



**GOVERNMENT OF KHYBER PAKHTUNKHWA
FOOD SAFETY & HALAL FOOD AUTHORITY**



KHYBER PAKHTUNKHWA FOOD SAFETY & HALAL FOOD AUTHORITY

REQUEST FOR PROPOSAL (RFP) FOR PAYMENT GATEWAY INTEGRATION

**RFP No. KPFS&HFA/APP/2024-2025/11/6
December 2024**



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SECTION-I LETTER OF INVITATION

1. The *Khyber Pakhtunkhwa Food Safety & Halal Food Authority* (hereinafter called “Procuring Agency”) invites technical and financial proposals from Government authorized Payment Service Operators & Payment Service Providers (PSO/PSP) to provide “Payment Gateway Integration”. More details on the services are provided in the Terms of Reference.
2. Contract will be awarded to eligible firm(s) under open competitive procedures, in accordance with the KPPRA Rules 2014 and procedures described in this RFP and TORs.
3. Request for Proposal with complete details is available at www.kpfsa.gov.pk & www.kppra.gov.pk.
4. Both financial and technical proposals must be submitted in sealed envelopes by 01:00 PM Pakistan Standard Time on **6th January 2025**.
5. This Request for Proposal (RFP) is for all experienced & eligible firms / companies registered in Pakistan.
6. Cost of any additional service / API other than those detailed in this document shall be borne by the service provider if so required.
7. The proposal shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the service provider, in which case such corrections shall be authenticated by the person or persons signing the proposal.
8. Procuring Agency reserves the right to modify the proposal requirements at any time prior to the deadline for submission of proposals for any reason. This amendment shall constitute part of the proposal requirement.
9. In order to afford the prospective service providers a reasonable time to take the amendments into account in preparing its proposal, the Procuring Agency may at its discretion extend the deadline for submission.
10. Procuring Agency reserves the right to accept or reject any proposal or all the offers without assigning any reason
11. Please inform us in writing at the following address Ground Floor, New C&W Building, Police Lines, Khyber Road, Peshawar.

Best Regards

Director Finance

Khyber Pakhtunkhwa Food Safety & Halal Food
Authority
Tel: 091-9212959



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SECTION-II INSTRUCTIONS TO FIRMS / COMPANIES

A. General

1. Scope of Proposal

Khyber Pakhtunkhwa Food Safety & Halal Food Authority Peshawar issues this Request for Proposal (RFP) for the following product & services:

“Payment Gateway Integration, with implementation and support services, for Khyber Pakhtunkhwa Food Safety & Halal Food Authority.

Throughout this RFP:

- i. The term “in writing” means communicated in written form (e.g., by mail, e-mail, fax)
- ii. “Day” means calendar day

2. Fraud and Corruption

Firms shall comply with KPPRA Rules 2014 policy regarding fraud and corruption.

3. Eligibility

Procuring Agency may specify certain minimum qualification criteria in the Terms of Reference e.g. minimum years of relevant experience.

The firm has an obligation to disclose to Procuring Agency any situation of actual or potential conflict that impacts its capacity to serve Procuring Agency best interests. Failure to disclose such situations may lead to the disqualification of the firm or the termination of its Contract. Procuring Agency policy with regard to conflict of interest is given in the RFP.

Firms / Companies shall provide such evidence of their continued eligibility satisfactory to Procuring Agency, upon request.

4. One Proposal Per Firm

Each firm shall submit only one proposal, either individually or as a partner in a joint venture. A firm that submits or participates in more than one proposal shall cause all the proposals with the firm’s participation to be disqualified.

5. Cost of Preparation of Proposal

The firm shall bear all costs associated with the preparation and submission of its proposal. Procuring Agency shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

B. Request for Proposal

6. Contents of the RFP



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The RFP includes the documents listed below and any Addendum if issued:

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

7. Clarification of RFP

All questions and/or clarifications regarding this RFP must be submitted in writing no later than closing date & time. All correspondence and/or inquiries regarding this solicitation must reference the RFP number. Questions and requests for clarification—and the responses thereto—will be circulated to all RFP recipients who have indicated an interest.

Only the written answers will be considered official and carry weight in the RFP process and subsequent evaluation. Any verbal information received from a Procuring Agency employee or other entity should not be considered as an official response to any questions regarding this RFP.

8. Proposal Validity:

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, Service provider shall maintain the availability of Professional staff nominated in the Proposal.

