REQUEST FOR PROPOSAL (RFP)

Third Party Audit & Independent Validation

Asan Khidmat Markaz (AKM) Initiative
(Restricted to MoITT Pre-Qualified Firms)

Issued by: Ministry of Information Technology & Telecommunication (MoITT)
Government of Pakistan

February 2026

DATA SHEET

Item	Details
Type of Bidding	Restricted Competitive Bidding (MoITT Pre-Qualified Firms Only)
Method of Selection	Single Stage – Two Envelope (QCBS)
Technical / Financial Weightage	70% Technical – 30% Financial
Proposal Validity	60 Days
Language	English
Currency	Pak Rupees (PKR)
Taxes	Inclusive of all applicable taxes
Assignment Duration	5-6 weeks
Point of Contact	Section Officer (IT), MoITT, Government of Pakistan

1. Introduction & Background

The Asan Khidmat Markaz (AKM) initiative is a flagship citizen facilitation program of the Government of Pakistan aimed at delivering integrated public services through digital platforms and physical facilitation centers. The initiative involves multiple stakeholders including MoITT, ICT implementation partners, infrastructure executing agencies such as CDA, and participating federal and provincial departments.

Given the scale, sensitivity, and public importance of AKM, MoITT intends to engage a reputable and independent third-party firm to conduct a comprehensive audit and validation of the initiative.

2. Objectives of the Assignment

- Assess compliance with approved scope, architecture, and policies
- Evaluate technical robustness, security posture, and operational resilience
- Review governance, controls, and risk management mechanisms
- Assess service delivery effectiveness and citizen experience
- Review alignment of financial expenditures across multiple stages and entities
- Identify gaps, risks, and improvement opportunities
- Provide practical and prioritized recommendations

3. Applicable Rules & Procurement Method

This procurement shall be governed by the Public Procurement Rules, 2004. This RFP is issued on a restricted basis for MoITT pre-qualified firms only. In case of any inconsistency, PPRA Rules shall prevail.

4. Scope of Work

4.1 Technical & System Audit

- Audit of application, database, middleware, and integration architecture
- Review of source code management and deployment practices (where applicable)
- Assessment of system scalability, availability, performance, and fault tolerance
- Verification of system documentation (SRS, SDS, architecture diagrams)

4.2 Information Security Audit

- Assessment of access control, authentication, authorization, and audit logging
- Review against applicable standards (ISO 27001, OWASP, NIST where relevant)
- High-level vulnerability and security posture assessment
- Evaluation of data protection, backup, and disaster recovery mechanisms

4.3 Process, Governance & Compliance Audit

- Validation of end-to-end service workflows
- Review of governance and decision-making structures
- Compliance with approved scope, policies, and procedures
- Assessment of vendor management and SLA oversight

4.4 Operational & Service Delivery Audit

- Evaluation of service workflows and turnaround times
- Assessment of integration with participating departments
- Review of operations at selected AKM centers
- Assessment of grievance redressal and feedback mechanisms

4.5 Financial & Value-for-Money Review

- Review of financial alignment with approved PC-I and scope
- Identification of multi-stage financial responsibilities (CDA, ICT, operations)
- Assessment of coordination among stakeholders
- Program-level value-for-money assessment
- This review shall not constitute a forensic audit or bill verification

5. Deliverables & Timeline

1. Inception Report (within 10 days of contract signing)
2. Interim Findings Report (Within 20 Days)
3. Draft Audit Report (Within 30 Days)
4. Final Audit Report (Within 35 Days)
5. Presentation to MoITT and stakeholders (Within 37 Days)

6. Eligibility & Pre-Qualification

Participation is restricted to firms pre-qualified by MoITT. Bidders shall submit a declaration of independence and conflict of interest. No fresh eligibility documentation or bid security is required.

7. Team Composition Requirements

- Audit Team Lead / Project Manager
- Information Security Expert
- Systems / Enterprise Architect
- Governance / Compliance Specialist
- Operations / Field Audit Expert

8. Evaluation Criteria (QCBS)

Technical Evaluation: 70 Marks | Financial Evaluation: 30 Marks

Component	Description	Marks
Understanding of AKM	Understanding of scope and multi-stakeholder context	15
Methodology & Work Plan	Soundness and practicality	20
Relevant Experience	Similar audits / e-Government programs	15
Team Composition	Qualifications and experience	15
Financial Review Approach	Value-for-money and coordination focus	5

Minimum qualifying marks in technical evaluation: 50 out of 70

9. Confidentiality, Ownership & Ethics

All reports, data, and materials produced shall remain the property of MoITT. The successful bidder shall maintain strict confidentiality, avoid conflicts of interest, and observe the highest ethical standards.

10. Point of Contact

Section Officer (IT)
Ministry of Information Technology & Telecommunication (MoITT)
Government of Pakistan, Islamabad

ANNEXURES

Annex-A: Bid Submission Form

Name of Firm: _____

MoITT Pre-Qualification Reference: _____

Authorized Representative: _____

Signature & Stamp: _____

Annex-B: Financial Proposal Form

Total Lump Sum Cost (PKR): _____

Taxes (if any): _____

Grand Total (PKR): _____

Annex-C: Declaration of Independence & Conflict of Interest

We hereby declare that we have no conflict of interest with any vendor, contractor, or executing agency associated with the AKM initiative, including CDA.

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