

**SMART OFFICE PRE-BID MEETING QUERIES / CLARIFICATIONS**

| S. # | Queries/Questions by the Bidders  | Response by the Members   |
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| 1.   | Whether there is any preference for indigenous solutions over open-source solutions.                          | It was informed that there is no special preference as far the solution fulfills all the requirements prescribed in the RFP.  |
|      | Whether the bidding procedure is Two Stage Two Envelopes or Singe Stage?                                      | The Two Stage Two Envelope bidding procedure is adopted for this RFP.   |
|      | The Open-Source solution usually relies on third-party APIs/features/additional features. Will it be allowed? | There is no restriction on using multiple solutions/APIs as far as all the third-party solutions/APIs are hosted locally with the proposed solution. No API calls from the internet shall be allowed.   |
| 2.   | What can be the extra App Store provision?  | Google and Apple App Stores are mandatory, one additional store as requested can either be Windows/Huawei or any other which will be finalized during the second stage of the bidding process.  |
| 3.   | Can the Product delivery time be extended?  | It was clarified that due to the limited time project, the date cannot be further extended and this is the reason that developed solutions are requested instead of building from scratch.  |
| 4.   | What is the requirement in terms of MDM?  | It employs that the proposed solution can be managed through MDM solution e.g., policy push from centralized management.  |
| 5.   | Is Tagging a collaborative feature?   | The tagging feature was given to tag the group/chat member like in WhatsApp and is not a collaborative feature.   |
| 6.   | Does the Call Transfer feature mean to transfer call on a landline or other number?                           | It was clarified that the call transfer feature is to overcome the 'reconnect' issue during low signals on the move or similarly transfer of network (from mobile to Wi-Fi and vice versa). This also employs that in case of in-accessibility, the call can be transferred to the officer's staff. The Vendor is open to offering any enhanced/better solution in such features. |
| 7.   | What would be the security clearance procedure?   | The security clearance for IT projects in the public sector is provided by the NTISB, was informed.   |
| 8.   | Who will perform the penetration testing vendor/procuring agency?   | It was informed that a third-party audit report would be required.  |

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| 9.  | Can NITB provide any commitment/guarantee that this project/product will continue for the next 5-7 years?   | It was categorically informed that it's a PSDP project which would be extended for one more year and on its successful delivery, the same can be transferred to the recurring side.   |
| 11. | NITB has requested two methods for financial bids. Option-A is on a perpetual basis for unlimited users whereas Open-B is on a pay-as-you-go model with a minimum baseline of 5000 users. How NITB will prefer one option over the other? What will be the justification to the vendor for rejecting any of the proposed options? | <p>Both options are provided to get better / sustainable options for the federal government. Only one option will be selected and the other option shall be rejected and the same is clarified in the RFP.</p> <p>Option-A will not be compared with Option B and the comparison shall be only in the selected option by the committee. The vendors are encouraged to propose both options for fair competition and bid security may be submitted for one bid only, as fix amount is requested in bid security. It is further clarified that the committee may decide based on the following proposition: -</p> <ol style="list-style-type: none"> <li>1. Expected no. of users to be onboarded in year one/year two/year three respectively.</li> <li>2. Current e-Office users onboarded i.e., approx. 12000.</li> <li>3. Per user cost of Option-A multiplied by the total expected users of Option-B i.e., One million.</li> <li>4. Any other proposition considered by the committee</li> </ol> <p>All the above are just for clarification as an example.</p> |
| 13. | Is it only the mobile version or browser-based access is also required and whether the conference call is made on a browser-based version as well?  | It was informed that RFP contains a demand for both versions and for calls as well.   |
| 14. | Whether SLA cost will be included in the scoring?   | Clarification already provided in RFP at Annex-IX (SLA part).   |
| 15. | The interactive workflows of users are demanded in RFP.   | It is optional.   |
| 16. | Who will host the application?  | That government hosting would be provided and not by the vendor, however, the vendor will propose the proper infrastructure required for hosting.   |
| 17. | Seven marks are mentioned for the vendor with fewer infrastructure requirements for the hosting of the proposed solution whereas only 03 marks are left in total. (at Evaluation criteria, Part-B, Sr.# vi)   | The error is acknowledged and rectified as 03 marks.  |