The Procuring Agency will make its best effort to complete negotiations within this period. Should the need arise; however, the Procuring Agency may request to extend the validity period of their proposals. Service Provider 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, Service Provider may submit new staff in replacement, who would be considered in the final evaluation for contract award. Service Provider who do not agree have the right to refuse to extend the validity of their Proposals.

9. Amendment of RFP

At any time prior to the deadline for submission of bids, Procuring Agency may amend the RFP by issuing an Addendum.

Any Addendum issued shall be part of the RFP and will be communicated via the Procuring Agency's website. Firms are advised to monitor the site for updates.

To give prospective firms reasonable time in which to take an Addendum into account in preparing their bids, Procuring Agency may, at its discretion, extend the deadline for the submission of bids, pursuant to point 17 'Deadline for Submission of Proposals' of this section.

C. Preparation and Submission of Proposals



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10. Language of proposal

All documents relating to the proposal shall be written in the English language.

11. Documents Comprising the Proposal

The proposer is required to submit a technical proposal using the forms provided and taking into consideration the requirements in the RFP.

The technical proposal shall not include any price or financial information. A technical proposal containing material financial information may be declared non-responsive.

12. Right to accept any proposal and to reject any or all proposals:

Procuring Agency reserves the right to accept or reject any proposals at any time prior to the acceptance of a proposal. Grounds for rejection of all or any proposals shall be communicated to any firm / company upon request without thereby incurring any liability to the affected proposer or proposers.

13. Right to vary requirement at time of award:

At the time the contract is awarded, Procuring Agency reserves the right to increase or decrease the quantity of services originally specified in Section 5: Terms of Reference, provided this does not exceed the percentages specified in Section 3 Data Sheet, and without any change in the unit prices or other terms and conditions of the proposal and the solicitation document.

14. Responsiveness of proposal:

Determination of a proposal's responsiveness is to be based on the contents of the proposal itself. A substantially responsive proposal is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that:

- (a) Affects in any substantial way the scope, quality, or performance of the services specified in the contract; or
- (b) limits in any substantial way, inconsistent with the solicitation documents, rights or the proposer's obligations under the contract; or
- (c) if rectified would unfairly affect the competitive position of other proposers presenting substantially responsive proposals.

If a proposal is not substantially responsive, it shall be rejected by. and may not subsequently be made responsive by the proposed by correction of the material deviation, reservation, or omission.



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DATA SHEET

No	Description
2.1	<p>Name of the PA: <i>Khyber Pakhtunkhwa Food Safety & Halal Food Authority</i></p> <p>Name of the Assignment: Request for Proposal (RFP) For Payment Gateway Integration</p> <p>The method of selection: Least</p> <p>Address: <i>Ground Floor, New C&W Building, Police Lines, Khyber Road, Peshawar.</i></p> <p>Telephone: +92 91-9212959</p>
2.2	<p>Financial Proposal to be submitted together with Technical Proposal: Yes</p>
2.5	<p>Input & Facilities provided by PA: <i>All Possible input & facilities will be provided by the PA.</i></p>
6	<p>Eligibility: <i>All firms / companies who have received letter of invitation along with Request for Proposal (RFP) are eligible to apply.</i></p>
9.1	<p>Proposal Validity: <i>Proposal's validity that shall be 90 days. The Procuring Entity may ask for extension in proposal validity if required.</i></p>
10.1	<p>Clarification and Amendment in RFP Documents: <i>Clarifications may be requested not later than Three (03) days before the submission date.</i></p> <p>The address for requesting clarifications is: <i>Director Finance, Directorate General of Khyber Pakhtunkhwa Food Safety & Halal Food Authority, New C&W Building, Police Lines, Khyber Road, Peshawar.</i></p>
11.2	<p>Preparation of Proposals: <i>Costing shall be made on the basis of deliverables as per TORs.</i></p>
12	<p>Language: <i>The Proposal as well as all related correspondence exchanged by the Consultants and the Procuring Agency 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.</i></p>
13.1	<p>The format of the Technical Proposal to be submitted is: As per formats provided at Form Tech-1, Form Tech-2, Form Tech-3, Form Tech-4</p>
13.1	<p>System for Selection of Consultant: <i>Least Cost Method.</i></p>
13.1 (iii)	<p>Proposed Staff: <i>All the proposed staff shall be employees of consultant.</i></p>
13.1 (iv)	<p>Professional Staff Experience: <i>As mentioned in the Evaluation Criteria.</i></p>



