epics, Features and User Stories; prioritize development sprints	Product Backlog, Sprint Plan
6	Sprint-1 Development	Develop first set of modules, database objects, APIs and frontend interfaces	Sprint-1 Release
7	Sprint-1 Demonstration	Demonstrate completed functionality to KP-HISDU and stakeholders, collect feedback	Demonstration Report
8	Sprint-1 Improvement	Resolve observations, enhance workflows, optimize user interface and business logic	Updated Sprint Release
9	Sprint-2 Development	Develop remaining functionalities and integrations	Sprint-2 Release
10	Sprint-2 Demonstration	Demonstrate Sprint-2 deliverables and obtain stakeholder feedback	Demo Report
11	Iterative Sprint Development	Continue development using Agile sprints until all approved modules are completed	Sprint Releases (Sprint-3, Sprint-4, etc.)
12	Integration Development	Integrate EMR with MIMS, HRMIS, GIS, DHIS2, APIs and other approved systems	Integrated Platform
13	Unit Testing	Developers test each function individually	Unit Test Report

14	System & Integration Testing	Verify complete workflows, interoperability, security, data validation and business rules	SIT Report
15	Performance & Security Testing	Conduct load testing, penetration testing, vulnerability assessment and performance optimization	Performance & Security Report
16	User Acceptance Testing (UAT)	Deploy software in UAT environment and validate workflows with actual users	UAT Report
17	Bug Fixing & Optimization	Resolve all critical, major and minor issues identified during UAT	Bug Resolution Report
18	Pilot Deployment	Deploy software in selected pilot health facilities and monitor real-time operations	Pilot Implementation Report
19	Pilot Evaluation & Enhancement	Review pilot findings, optimize workflows, improve performance and implement additional enhancements	Pilot Evaluation Report
20	Production Deployment	Deploy software to production servers and configure monitoring services	Production Release
21	User Training & Knowledge Transfer	Train administrators, technical teams and end-users; provide manuals and SOPs	Training Reports, User Manuals
22	Trouble Shooting Support	Provide intensive support after Go-Live, monitor issues and resolve defects	Hypercare Report
23	Operations & Maintenance	Preventive maintenance, corrective maintenance, security updates, feature enhancement and helpdesk support	Monthly Maintenance Reports

Training/Orientation Plan

Facility type	# of facilities	Modules for training	# of people trained
BHU	160	HMS, MIMS, HRMIS, BAS, EMR	1 per facility
RHC	40	HMS, MIMS, HRMIS, BAS, EMR	1 per facility
Hospitals	70	HMS, BAS	1 per facility

One nominee from the selected 160 BHUs, 40 RHCs and 70 hospitals. These nominees will then be trained on all essential modules, as detailed above, in a batch-wise process. 10 central trainers and 10 facilitators will conduct these trainings which will comprise of 20 sessions, with 16 trainees each, at the headquarters. 4-5 batches will be trained in 1 month, with a total of approximately 4 months required to train all batches. Once these trainings are finished, these trainers will conduct cascade trainings in their own facilities to train all essential staff.