GOVT OF KHYBER PAKHTUNKHWA
EXCISE TAXATION AND NARCOTICS CONTROL DEPARTMENT

Professional Tax, Hotel Bed Tax, and Tobacco Development Cess Management Systems in Compliance with Applicable Rules and

The Excise, Taxation & Narcotics Control Department, Government of Khyber Pakhtunkhwa, intends to upgrade and enhance its existing taxation systems, namely:

1. Professional Tax Management System;
2. Hotel Bed Tax Management System; and
3. Tobacco Development Cess (TDC) Management System.

These systems, currently developed in Oracle and deployed in District Peshawar (or running in test mode), require the addition of new modules and enhancements using the same technology stack. The assignment aims to digitize taxpayer-facing services and departmental operations, including online registration, assessment, reassessment, challan and PSID generation, payment tracking, appeals (where permitted by law), hierarchical approvals, digital file movement, revenue monitoring, and management reporting.

A. Mandatory Eligibility Criteria Interested consultancy firms/IT companies must be registered with the Federal and Provincial Tax and Revenue Authorities (FBR and KPRA) as Active Taxpayers. Bidders must possess the requisite technical and managerial capacity to successfully deliver the assignment as per KPPRA Rules.

B. Key Personnel Experience The core technical team members proposed by the bidding firm must possess a minimum of five (5) years of professional experience in software development and implementation.

C. Availability of REOI and Submission Requirements

- **Document Availability:** The Request for Expression of Interest (REOI), including the Scope of Services and selection criteria, may be obtained free of cost from the official websites of KPPRA and the Excise, Taxation & Narcotics Control Department, as applicable.
- **Submission Method:** Interested firms shall submit their Expression of Interest (EOI) and supporting qualification documents in English through the e-PADS system by the date and time specified in the REOI Data Sheet. Submissions shall be evaluated and ranked against the pre-disclosed selection criteria in accordance with Rule 23(f) CQS of the Khyber Pakhtunkhwa Public Procurement Rules, 2014.
- **Subsequent Selection Process:** The highest-ranked firm shall be invited to submit a combined Technical and Financial Proposal in a single envelope, followed by negotiations in accordance with Rule 23(f). If negotiations fail, the next-ranked firm shall be invited in accordance with the applicable rules.
- **Late Submissions:** EOIs received after the specified deadline shall be dealt with in accordance with the applicable procurement rules and the conditions stated in the REOI.

D. Pre-Submission Clarifications: Interested firms may submit requests for clarification regarding the REOI in the manner and within the timeframe specified in the REOI Data Sheet. Any clarification or amendment considered necessary shall be communicated to all prospective applicants through the applicable official procurement channels.

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DATA SHEET

The following specific data for the consultancy services to be procured shall complement, supplement, or amend the provisions of the Instructions to Consultants/firms. In case of conflict, the provisions herein shall prevail.

Clause Ref.	Specific Data
Client / PE	Excise Taxation and Narcotics Control Department
Assignment	Digitization of three revenue streams professional tax, hotel bed tax and tobacco development cess
Method of Selection	KPPRA rules 23(f) Consultant Qualification Selection (CQS)
Language	English
Address	DD IT Office, Excise Taxation & Narcotics Control Department Civil Secretariate Peshawar
Closing Date	20 Nov 2026 11:00 am
Pre-Submission Clarifications	10 Nov 2026
Address for Submission	DD IT Office, Excise Taxation & Narcotics Control Department Civil Secretariate Peshawar
Procurement Committee	The process and selection of bidders will be carried out by Procurement committee duly notified by Secretary Excise Taxation & Narcotics Control Department
Subsequent Selection Process	The highest-ranked firm shall be invited to submit a combined Technical and Financial Proposal in a single envelope, followed by negotiations in accordance with Rule 23(f). If negotiations fail, the next-ranked firm shall be invited in accordance with the applicable rules.
Eligibility and Focus of Evaluation	In accordance with the Consultant Qualification Selection (CQS) method, the Procuring Entity recognizes that the successful delivery of complex, Oracle-based taxation systems relies predominantly on the specialized technical expertise of the human resources. Therefore, newly registered IT firms are eligible to apply, provided they meet all mandatory legal requirements (FBR, KPRA Active Taxpayer). The technical evaluation shall heavily weight the qualifications, domain knowledge, and past project track record of the proposed **Key Personnel (Core Technical Team)**, as demonstrated through their provided CVs and past employment history.

