# Vendor Queries (Version 1.0)

| Sr# | Query | Company | Ref# | Answer |
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| 1 | Extend the proposal submit deadline due to eid holidays. | | | Bid submission date has been extended to 25-07-2022 |
| 2 | Have you invited the selected companies for the pre bid meeting? | | | No, it's open for all. |
| 3 | Audio transmission system (Hardware/software). Is this a hardware related task or software related task? | | | `Audio Transmission` software modules will be eventually integrated with the compatible hardware devices. |
| 4 | Modules wise development and release the payment. | | | Yes |
| 5 | NITB PMO to Vendor PMO deal the payment matters rather than going to NA/Senate to release the payment. | | | As per revised RFP |
| 6 | A lot of fears involve working with Govt projects. 8 months are more than normal payment time. | | | As per revised RFP |
| 7 | Release the payment with each document development, testing, acceptance etc in 65%. <br> So, release the deliverables wise payment like: <br> 1) Complete SRS -> Release payment <br> 2) Complete development -> Release payment <br> 3) Complete testing -> Release payment <br> 4) Acceptance -> Release payment | | | As per payment terms mentioned in RFP. |
| 8 | It will be a custom develop software then what's the need of the demo? | | Ref# 8.5 Page# 35 | Shortlisted bidders shall be contacted within 2 weeks after the date of opening of technical proposals. For detailed demo / POC sessions, each bidder shall be able to demonstrate their capabilities on technical and functional requirements stipulated in the RFP. |
| 9 | Will NITB provide the license of the software during the software development phase as well? | | | Software for production requirement will be the responsibility of the vendor. |
| 10 | Will the complete application's modules be fully web based or mobile based as well? | | | Mostly application's modules will be based on the web and fully responsive (Mobile, Tablet, Small and large desktop screens) apart from few mobile (native IOS/Android) based modules. |

| | | | Vendor Queries (Version 1.0) | | |
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| Sr# | Query | Company | Ref# | Answer |
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| 11 | You are holding 10% performance guarantee and 10% FAC for the next 3 or more years. 10% is normally followed in govt projects and we have done with 10% in the past. But 20% is unjustifiable along with the provided payment plan. So, it must reduce to 10% only. | | | 10% FAC is the performance guarantee. |
| 12 | Data migration from the already existing system will be a key part over here. How many already developed systems are available which need to integrate/migrate in this new system? Will they provide any rules to transfer the data from old system to new system? How many years of data need to migrate in the new system? | | | Successful bidder will be required to migrate the financial & non-financial data from existing system and associated data to the proposed solution. Remining details would be conveyed later. |
| 13 | Right at the moment, in this domain, we are only discussing the completion of the project + 1 year support? After sale support is not the part of our domain. Please confirm | | | As per revised RFP |
| 14 | Have you shortlisted the priority modules? | | | Prioritized module will be finalized at the time of contract signing. |

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| 15 | The Bidder is obliged to deliver the source code for custom develop modules specially developed for this project. For off-the-shelf solution with customizations, the Contractor will transfer the complete technology, including all executables and related files necessary for unlimited installation and usage of the Software Modules along with the Source code of all modifications and customizations od the off-the-shelf products.<br><br>The ownership of all copyright and other intellectual property rights with respect to any software source code, data compilations, research, spreadsheets, graphs, reports, diagrams, designs, work products, or any other documents, products or derivative products specially developed for this Project will exclusively vest in or remain with the Contracting Authority/ Government of Pakistan of this Project, which will have all proprietary rights therefore, notwithstanding that the Contractor or its employees may be the author of the intellectual property.<br><br>Copyrights and other intellectual property rights for already developed Software Components with proprietary intellectual property rights (including, but not limited to licenses, patents, trademarks and other rights) needed for the Software Module, are already protected, by the manufacturer of those software components. For those components the Bidder needs to grant the Contracting Authority/Government of Pakistan rights to use those components in accordance with the Project scope, as per already defined IP rights Terms and Conditions, given in the License policies per software component.<br><br>The new source code of the Software generated with the implementation of this Project will be properly documented and packaged in a form that will enable the Bidder to easily maintain and further develop or upgrade the software application. The Bidder is obliged, during the handover of the new source code that occurred during the realization of this Project, to provide Contracting Authority/Government of Pakistan with tools and program documentation, which enables independent programming and modification of the functionalities of the Software.<br><br>We would request NITB to reconsider this request in light of international | Telconet Web | RFP# 2.6.2, 2.6.6 | All the modules developed/customized in the project shall be the property of Government of Pakistan with source code, libraries, packages, and patent. |