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No	Description
13.2	Technical Proposal: <i>Technical proposal shall be prepared on the guidelines mentioned in TORs & Evaluation Criteria in this RFP and shall include following:</i> <ol style="list-style-type: none">1. TECH-1: Technical Proposal Submission Form2. TECH-2: Experience3. TECH-3: Description of the Approach, Methodology and Work Plan for Performing the Assignment4. TECH-4: Declaration by an authorized signatory of the Bidder/firm
14.1	Financial Proposal: <i>The consultant shall prepare the financial proposal in the standard format in section- 4 of this RFP and must include all the cost. in the financial proposal. Cost shall be stated in local currency i.e., i Rupees.</i>
15.1	Taxes: <i>Amounts Payable by the PE to the Consultant under the contract to be subject to local taxation, stamp duty and service charges etc. Amounts Payable by the PE to the Consultant under the contract to be subject to local taxation, stamp duty and service charges, if applicable: KPRA Sales Tax on Services</i>
16.2	Proposal Submission: <i>One (01) Original & One (01) copy of Technical Proposal, and One (01) original Financial Proposal all sealed in separate envelopes in a single package.</i>
16.4	The Proposal submission address is: <i>Khyber Pakhtunkhwa Food Safety & Halal Food Authority, Ground Floor, New C&W Building, Police Lines, Khyber Road, Peshawar</i> Proposals must be submitted no later than the following date and time: 6th January 2025 till 11:30 AM.
16.4	Technical Proposals will be opened on the same day after One (01) hour i.e 12:30 PM on 6th January 2025
18.1	Evaluation of Proposals: <i>Minimum Technical Score required to qualify is Seventy (70) Score.</i>
19.4	Financial Evaluation: <i>Lowest offered financial proposal will be awarded Highest Score.</i>
20.1	Negotiations: <i>All such companies / firms that are responsive and meets all requirements of the Procuring Agency will be offered contract subject</i>
24.2	Performance Security: <i>Successful Company / Firm is required to submit 10% Performance security in form of CDR or bank guarantee.</i>
24.3	Expected date for commencement of consulting services: <i>Immediate</i> Location: <i>Peshawar</i>



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SECTION-III TECHNICAL PROPOSAL - STANDARD FORMS

TECH-1: Technical Proposal Submission Form

FORM-A: Format for Technical Proposal

TECH-2: Experience

TECH-3: Description of the Approach, Methodology and Work Plan for Performing the Assignment

TECH-4: Declaration by an authorized signatory of the Bidder/firm

TECH-5: Technical Proposal Checklist



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TECH-01- TECHNICAL PROPOSAL SUBMISSION FORM

To

*The Director General
Khyber Pakhtunkhwa Food Safety & Halal Food Authority
Address: Ground Floor, New C&W Building, Khyber Road, Peshawar
Telephone: 091-9212959*

We, the undersigned, offer to provide the services for **“Payment Gateway Integration**
Dear Sir

ation” in accordance with your Request for Proposal dated: _____ and our Proposal.
We are hereby submitting our Proposal, which includes this Technical and a Financial Proposal sealed
under a separate envelope.

We are submitting our Proposal in association with: [Insert a list with full name and address of each
associated Company / Firm]

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, 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 required services related to the assignment
not later than the date indicated in the Data Sheet.

We undertake that if after the award of contract or during the execution of the project, if any
information or document is found fake or misinterpreted, the Procuring Agency will have the right to
cancel contract and to impose the penalty or add in the blacklist or not to pay any expense made or
recover all the payment or impose all.

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

Yours sincerely,

Name and Title of Signatory:

Name of Firm:

Address:



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FORM A: FORMAT FOR TECHNICAL PROPOSAL

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:			

The proposer's proposal must be organized to follow the format of this Technical Proposal Form. Where the proposer is presented with a requirement or asked to use a specific approach, the proposer must not only state its acceptance, but also describe, where appropriate, how it intends to comply. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

Section 1: Proposer's qualification, capacity and expertise

Brief description of the organization, including the year and country of incorporation, and types of activities undertaken.

- 1.1 General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted (if so, provide details).
- 1.2 Relevance of specialized knowledge and experience on similar engagements done in the region/country.
- 1.3 Quality assurance procedures and risk mitigation measures.
- 1.4 Organization's commitment to sustainability.

