

EXPRESSION OF INTEREST HIRING OF INDIVIDUAL SHORT TERM CONSULTANT

Punjab Safe Cities Authority (PSCA) invites applications from qualified and experienced professionals as individual consultant for the following area on short-term consultancy basis:

Sr. No.	Name of Individual Consultancy	Positions	Qualification/Experience
01	CONSULTANT (DEO AI/ML)	1	16 years of education or above in Computer Science, Data Science, Artificial Intelligence, Machine Learning, or a related. - Minimum of 2-4 years of relevant experience in private or public sector. - Hands-on experience with AI/ML frameworks will be a plus. - Relevant experience of working in AI/ML systems Proven experience in: - Speech recognition (ASR) systems (e.g., Whisper, Vosk). - NLP/NLU models (BERT, LLaMA, RoBERTa). - MLOps tools (MLflow, CI/CD pipelines). - Real-time systems and APIs. - Experience with telephony systems. (FreeSWITCH/Asterisk) preferred. - Strong programming skills in Python and ML frameworks. - Experience deploying models in production environments.

Interested individuals may submit their application along with the copy of CV, educational documents, experience certificates, CNIC and passport size photograph latest by 25-04-2026 till 17:00 hours, through email, courier or by hand. Only shortlisted candidates will be called for an interview. The Remuneration will be offered on the basis of qualification and experience. The said Consultant will be selected in accordance with the provisions of Punjab Procurement Rules 2014 for short term consultancy. The detailed ToRs are attached as Annexure. No TADA may be claimed by the applicants.

For submission of applications or obtaining any information, please feel free to contact at cons.services@psca.gop.pk Contact: (+92) (42) (99051605-7) Website: www.psc.a.gop.pk

Mention the Name of the Consultancy in subject line/on outer Envelope. The CV/application will not be considered otherwise.

**CHIEF PROCUREMENT OFFICER,
PUNJAB SAFE CITIES AUTHORITY,
PPIC3 Center, Qurban Police Lines,
Lahore**

Annex-A

TERMS OF REFERENCE

INDIVIDUAL CONSULTANT CONSULTANT (DEO AL/ML)

1. BACKGROUND

The Punjab Safe Cities Authority (PSCA) intends to enhance its E-15 emergency helpline through the deployment of an AI-driven call intelligence system. The project aims to automate speech recognition, natural language understanding (NLU), call routing, sentiment detection, and analytics to improve response efficiency and service delivery.

To achieve this, PSCA seeks to engage a highly skilled individual consultant to design, develop, deploy, and operationalize the AI pipeline.

2. Objectives of the Assignment

The primary objective is to:

- Develop an end-to-end AI-powered call processing system
- Improve call handling efficiency, accuracy, and response time
- Enable real-time decision-making and intelligent dispatch routing
- Establish a scalable MLOps and AI deployment framework

3. SCOPE OF SERVICE

Consultant will be responsible for the following:

- The Design, develop, and deploy AI/ML models for real-time and predictive analytics in traffic, surveillance, and law enforcement domains.
- Lead the research and development of AI-driven solutions, including computer vision, natural language processing, anomaly detection, and predictive policing.
- Collaborate with data engineers, software developers, and domain experts to integrate AI/ML solutions into PSCA systems and applications.
- Conduct large-scale data analysis, feature engineering, and model optimization to improve performance and scalability.
- Build and manage data pipelines for training, validation, and deployment of AI/ML models.
- Ensure compliance with data security, ethical AI standards, and regulatory requirements in all AI/ML initiatives.
- Perform continuous monitoring of deployed models to prevent bias, drift, and performance degradation.
- Research emerging trends in AI/ML, big data, and smart city applications, and propose their adoption within PSCA.
- Provide technical guidance, mentorship, and training to junior officers and interns working on AI/ML projects.
- Draft technical documentation, user manuals, and project reports for internal and external stakeholders.
- Support integration of AI/ML modules with IoT devices, surveillance cameras, and operational control centers.
- Contribute to the development of PSCA's long-term AI strategy and roadmap

4. Reporting & Coordination

- The consultant will report to **Technical Director**
- Regular weekly progress updates will be required

5. Confidentiality & Data Security

- The consultant will ensure strict confidentiality of all PSCA data.
- No data sharing without prior written approval.
- Compliance with relevant data protection laws and PSCA policies.

6. Intellectual Property

- All deliverables, models, code, and documentation developed under this assignment will remain the **exclusive property of PSCA**

7. PROFILE OF CONSULTANT

The Consultant will be assigned from the list of shortlisted consultants fulfilling the minimum qualifications and experience requirements.

8. EXPECTED DELIVERABLES

A monthly progress report on consultant's work would be prepared and submitted, including tasks listed hereunder and Scope of Services here above.

9. TIME PERIOD

The Consultant will be engaged for a period as decided by Competent Authority in accordance with Provisions of PP-Rules-14

10. PAYMENT TO THE CONSULTANT

The payment to the Consultant will be made on a monthly basis upon submission of claim based on the services/ deliverables by the end of each month.