SECTION I — INVITATION FOR EXPRESSION OF INTEREST

The Excise, Taxation & Narcotics Control Department, Government of Khyber Pakhtunkhwa (the "**Procuring Entity**"), invites Expressions of Interest from eligible, legally registered and technically qualified software development firms for the **development, enhancement, implementation, testing, deployment, training and handover of three web-based taxation management systems.**

The assignment comprises the following taxation systems:

Sr. No.	System	Web-Based
1	Professional Tax Management System	✓
2	Hotel Bed Tax Management System	✓
3	Tobacco Development Cess Management System	✓

The Department has existing software applications relating to the above taxation streams, developed using **Oracle-based technologies**, and deployed or being tested in the Department. The proposed assignment is intended primarily to **enhance, extend, modernize, integrate and further develop the existing systems**, while maintaining compatibility with the Department's existing technology environment and database architecture.

The assignment shall focus on strengthening taxpayer-facing services and departmental business processes, including, as applicable:

- taxpayer/business registration;
- taxpayer authentication and profile management;
- establishment registration;
- assessment and reassessment;
- demand generation;
- challan generation;
- PSID/payment reference integration;
- payment tracking and reconciliation;
- arrears management;
- notices and reminders;
- appeals, where permissible under the applicable law and procedure;
- Citizen Facilitation Centre (CFC) processing;
- hierarchical departmental approvals;
- digital file movement;
- workflow management;
- taxpayer case tracking;
- revenue monitoring;

- compliance monitoring;
- management dashboards;
- statutory and management reporting;
- audit trails and activity logging;
- The successful firm shall be responsible for undertaking the assignment in accordance with the requirements, specifications, standards and implementation arrangements prescribed in these Terms of Reference.

SECTION II — OBJECTIVE OF THE ASSIGNMENT

The overall objective of the assignment is to enhance and further develop the Department's existing taxation applications and establish integrated **web-based digital service platforms** for Professional Tax, Hotel Bed Tax and Tobacco Development Cess.

The systems shall facilitate:

1. improved taxpayer access to departmental services;
2. digitization of registration and application processes;
3. automation of assessment and demand processes;
4. electronic generation and tracking of payment instruments;
5. improved payment reconciliation;
6. digital processing of departmental cases;
7. transparent hierarchical approval workflows;
8. electronic file movement and case tracking;
9. improved monitoring of arrears and revenue;
10. standardized departmental reporting;
11. comprehensive audit trails;
12. improved management information and dashboards; and The systems shall be developed in conformity with the Department's approved business rules, applicable legislation, rules, notifications, policies and procedures.

SECTION III — SCOPE OF SERVICES

The scope of services shall include, but not necessarily be limited to, the following.

1. Professional Tax Management System

- **PT-1. Citizen Facilitation Portal:** Provide secure sign-up, profile management, and document uploads. Taxpayers can view historical/current assessments, outstanding demands, generated challans, and payment status, as well as submit reassessment requests and track application progress via notifications.
- **PT-2. CFC Intake & Workflow:** Digitize the intake of applications (online or physical CFC), assign unique IDs, and route them through hierarchical approvals. Include comprehensive audit trails

capturing officer identity, actions, timestamps, and remarks, alongside supervisory dashboards to monitor pending workloads.

- **PT-3. Assessment & Revenue Operations:** Build a configurable rules engine to calculate taxes based on established categories/slabs. Provide end-to-end financial state management including demand generation, QR-enabled challan/PSID creation, arrears calculation, automated payment reconciliation, and multi-dimensional reporting.