Section 2: Proposed Methodology, Approach and Implementation Plan

This section should demonstrate the proposer's responsiveness to the TOR by identifying the specific components proposed, addressing the requirements, providing a detailed description of the essential performance characteristics proposed and demonstrating how the proposed approach and methodology meets or exceeds the requirements. All important aspects should be addressed in sufficient detail and different components of the project should be adequately weighted relative to one another.

- 2.1 A detailed description of the approach and methodology for how the Proposer will achieve or exceed the requirements of the Terms of Reference, keeping in mind the appropriateness to local conditions and project environment. Detail how the different service elements shall be organized, controlled and delivered.
- 2.2 Provide comments and suggestions on the Terms of Reference: have the important aspects of the task been addressed in sufficient detail? Are the different components of the project adequately weighted relative to one another? Include additional services that will be rendered beyond the requirements of the ToR, if any.



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- 2.3 The methodology shall also include details of the Proposer's internal technical and quality assurance review mechanisms
- 2.4 Explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors and how everyone will function as a team.
- 2.5 Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement.
- 2.6 Demonstrate how you plan to integrate sustainability measures in the execution of the contract. Implementation plan including a Gantt chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.
- 2.7 Any other comments or information regarding the project approach and methodology that will be adopted.

Section 3: Management Structure and Key Personnel

- 3.1 Describe the overall management approach toward planning and implementing the project. Include details of key personnel including their name and nationality, the Position they will assume and their role as per the TOR. Include an organization chart for the management of the project describing the relationship of key positions and designations.



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TECH-02: COMPANY / ORGANIZATION EXPERIENCE

A brief description using the format below, of each assignment for which your firm, and each associate for this assignment, was legally contracted for carrying out consulting services similar to the ones requested under this Assignment

Provide here a brief description of the background and organization of your company Include organizational chart, a list of Board of Directors:

<i>[Please provide Client's certification and/or evidence of the contract agreement.]</i> Assignment name:	
Country: Location within country:	Duration of assignment (months):
Name of Client:	Total No of staff (by your firm) on the assignment:
Start date (month/year): Completion date (month/year):	1. Total value of the agreement 2. Value of required services provided by your firm under the agreement (in current PKR):
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 (You may attach one extra sheet-one side only):	
Description of actual services provided by your staff within the assignment:	
1. Firms Name:	
2. Completion Certificate/ Contract/ Work-Order/ Certificate by the Client / Employer that proves the performance of the above service.	



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FORM TECH-03: 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 present your Technical Proposal (Demonstration of systems, inclusive of charts and diagrams):

a) Technical Approach: This section should demonstrate the proposer's responsiveness to the TOR by identifying the specific components proposed, addressing the requirements, providing a detailed description of the essential performance characteristics proposed and demonstrating how the proposed approach and methodology meets or exceeds the requirements. All important aspects should be addressed in sufficient detail and different components of the project should be adequately weighted relative to one another.

A detailed description of the approach and methodology for how the Proposer will achieve or exceed the requirements of the Terms of Reference, keeping in mind the appropriateness to local conditions and project environment. Detail how the different service elements shall be organized, controlled and delivered.

Provide comments and suggestions on the Terms of Reference: have the important aspects of the task been addressed in sufficient detail? Are the different components of the project adequately weighted relative to one another? Include additional services that will be rendered beyond the requirements of the ToR, if any.

Explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors and how everyone will function as a team.

Demonstrate how you plan to integrate sustainability measures in the execution of the contract. Implementation plan including a Gantt chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.

b) Methodology: Explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.

The methodology shall also include details of the Proposer's internal technical and quality assurance review mechanisms. Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement.

b) Work Plan: Explain propose of the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including approvals), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TORs and ability to translate them into a feasible working plan. A list of the final



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documents, including reports to be delivered as final output, should be included here. Indicate all main activities of the assignment as noted under the TORs and Deliverables. Duration of activities shall also be indicated in the form of a Gantt Chart. Workplan shall not extend beyond the time prescribed for the assignment in TORs.

c) Organization and Staffing: Explain the structure and composition of your team. You should list the main disciplines of the assignment, the key expert responsible, and proposed staff.

Section 3: Management Structure and Key Personnel

Describe the overall management approach toward planning and implementing the project. Include details of key personnel including their name and nationality, the Position they will assume and their role as per the TOR. Include an organization chart for the management of the project describing the relationship of key positions and designations.



