



OFFICE OF THE DEPUTY DIRECTOR ADMIN
NATIONAL CYBER CRIME INVESTIGATION AGENCY

NCCIA (CENTRAL) PUNJAB
House No. 8-B, Block-G Gulberg-II, Lahore



Tender/NCCIA/LHR/2025-26/ 506-09

Dated: 11 -05-2026

To,

The Director General,
Press Information Department,
Regional Office Lahore
042-99233157

Subject: **TENDER NOTICE**

A Tender Notice regarding purchase of integrated, fully automated Case Management System (CMS) along with a comprehensive Customer Relationship Management (CRM) module (as per specifications) for office of the National Cyber Crime Investigation Agency is urgently required to be published in two leading national newspapers all over Pakistan (Urdu & English).

2. It is certified that necessary funds within the sanctioned budget grant are available to meet the entire cost of this advertisement. After receiving verified bills passed by PID, sanction orders will be made within 15 days.

3. The expenditure is debitable against the budget grant of this department under the head:

Code Head "A09204-License Fee for Software" for the year: 2025-26

(RAB NAWAZ)
ASSISTANT DIRECTOR (ADMIN)
NCCIA, LAHORE

Copy to:

1. Office of the DG, NCCIA, Islamabad, for advertisement the same at the Web Site of NCCIA, Islamabad.
2. The Additional Director Operations NCCIA, Lahore Zone, Chairman Purchase Committee for information.
3. Deputy Director IT & Web, Public Procurement Regulatory Authority (PPRA) for publishing the same at PPRA Website.



TENDER NOTICE

Tender No.03/NCCIA/2025-2026

Director Operations Central, National Cyber Crime Investigation Agency, Lahore Zone invites sealed bids from contractors / suppliers / dealers / firms / companies registered with Income Tax and Sales Tax Departments and who are on Active Taxpayers list of the Federal Board of Revenue. The bidder shall provide, deploy, and implement an integrated, fully automated Case Management System (CMS) along with a comprehensive Customer Relationship Management (CRM) module, enabling efficient case handling, workflow automation, customer interaction management, real-time monitoring, reporting, and seamless data integration within a unified platform. The license fees under Code Head "A09204-License Fee for Software" for lifetime shall be included in the quotation as per specifications available in tender documents:

1. Tender documents may be obtained during office hours 1000 to 1600 hours from Admin Branch, Office of the Director Operations Central, National Cyber Crime Investigation Agency, House No. 8-B, Block G, Gulberg-II, Lahore Zone at the cost of Rs.8000/- in cash (non-refundable) to be deposited in Admin Branch, office of the Director Operations Central, NCCIA, Lahore Zone with written request on firm's letter head.
2. **Single stage two envelopes procedure will be adopted.**
3. Last date of submission of tender is 01st Jun, 2026 up to 1100 hours.
4. Tender will be opened in office of the **Additional Director Operations Central, NCCIA, Lahore Zone** at 1130 hours on the same date i.e. 01st June, 2026 in the presence of all tenderers.
5. Tender should be dropped in the tender box placed at **Admin Branch** of NCCIA, Lahore Zone.

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All tenders must be accompanied with earnest money in shape of Pay Order (defaced) @ 5% of total bid value (Refundable) in favour of Director Operations Central, NCCIA, Lahore Zone.

Incomplete, ambiguous and conditional tenders will not be accepted.

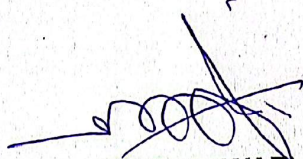
Tender will be opened on next working day if the date of opening is declared as public holiday.

Licensed Case Management System will be completed within 02 weeks positively after signing of contract with successful bidder.

The Procuring Authority reserves the right to amend, modify, increase, or decrease the scope, components, or modules of the Case Management System (CMS), in whole or in part, in accordance with the availability of funds and operational requirements.

The concerned board of officers shall evaluate and consider the participating firms on the basis of their relevant experience, technical expertise, past performance, and the quality, functionality, and reliability of the proposed Licensed Case Management System (CMS).

2. Director Operations Central, NCCIA, Lahore Zone reserves the right to accept / reject any or all tender as per PPRA rules-2004.


(RAB NAWAZ)
ASSISTANT DIRECTOR (ADMIN)
NCCIA, LAHORE

11.05.2026