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| Sr# | Query | Company | Ref# | Answer |
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| 16 | We would like NITB to reconsider the payment terms by adopting the international best practices. The current payment terms as not workable for smooth operations and delivery of the project. | Telconet Web | RPF# 6.5 | As per revised RFP |
| 17 | One of the aspects to form the JV is to combine the financial resources of each JV partner. There is strong merit to consider the financial strength of each JV partner and aligned with PPRA/world bank/ADB rules and best practices.<br><br>Therefore, we would request that the combined Financial strength of the Lead Bidder/JV partners will be considered. | Telconet Web | RFP# 3.7 (c) | Financial strength of the Lead Bidder would be considered as per the RFP JV Clause. |
| 18 | We would request NITB to consider Advance payment / mobilization. This shall be linked/ subject be to advance payment guarantee. | Telconet Web | RFP# 6.5 | There would be no advance payment. |
| 19 | Final Acceptance Certificate (FAC) shall be subject to operational acceptance of all modules only. Since NITB retains 10% of performance security. | Telconet Web | RFP# 6.5 & 9.5 | FAC and performance guarantee shall be considered the same i.e 10%. |
| 20 | We would request NITB for at least 3-4weeks extension in submission timelines. This is because to under business requirement documents which are very comprehensive and time taken exercise to design the solution. Also, because of Hajj seasons and EID, our key team member (solution architect and proposal development team) are on Hajj leaves. We would request to kindly extend the proposal submission date for at least 4 weeks. | Telconet Web | Annexure A | Bid submission date has been extended to 25-07-2022 |

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| Sr# | Query | Company | Ref# | Answer |
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| 21 | We would like to propose the NITB to split the scope of project into two phases. The essential e-parliament modules as core/priority like legislative management system rest the modules treated as non-core like administration, HR, transport, office management etc.<br><br>RFP Clause 2.6.1 Timeline of the project:<br>Phase-1: Installation, configuration and commissioning of Core (Priority) Modules of E-parliament System (6-8 Months).<br><br>Phase-2: Installation, configuration and commissioning of Non-Core (Priority) Modules of E-parliament System (12-18 Months). | Telconet Web | Data sheet<br><br>RFP# 2.6.5 | Project is already distributed in modules and timelines will remain the same as per revised RFP. |
| 22 | Since the project has the significant importance at national level, therefore NITB must consider and ensure the support service for minimum 3 years. The cost of support services shall be quoted separately in the financial proposal. | Telconet Web | RFP# 2.6.4 | As per revised RFP (one year) |
| 23 | Kindly provide the details for implementing the possibility for commenting on legislative materials during the legislative life-cycle? | Telconet Web | | Details can be obtained from uploaded BRSD. |
| 24 | Can user automatically generate user's tasks for execution of tasks? Then the tasks management component will inform via Dashboard-over critical tasks and tasks? Please correct if our understanding is true. | Telconet Web | | Yes, understanding is correct. e-Parliament shall automatically generate user's tasks. Tasks management component shall inform via Dashboard-over critical tasks and tasks. |

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| Sr# | Query | Company | Ref# | Answer |
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| 25 | What are specific requirements of e-parliament Dashboard? We need to know prior to bid submission as it impact on overall solution design and timelines? | Telconet Web | | Dashboards are to be developed with the following understanding. However, may be modified later as per end user input/feedback.<br><br>The Dashboard may notify of important business events, to quickly access details and view the upcoming activities. The Dashboard can be listed but not limited to following categories of information: These can be scheduled activities for the day; planned activities for the upcoming period; notifications of tasks that need to perform user; notifications concerning the progress of legislative materials workflows related to the user; deadline notifications of completion of the tasks assigned to the user; notifications concerning the progress of legislative materials that are waiting for approval from the user; overview of all legislative materials in a certain point of workflow progress; quick access to most recently used legislative materials by the user; quick access to mostly used legislative materials by the user; list of all publicly available legislative materials available in the e-Parliament.<br><br>E-Parliament shall display on the Dashboard only relevant business events and data functionalities that are available per rights and roles of each authorized user.<br><br>Dashboard will group the information per category in a form of aggregated value indicators (e.g., Materials for debate 20; Materials for registration-41; etc.) which will contain hypertext reference to the relevant object." |

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| Sr# | Query | Company | Ref# | Answer |
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| 26 | Is there specific requirements needed to implement the mechanism for reviewing the contents of the workspace within e-Parliament? | Telconet Web | | As per uploaded BRSD |
| 27 | Kindly provide the detail requirements for implementing the mechanisms for editing and processing documents within e-Parliament? | Telconet Web | | As per uploaded BRSD |