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**FORM TECH-04 DECLARATION OF ACCEPTANCE OF RFP TERMS &
CONDITIONS BY AN AUTHORIZED SIGNATORY OF THE BIDDER/
FIRM**

(Name) _____

(Designation) _____

(Firm's Name) _____

1. I am an authorized signatory of the Bidding Firm, mentioned in the Technical and Financial proposal and above, I attest that I am competent to sign this declaration and execute this Tender document;
2. I have carefully read and understood all the terms and conditions of the Tender document and undertake to abide to them;
3. The information/documents furnished along with the Technical & Financial Proposals are true and authentic to the best of my knowledge and belief. I/we / are well aware of the fact that furnishing of any false information/ fabricated document would lead to rejection of this bid at any stage besides liabilities towards prosecution under appropriate law.
4. I/we understand that Khyber Pakhtunkhwa Food Safety & Halal Food Authority (KP-FS&HFA) may require further information and we will duly provide that information in the time stipulated by KP-FS&HFA, and that any non-supply of such information would lead to rejection of this bid at any stage besides liabilities towards prosecution under appropriate law.

Signature of authorized person

Full name: _____ Date: _____ Seal: _____

NOTE: Please attach the above DECLARATION BY AN AUTHORIZED SIGNATORY OF THE FIRM to the Technical Proposal of this Tender document.



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TECHNICAL PROPOSAL CHECKLIST

Sno	Required Documents	Checkbox
1	Name, address and contact information of the company	<input type="checkbox"/>
2	Website of the company	<input type="checkbox"/> <input type="checkbox"/>
3	Number and location of all offices	<input type="checkbox"/>
4	Year of incorporation or registration, and details of registration (<i>appropriate registration certificate</i>)	<input type="checkbox"/>
5	Tax registration Certificate (FBR & KPRA)	<input type="checkbox"/>
6	Letter of participation for request for proposal	<input type="checkbox"/>
7	Client references (minimum 3 references)	<input type="checkbox"/>
8	Brief of completed and on-going projects with Government Departments	<input type="checkbox"/>
9	Organogram of project team – List of staff with brief bios	<input type="checkbox"/>
10	Management team – List of staff with brief bios	<input type="checkbox"/>
11	Audited financial statement of last three years	<input type="checkbox"/>
13	Technical proposal includes the following	<input type="checkbox"/>
a	Proposed implementation, methodology, workplan	<input type="checkbox"/>
b	Software architecture and design	<input type="checkbox"/>
c	Change management process	<input type="checkbox"/>
d	Managed service methodology for payment Gateway integration	<input type="checkbox"/>
e	Infrastructure Requirement with BOQ	<input type="checkbox"/>
f	Security and other necessary testing methodology of the system	<input type="checkbox"/>
15	Company has clearly defined in its introduction in the proposal	<input type="checkbox"/>
16	Any other document attached, please specify	<input type="checkbox"/>



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FORM FIN-01: FINANCIAL PROPOSAL SUBMISSION FORM

To

The Director General
Khyber Pakhtunkhwa Food Safety & Halal Food Authority
Address: Ground Floor, New C&W Building, Police Lines,
Khyber Road, Peshawar
Telephone: 091-9212959

Dear Sir:

We, the undersigned, offer to provide the services for "Payment Gateway Integration" in accordance with your Request for Proposal dated: _____. Our attached Financial Proposal is for the sum of [Insert amount(s) in words and figures].

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.

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:



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FORM FIN-02:

Description	Total Cost in PKR
Total Costs of Financial Proposal	



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SECTION-IV TERMS OF REFERENCE (TOR)



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TERMS OF REFERENCE (TORs)

A. Background

Khyber Pakhtunkhwa Food Safety and Halal Food Authority regulates and monitors the food business in order to ensure provision of safe & quality food, whereas, it is expedient to provide for the safety and standard of food including halal food and to promote their inter-provincial trade and commerce and process and to establish the Khyber Pakhtunkhwa Food Safety and Halal Food Authority in the province of Khyber Pakhtunkhwa and matter connected therewith or incidental thereto. The Khyber Pakhtunkhwa Food Safety & Halal Food Authority intends to enhance its Management Information System (MIS) by integrating a versatile payment gateway. This integration aims to facilitate the seamless payment of fines, licenses, and product fees by food business operators, allowing transactions from any bank, location, or outlet.

B. Objectives

1. Seamless Payment Integration:

- Integrate a payment gateway with the existing MIS to allow food business operators to pay fines, licenses, and product fees.