**Queries Received Through E-mail**

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| 18. | What is NITB's understanding of JV and Consortium? how consortium members shall be jointly and severally liable for the execution of the Contract in a consortium mode?   | The JV and the Consortium are the same in this RFP and all the rules of JV shall be applied as defined in ITB Clause 3.5 and the participating partners shall be equally responsible for the agreed terms/deliverables of this RFP. |
| 19. | In Annex-IV, only Bidder's JV Members Information Form is available, no consortium information form is available in the bidding document.   | As explained above, only JV (one) is acceptable/allowed, hence the JV relevant form is available in the Tender Documents.   |
| 20. | Please elaborate on the term as to what is the meaning of a change of scope in this context. And what is the percentage of the variance that the bidding party will have to cover? ITB-38.  | The clause pertains to the number of users initially required and shall not be less than 5000 users.  |
| 21. | Please clarify whether the limitation to not resell without NITB's permissions is only applicable to the custom solution (pg-78).   | Custom solution and customization made in the indigenously developed solution for NITB.   |
| 22. | Project scalability is to be capped at a certain capacity (e.g. a million users as mentioned in the RFP). Additional users over and above should be charged based on a mutually agreed formula/rate as agreed and documented between the purchaser and the bidder.  | Support for over one million users shall be catered under SLA / Support and Maintenance agreement.  |
| 23. | Please elaborate as to what will be the percentage charged for late payment. This should be open for discussion and finalization at the time of contract finalization between the purchaser and the bidder.   | Agreed.   |
| 25. | Please confirm if the bidders need to quote EXW/C&F or DDP Prices. (Clause 20 (iii, a) Page 112 – Documents)<br><br>Please allow the bidders to submit the commercials in US Dollars with Payment in Pak Rupees as of the date of invoice/payment in consideration of the prevailing economic situation in the country. | The commercials are only accepted in PKR as per prescribed forms in RFP.  |

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| 26. | Any change in order shall be mutually agreed upon between the purchaser and the bidder.  | Agreed.   |
| 27. | One month (30 days) is not a reasonable timeframe given the state of the economy. This should be open for discussion and finalization between the purchaser and the bidder. (pg-125)   | As per the referred clause, one month is enough time to put up the claim, however, can be discussed at the time of the contract.  |
| 28. | The timeline should be 54 days or less.  | It's 84 days as per the PPRA standard bidding document.   |
| 29. | The RFP states that it has been issued under the Two Stage – Two Envelope Bidding Procedure. Does this reflect that the current submission will be Stage 1 – Technical Submission only or does it require the bidder to submit the Technical and Commercial Proposals (both) at this submission stage? | The bidder is required to submit both the Technical and Financial proposal at Stage two. The bidder will submit a supplementary financial bid (if required). Please refer PPRA rule for the Two-Stage Two Envelope. |
| 30. | Please confirm regarding Multilingual Support for Chat i.e. Do we only need to cater to English and Urdu or support for regional languages (Punjabi, Pushto, Sindhi, Saraiki, etc. will also be required? Also please elaborate on the extent of the customization/support for the regional languages. | Multilingual support here means two languages i.e., English and Urdu. However, the vendor can propose a solution with other languages as well.  |
| 31. | In case of customized development or in-house development, will the bidder be required to submit the complete source code to the customer along with the solution as well?   | It is well defined in ITB clause 4.1 (b,c) and 3.6 regarding the provision of source code.  |
| 32. | The RFP has proposed to compute and server sizing. Is it open for the bidders to propose the Hardware/Software/Services BOQs as per their own unique solution sizing or do they need to follow the proposed BOQs/sizing?   | The vendor may propose infra as per their proposed solution and sizing.   |
| 33. | Additionally, is it possible for bidders to propose a software and services-only solution where the hardware (Compute and Network) is arranged by the customer?  | The hosting computer power shall be arranged by the NITB.   |



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| 34. | Will the customer permit a containerized infrastructure deployment of the solution (physical and/or virtual)?        | The vendor is open to proposing any efficient solution based on advanced technologies/methods.       |
| 35. | The bid submission timelines may please be extended by at least 2 to 3 weeks beyond the current submission timeline. | If any extension is granted on the submission date, the same shall be published on the NITB website. |

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