CONSULTANCY FOR GOVERNMENT OPERATING SYSTEM

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1. **Background**

Pakistan Digital Authority (PDA), in pursuance of its mandate under the Pakistan Digital Authority Act, intends to engage reputed international consultant organizations, already shortlisted by the Ministry of Information Technology & Telecommunication (MoITT), for a short-term strategic assignment.

2. **Objective of the Assignment**

The objective of this assignment is to design and validate a Cognitive Government Operating System (GovOS), a clean-slate, AI-native operating model for the Government's internal operations. The consultancy will deconstruct existing government functions to their most fundamental purposes, reimagine them using artificial intelligence and emerging technologies without legacy constraints, and propose a future-state operating model supported by conceptual simulations and demonstrative use cases.

3. **Scope of Work**

The Consultant shall undertake the assignment through the following structured phases:

Phase 1: Purpose & First Principles

Objective:

To deconstruct government operations into their atomic functions and assess the necessity, relevance, and transformation potential of existing processes.

Key Activities:

- Conduct structured workshops to identify core internal government functions independent of departmental structures.
- Define for each atomic function its role, intended outcome, criticality, and AI-enabled disruption potential.
- Identify opportunities for elimination, simplification, or redesign of legacy processes.
- Conduct a global scan of digital-native organizations to identify implemented AI-enabled governance models.

Deliverable:

Atomic Function Map outlining core functions, outcomes, dependencies, and transformation potential.

Phase 2: Gov-OS Target Operating Model & Architecture

Objective:

To design the conceptual and functional architecture of the Cognitive GovOS.

Key Activities:

- Define Gov-OS common components (kernel), including a Universal Ledger, Governance Protocol / Rules Engine, and Unified Government Interface.
- Define interactions among components to enable end-to-end operations.

Deliverables:

- Cognitive Gov-OS Blueprint.
- Future-State Process Narratives.

Phase 3: Gov-OS Product Suite Definition

Objective:

To define the Gov-OS product ecosystem and clarify the scope of each product.

Key Activities:

- Identify critical governance and operational challenges.
- Define products specifying end users, AI tasks, human tasks, eliminated tasks, and core features.
- Deliverable:
- Gov-OS Product Universe.

Phase 4: Product Deep Dive – Prime Minister's Operating System (PM OS)

Objective:

To define detailed requirements for the Prime Minister's Operating System.

Key Activities:

- Analyze PM's critical challenges and jobs to be done.
- Map tasks performed by PM's support ecosystem.
- Define product vision, modules, and sub-products.
- Prioritize features using MoSCoW methodology.
- Develop conceptual UI/UX and end-to-end workflows.
- Define human versus AI roles across workflows.

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Deliverables:

- PM OS Conceptual Prototype.
- Demonstration of one end-to-end workflow.

Phase 5: Implementation Roadmap

Objective:

To define a phased and practical roadmap for GovOS implementation.

Key Activities:

- Develop horizon-based sequencing from foundational to advanced AI capabilities.
- Identify critical path and dependencies.
- Define modular releases for PM OS and priority components.
- Deliverable:
- Strategic Implementation Roadmap.

The consultants shall:

- Conduct first-principles analysis of core government functions.
- Propose a future-state Government Operating Model and architecture.
- Conceptualize key digital products/modules under Gov-OS.
- Demonstrate at least one future-state workflow or use-case.

4. **Deliverables**

- GovOS conceptual framework.
- High-level architecture blueprint.
- Product/module universe.
- Illustrative workflow or prototype.
- Strategic implementation roadmap.

5. **Duration**

The assignment shall be completed within 6 weeks. However, if the vendor so wishes to suggest an alternative duration for consideration then they may do so.

6. **Reporting**

The consultants shall report to Pakistan Digital Authority (PDA).

7. **Payment**

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All payments shall be made by PDA. No financial liability shall rest with MoITT.

8. **Confidentiality & IP**

All outputs shall remain the property of the Government of Pakistan.

9. **Technical & Financial Evaluation Criteria**

9.1 **Technical Evaluation (Total: 80 Marks)**

Sr.	Evaluation Criterion	Description	Marks
2.	**Understanding of Assignment & Methodology**	Clarity of understanding of assignment objectives, soundness and feasibility of proposed methodology, work plan, sequencing of activities, and ability to deliver outputs within the stipulated timeline.	15
3.	**Technical Expertise & Innovation Capability**	Demnstrated depth of expertise in AI, GenAI, digital public infrastructure, enterprise architecture, data-driven governance, and innovation in public-sector operating models.	15
4.	**Proposed Team & Key Experts**	Qualifications, relevant experience, role clarity, and time commitment of proposed team leader and key experts, including prior experience in similar assignments.	15
5.	**Approach to Knowledge Transfer & Capacity Building**	Quality of proposed approach for knowledge transfer, documentation, and capacity building of PDA and relevant government stakeholders to ensure sustainability beyond the assignment.	10
6.	**Risk Assessment & Mitigation Strategy**	Identification of key technical, institutional, and implementation risks, along with the robustness of proposed mitigation measures.	5
7.	**Quality of Previous Work / References**	Relevance and quality of similar completed assignments, supported by references, case studies, or sample deliverables (where permissible).	5
		Total Technical Marks	**80**

Minimum Technical Qualification Threshold: Bidders must obtain at least 60% of the technical marks (i.e., 48 out of 80) to qualify for financial evaluation.

9.2 **Financial Evaluation (Total: 20 Marks)**

Financial proposals of only those bidders who qualify the technical evaluation shall be opened.

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Financial Score shall be calculated using the following formula:
Financial Score = (Lowest Evaluated Financial Bid / Bidder's Financial Bid) × 20

9.3 **Combined Evaluation**

The final ranking of bidders shall be based on the combined score obtained by adding the Technical and Financial scores. The bidder securing the highest combined score shall be ranked first and considered for award of contract, subject to approval of the competent authority.

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