2. Enhanced Accessibility:

- Enable payments through multiple channels, including banks, online platforms, and physical outlets, ensuring accessibility from any location.

3. Improved User Experience:

- Provide a user-friendly interface that simplifies the payment process for food business operators.

4. Secure Transactions:

- Implement robust security measures to protect sensitive data and ensure compliance with relevant regulations.

5. Efficient Reconciliation and Reporting:

- Streamline financial reconciliation and generate detailed reports to support decision-making.

6. Modern Application:

- New generation software solution.

7. Open Architecture:

- Platform architecture should be open, flexible and dynamic in nature.

8. Ease of Maintenance:

- The solution should be modular and configurable for ease of change management and maintenance while providing the flexibility of accommodating new generation application.

9. High Availability:

- The application should have 99.99% availability. It should allow online addition, deletion and modification of the software modules without any impact on aforesaid availability.



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10. Scalability:

- The system should provide horizontal, vertical and linear scalability without inherent bottle necks and design changes. The solution scalability should be proven by carrying out the benchmark exercise by Vendor.

11. Configurability:

- The system should be highly configurable and parameterized.

12. High Capacity and Throughput:

- The solution should have high throughput and capacity, a solution capable of achieving a sustained throughput. Application should be scalable to handle high capacity transactions throughput to meet future requirements.

13. Platform Independence:

- The solution should be Platform independent and should not be constrained to a single Hardware Platform or Operating System or database.

14. Monitoring Capability:

- The solution must have adequate real-time monitoring of the transactions and application modules with automated alert mechanism through multiple channels.

15. Secured:

- The system must be developed from approach of “secure from start” and should have all controls well defined as per regulator, industry standards (PCI-DSS, PA-DSS, ISO etc.) requirements and I LINK Policies. If Application is not PA DSS compliant than it should be implemented as per PA DSS implementation guide and this guide would be required by PCI DSS assessor to validate the application for PCI DSS compliance. It should be agreed by vendor that he would support and address all future security requirements such as security patches and vulnerabilities.

16. Developer Portal:

- Developer portal must include static content, such as API documentation and terms-of-use, as well as dynamic community-contributed content such as blogs and forums. Developer portal must also include multiple programming language stubs with appropriate documentation and implementation plan.

17. API Manager:

- Platform should provide definition of new APIs and management existing APIs. API Manger must include dynamic and static 360-degree analytics to explore API usage. Management of API user community is essential for running platform smoothly.

18. Backups:

- All level of backups incremental and full must be supported on all layers such as logs, platform, Database etc.



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Scope of Work

1. Integration with MIS:

- **API Integration:** Develop and implement APIs to connect the payment gateway with the KP Food Authority's MIS, ensuring seamless data flow between systems.
- **Data Synchronization:** Ensure real-time synchronization of payment data with the MIS, allowing for accurate and timely updates on payments.

2. Payment Gateway Features:

- **Multi-Channel Payments:** Enable transactions through various methods such as credit/debit cards, net banking, mobile wallets.
- **Geographical Flexibility:** Ensure payment options are accessible from any bank or outlet across the country.

3. Security and Compliance:

- **Data Protection:** Implement encryption and other security protocols to safeguard financial information.
- **Regulatory Compliance:** Ensure the payment gateway complies with local and international standards, including PCI DSS and data privacy regulations.

4. User Experience and Interface:

- **Responsive Design:** Design a user-friendly interface that adapts to different devices and platforms, providing a consistent experience.
- **Self-Service Portal:** Implement a portal where operators can view their payment history, download receipts, and manage their account details.

5. Technical Support and Training:

- **Ongoing Support:** Provide 24/7 technical support to address any integration issues or user inquiries.
- **Training Sessions:** Conduct training for KP Food Authority personnel on managing and troubleshooting the integrated system.

6. Financial Reconciliation and Reporting:

- **Automated Reconciliation:** Implement tools to automatically reconcile payments with the MIS, ensuring accuracy and reducing manual intervention.
- **Customizable Reports:** Develop customizable reporting features that allow the Authority to generate financial reports as needed for audits and analysis.

7. Future-Proofing and Scalability:

- **Scalable Infrastructure:** Design the system to accommodate future growth, allowing for the integration of additional payment methods and increased transaction volumes.
- **Continuous Improvement:** Establish a process for ongoing updates and enhancements to keep the system current with technological advancements.