2. Hotel Bed Tax Management System

- **HBT-1. Departmental Administration:** Centralize the configuration of tax rates, room categories, exemptions, and jurisdictional mappings. Maintain role-based access control (RBAC) and auditable logs for all administrative/parameter changes.
- **HBT-2. Hotel Registration Portal:** Allow hotel owners to securely register their establishments, declare room inventory/rates, upload CNIC/documents, view outstanding demands, generate challans, track payments, and initiate electronic appeals.
- **HBT-3. Digital File Processing:** Establish a centralized digital file ledger for registration and assessment cases. Route cases systematically to authorized officers for scrutiny, clarification requests, and final decision-making (approve/reject/return) based on delegated powers.
- **HBT-4. Collection & Compliance:** Calculate tax liabilities dynamically using verified room counts and occupancy rates. Automate the generation of electronic payment instruments, synchronize received payments against arrears, and generate statutory notices/reminders.

3. Tobacco Development Cess (TDC) Management System

- **TDC-1. Cess Configuration:** Enable administrators to configure notified TDC rates, tobacco classifications, annual quotas (with potential PTB integration), and checkpoint locations while maintaining strict audit logging for all changes.
- **TDC-2. Industry Facilitation Portal:** Provide a secure interface for factories, growers, and purchasers to register profiles, view authorized quotas, monitor generated demands, submit correction requests, and process electronic payments.
- **TDC-3. Departmental File Workflow:** Automate the routing of registration, quota, and inspection cases through the departmental hierarchy. Ensure non-repudiable tracking of all officer remarks, case returns, and workflow transitions.
- **TDC-4. Quota & Movement Tracking:** Integrate modules to monitor quota utilization, track surplus tobacco, log structured vehicle movement data at checkpoints, compute cess liabilities based on approved quantities, and reconcile revenue.

SECTION IV— SHORTLISTING CRETERIA

S. No.	Shortlisting criterion	Marks
1	Key Personnel: Relevant Government Taxation Project Experience	30
2	Key Personnel: Relevant Oracle-Based Project Experience	25
3	Proposed Methodology	20
4	Key Personnel: Relevant Oracle Certification of Proposed Team	10

5	Operational Presence & Support	15
	Total	100

IV.1. Relevant Government Taxation and Excise & Taxation Domain Experience of Proposed Core Technical Team Members— 30 Marks

The purpose of this criterion is to ensure that the proposed Core Technical Team possesses relevant practical experience and domain knowledge of government revenue systems, prioritizing direct experience in the exact business taxation and cess modules required for this assignment.

Marks shall be awarded on a cumulative basis for successfully completed and verifiable projects in which at least one proposed Core Technical Team member has been directly involved in the analysis, design, development, implementation, or deployment of the relevant system(s). Such experience shall be assessed on the basis of the individual's CV and supporting documentary evidence, irrespective of their previous employer or organization.

The scoring shall be distributed as follows:

Criterion 1. General Government Revenue, Financial, or Broad Excise Systems — 5 Marks

- Successfully implemented general government revenue, financial management, or broader provincial excise systems (e.g., vehicle taxation, asset taxation, property tax, etc.): **5 marks.**

Criterion 2. Assignment-Specific Domain Experience (Business Tax & Cess) — 25 Marks

- Successfully implemented Professional Tax system(s): **10 marks**.
- Successfully implemented Hotel Bed Tax system(s): **10 marks**.
- Successfully implemented Tobacco Development Cess system(s): **5 marks**.

Cumulative Scoring Method Marks shall be awarded cumulatively, subject to verification of the relevant individual experience, as follows:

- A bidder qualifying under Criterion 1 shall receive up to **5 marks**.
- A bidder qualifying under Criterion 2 shall receive the respective marks for each specific system, up to a maximum of **25 marks**.
- *Note on Highest Relevance:* Because the systems in Criterion 2 are inherently government revenue systems, any bidder successfully demonstrating experience in all three systems under Criterion 2 (Professional Tax, Hotel Bed Tax, and Tobacco Cess) shall automatically satisfy the baseline requirement of Criterion 1 as well, thereby securing the maximum **30 marks** (5 + 10 + 10 + 5).