8. Duration:



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- The payment Gateway integration shall be completed within Two weeks from the date of signing of the contract.

9. Deliverables:

- The selected firm will be requested to enter into a contract for the provision of the Deliverables on the terms and conditions set out in this RFP. It is the Procuring Agency's intention to enter into a contract initially for **One (01)** year extendable to another year up to a maximum of three years.



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SECTION-V EVALUATION CRITERIA



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QUALIFICATION CRITERIA / MUST MEET CRITERIA

Note: Documentary proofs/ evidences are required with technical proposal. Otherwise bid will be considered non-responsive.

Sno	Mandatory Requirements	Yes	No
1	Tax Registration Certificates along with Proof of being Filer/ Active Tax Payer Status i.e. WHT and GST, NTN etc.		
2	Proof of registration and Filer/ Active Tax Payer with Khyber Pakhtunkhwa Revenue Authority (KPRA) following KPPRA Rule 37 (A).		
3	A certificate/affidavit on Stamp paper indicating that the firm is not blacklisted by any Government/ Autonomous bodies.		
4	Firm / Company has accepted all the requirements under this RFP and has also accepted all the conditions of contract by submitting a signed and stamped Scope of Work, TORs.		
5	Affidavit from the firm, to the effect, that all the documents, statements and information provided with the proposal are complete, true and correct in all aspects.		
6	Bidder must comply with All the Technical requirements, Scope of Work and All Terms and conditions mentioned in this RFP. (Submit Written Consent on Letter Head)		
7	The bidder should be a company registered with SECP, FBR and other relevant authorities of relevant provincial and/or federal Government. (Submit Copy of Certificates)		
8	Bidder should have implemented and/ or managed Payment Gateway Solution successfully either on own premises, for at least in two large scale listed companies registered with SECP etc. Organizations in Pakistan or globally. (Submit Reference Letters)		
9	The bidder must present complete process of collection of funds / fee and further transfer to Procuring Agency designated bank account(s). Complete process must be submitted and presented by the bidder, including timelines. (Submit detailed process including workflows & timelines with the Technical proposal).		
10	Web/ Mob App/ IVR/ Call Center/ Social Media/ etc. API integration option without any additional licensing / certification requirement from Procuring Agency.		
11	Must Support Multiple Payment Channels such as credit/debit cards, net banking, mobile wallets etc.		
12	The bidder must be authorized by State Bank of Pakistan to provide Internet Payment Gateway Services and/or Other Payment Collection		



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Sno	Mandatory Requirements	Yes	No
	services. (Submit on company letter head).		
14	PCI Compliant – PCI DSS / PCI SSF Certification/Compliance. Vendor to mention clearly if compliant or certified		
15	Real time integration with system along reporting and visibility of all the real-time transactions and its confirmation.		



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TECHNICAL EVALUATION CRITERIA (TEC)

The proposal will be evaluated based on following factors:

Presentation Solution Clarity and Understanding:

- **Project Understanding:** Evaluation of the bidder’s understanding of the project requirements and objectives, as demonstrated in their presentation.
- **Solution Clarity:** Assessment of the clarity and coherence of the proposed solution, including how well it addresses specific needs and challenges of the Procuring Agency.

Experience and Expertise:

- **Experience:** Experience in implementing payment gateways, particularly in the public sector or similar industries. Prior experience with similar projects in Food Authorities or Government Organizations is highly desirable.
- **Team Expertise:** Assess the technical expertise and qualifications of the vendor’s team, including developers, project managers, and support staff.

Sno	Technical Criteria	Criteria Requirements	Total Points
I	Presentation Solution Clarity and Understanding		40
	Project Understanding	Excellent: Comprehensive understanding of project objectives and requirements, with exceptional articulation and alignment with KP Food Authority's goals.	20
		Marginally exceeds requirements: Above-average demonstration with more than 5 similar projects in the Employer’s country, including multi-channel integration and compliance. Good supporting evidence provided.	16
		Meets the requirements: Demonstrates relevant experience with at least 1 similar project that includes multi-channel integration, compliance, and scalability. Sufficient supporting evidence provided.	10
		Does not fully meet requirements: The bidder has limited relevant experience, completing less than 1 similar project. Insufficient supporting evidence provided.	8
		Significantly below requirements: Major gaps in relevant experience, with minimal or irrelevant project experience. Little supporting evidence provided.	4
		Feature is absent: No relevant experience or evidence provided.	0



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Sno	Technical Criteria	Criteria Requirements	Total Points
	Solution Clarity & Coherence	Excellent: Solution is exceptionally clear, logical, and well-structured; thoroughly addresses all project requirements and challenges, with innovative approaches.	20
		Very Good: Solution is clear and well-structured, with minor gaps in addressing project requirements or challenges.	16
		Good: Solution is reasonably clear, but lacks comprehensive coverage of some project aspects.	10
		Fair: Solution is partially clear, with significant gaps in addressing project challenges.	8
		Poor: Solution is vague, with major gaps or inconsistencies.	4
		Feature is absent: No methodology or clear evidence provided.	0
2	Payment Channel Support		25
	Debit Card	Yes = 5, No = 0	5
	Credit Card	Yes = 5, No = 0	5
	Net Banking	Yes = 5, No = 0	5
	Mobile Apps	Yes = 5, No = 0	5
	Any other payment channel	1 for each other payment method channel up to a maximum of 5 points	5
3	Company / Firm must have implemented payment Gateway Integration in Public Sector, Autonomous, Semi-Autonomous Organizations		10
	a) Less than 03 Clients = 0 Point b) Three (03) to Five (05) Clients = 05 Points c) more than Six (06) Clients = 08 Points d) One (01) additional point will be awarded to Companies' / Firms having experience with any public sector regulatory Authority in Pakistan. Up to a maximum of Two (02) Points.		
4	No. of years of existence of the firm Years of incorporation:		10
	a) Less than 03 years = 0 Points		
	b) Three (03) years or more but less than Five (05) Years = 05 Points c) Five (05) years or more but less than Ten (10) years = 07 Points		
5	Key Professional Staff Information: Competence & Skills for the Assignment		15
	Composition and structure of the team proposed. Qualifications of key personnel proposed, Are the proposed roles of the management and the team of key personnel suitable for the provision of the necessary services?		5



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Sno	Technical Criteria	Criteria Requirements	Total Points
	General experience		5
	Specific experience relevant to the assignment		5
	Total		100



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SELECTION CRITERIA

Technical Proposals will be evaluated on the basis of criteria specified in the RFP and will reject any proposal which does not conform to the specified requirements. During the technical evaluation, no amendment in the technical proposal will be permitted.

After the evaluation and approval of the technical proposals, Financial proposals of only technically accepted proposals will only be opened at a time within the bid validity period. The financial proposals found technically non-responsive shall be returned un-opened.

Among the financial proposals the proposals found to be the lowest evaluated will be selected for award.



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AWARD CRITERIA

After selection of Lowest offered financial proposal for award of criteria, all other technically responsive proposals will be asked to meet the lowest offered financial proposal, and firms agreeing to revise their financial offer equivalent to the lowest financial proposal will also be awarded contract.



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SECTION-VIII GENERAL CONDITIONS OF CONTRACT

“General Conditions of Contract” as provided in Standard Form of Bidding Documents for “Procurement of Services” Notified vide Notification No. KPPRA/M&E/SBDs/I-I/2015 dated 3rd May 2016 by Khyber Pakhtunkhwa Public Procurement Regulatory Authority (KPPRA) are applicable to this RFP.

The same can be viewed & downloaded from KPPRA’s website at www.kppra.gov.pk and Procuring Entity’s website at www.kpfsa.gov.pk



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SECTION-VIII SPECIAL CONDITIONS OF CONTRACT

GCC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of the Contract
1.1(a) and 3.1	<i>The Contract shall be construed under the laws of the Islamic Republic of Pakistan.</i>
2.1	Effective Date of Contract: <i>Date on which the contract is signed.</i>
2.2	Commencement of Services: <i>Immediately after the contract is signed.</i>
2.3	Expiration of Contract: <i>Contract will expire as mentioned in the final contract signed. However, contract period will not be more than One (01) year.</i>
4.1	The language is: <i>Urdu/ English</i>
6.1	Performance Security: <i>Performance Security @10% of the total contract amount in the form of Pay order, demand draft or bank guarantee.</i>
6.4	Terms and Conditions of Payment: <i>Payment will be made as specified in TORs.</i>
8.2	Dispute Resolution: <i>In case of a dispute between the Parties regarding the terms under this Agreement, if not resolved amicably, it shall be referred to arbitration under the Arbitration Act, 1940. The award shall be conclusive and binding on the Parties and the parties submit to the non-exclusive jurisdiction of the Courts.</i>