Important Conditions:

1. Experience shall be assessed at the individual Core Technical Team member level and shall not be treated as the corporate experience of the bidding firm.
2. Experience gained while working with previous employers shall be fully admissible, provided it is supported by verifiable documentary evidence.
3. The bidder must propose at least one Core Technical Team member possessing relevant government taxation and Excise & Taxation domain experience.
4. The maximum score under this criterion shall not exceed **30 marks**.

IV.2. Relevant Oracle-Based Project Experience at least one team member — 25 marks

5 marks for each successfully completed Oracle-based software project, up to a maximum of 25 marks.

- The proposed developer must have demonstrably participated in the project.
- Supporting evidence must identify the client, project scope and implementation status.
- A project already counted under Criterion 1 shall not be counted again under this criterion.

Marks shall be awarded based on the verifiable past project experience of the proposed Core Technical Team as demonstrated in their CVs, regardless of their previous employers.

IV.3. Proposed Methodology— 20 marks

- Understanding of Assignment and Technical Approach: Understanding of PT, HBT and TDC requirements, proposed system architecture, legal compliance, and Oracle-based development approach. **8 marks**
- Implementation Plan and Work Schedule: Clear phases, milestones, deliverables, and realistic timeline for completion. **7marks**
- Testing, Deployment and Quality Assurance: Testing strategy, data migration/validation where applicable, user acceptance testing, staff training, and post-deployment support. **5 marks**

Total	**20**

IV.4. Relevant Oracle Certification — 10 marks

10 marks where at least one proposed technical team member directly involved in implementation holds a valid, verifiable Oracle certification relevant to the proposed technology.

IV.5. Operational Presence & Support — 15 marks

Marks shall be awarded based on the bidder's established physical and operational presence in Khyber Pakhtunkhwa to ensure prompt technical support, deployment, and project coordination. Only one applicable score shall be awarded:

- **15 Marks: Fully operational Corporate Head Office OR established Regional/Branch Office located within Khyber Pakhtunkhwa with a dedicated technical support team.**
- **5 Marks:** No established physical office within Khyber Pakhtunkhwa, but submission of a formal undertaking/SLA to provide on-site support in Peshawar within 24 hours of issue logging.

Verification of Presence: To claim these marks, the bidder must submit valid, verifiable documentary proof of the office address registered in the bidding company's exact name. Acceptable evidence includes SECP registration documents reflecting the registered address.

SECTION V — GENERAL CONDITIONS

1. **Cost of Preparation**: The interested firms shall bear all costs associated with the preparation and submission of their Expression of Interest (EOI). The Procuring Entity shall not be responsible or liable for those costs.
2. **No Bid Security at EOI Stage:** In accordance with KPPRA Rules for the Consultants' Qualifications Selection (CQS) method, no Call Deposit Receipt (CDR) or Bid Security is required at this REOI stage. Bid security and performance guarantee will only be demanded from the highest-ranked firm when they are subsequently invited to submit their combined Technical and Financial Proposal.
3. **Fraud, Corruption, and Blacklisting:** The Procuring Entity requires strict adherence to KPPRA's anti-corruption policy. Any firm found to be engaging in corrupt, fraudulent, or coercive practices, or that submits forged documents, will be immediately disqualified and recommended for blacklisting under KPPRA rules.

4. **Amendments to REOI:** At any time before the EOI submission deadline, the Procuring Entity may amend the REOI by issuing an addendum. All addenda shall be communicated through the official KPPRA website or e-PADS and will be legally binding on all prospective firms.

5. **Post Deployment Maintenance:** The successful firm shall provide six (6) months of post-deployment maintenance and support, including all necessary major and minor modifications, bug fixes, and system enhancements identified by the Department. The cost for this 6-month support period must be inclusive in the subsequent Financial Proposal. During this period, the firm shall dedicate at least one qualified team member to provide 24/7 availability and technical support to the Department, ensuring timely resolution of issues and smooth system operation.