# Vendor Queries (Version 1.0)

| Sr# | Query | Company | Ref# | Answer |
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| 28 | Kindly provide the list of requirements for document generation and reports? | Telconet Web | | The e-Parliament system needs to deliver a reporting functionality for administrative roles of Parliament to monitor the activity of subdivisions and employees and ensure that e-Parliament is used and required in the context of the entire system, including:<br><br>Statistics on every legislative object; workflows' progress; user activity; permissions and security;  The system shall have a set of reports based on audit and analysis activity intended to e-Parliament, on level of authorized user specifically, subdivision or overall:<br><br>• report of performance (number of sessions present/absence, number of legislative initiatives, a number of amendments proposed, the number of requests that are sent, the number of requests in arrears, productivity indicators, etc.)<br>• performance report parliamentary faction<br>• performance report of work of the Parliament's Committees<br>• report of the Secretariat of the subdivision of the Parliament<br>• performance report for the entire whole parliamentary legislature<br>• the performance report of the Secretariat of the Parliament.<br>• lists of documents under development, prepared in late for a fixed period of time<br>• performance indicators;<br>• e-Parliament reporting platform shall be used for the purpose of extracting editable printable version of documents |
| 29 | What are specific requirements for approval decision in the e-parliament system? | Telconet Web | | As per uploaded BRSD |

# Vendor Queries (Version 1.0)

| Sr# | Query | Company | Ref# | Answer |
|---|---|---|---|---|
| 30 | Please confirm if Mobile app must be approved and published and be part of the official stores of Apple and Google (Apple Store and Google Play). | Telconet Web | | Yes, confirmed |
| 31 | What are specific e-Parliament legislative processes and parliamentary control functional requirement to implement in the system? Like Legislative materials, Legislative processes, Amendments, Parliamentary questions etc. | Telconet Web | | As per uploaded BRSD |
| 32 | What are key requirement/ details of e-Parliament parliamentary work? Like Session, Parliamentary agenda, Committee meetings, Committee agenda etc. | Telconet Web | | As per uploaded BRSD |
| 33 | We need to understand the specific roles of e-Parliament administration and configuration like Central Administration and Configuration subsystem, Managing users, roles, groups and rights, Permission management, document template, Auditing , notification configuration etc. | Telconet Web | | As per uploaded BRSD |
| 34 | Is there specific requirement related to user Authentication and User Authorization, Notifying users, Event recording? | Telconet Web | | Mentioned in RFP 4.7 |
| 35 | Please provide the full detail of public web portal and its integration with the e-Parliament system? | Telconet Web | | As per uploaded BRSD |
| 36 | What are requirement for Content Management System (CMS) for public portal ? | Telconet Web | | As per uploaded BRSD |
| 37 | Is there any requirement of inter-party parliamentary clubs? such as the Women's Parliamentary Club. | Telconet Web | | Optional |
| 38 | Please provide the full Integration details of the public portal with the e-Parliament system? | Telconet Web | | As per uploaded BRSD |
| 39 | Is there any specific requirement of public portal to provide option for linking with social networks, such as Facebook, YouTube, Twitter? Also confirm the portal shall allow sharing of links from social networks / social views / sharing of photos and videos. | Telconet Web | | To be decided later by the parliament/steering committee. |
| 40 | Shall public portal should support surveys? | Telconet Web | | Yes, if required |

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| 41 | Please confirm portal shall support real-time (live) video streaming of parliamentary sessions. Streams shall include plenary and committee sessions, press conferences and other important events? Also confirm for Website shall include multiple streaming channels? | Telconet Web | | Yes, it's mandatory |
| 42 | Please provide the full requirement of Security of the public portal and e-parliament system? | Telconet Web | | Please refer to RFP section 4.6 Security Architecture requirement. |
| 43 | Please confirm the following out of scope of RFP?<br>General questions:<br>• Delivery of Servers, Storage, Networking equipment (Wired/Wireless), data center,<br>• Delivery of Backup, High availability and DR equipment and software<br>• Internet Bandwidth and Termination<br>• Inter-Office Connectivity<br>• Delivery of standard software licenses for Server OS and RDBMS Platform | Telconet Web | | As per revised RFP |
| 44 | Please confirm the following out of scope of RFP?<br>National Assembly specific questions - (Based on the PICEP_NA_Vol_2-Fin version document)<br>• Microphone Conference System & SIS System for the NA Hall<br>• Microphone Conference System for Committee Rooms for NA<br>• Broadcast Camera System for Assembly Hall<br>• Hardware (tablets/wiring/…) for e-Parliament/e-Committee Systems<br>• Video Conferencing System<br>• Electronic Notice Board | Telconet Web | | As per revised RFP |

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| Sr# | Query | Company | Ref# | Answer |
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| 45 | Please confirm the following out of scope of RFP?<br>Senate specific questions – (Based on the PICEP_Senate_Vol_II-Final Version document)<br>• Microphone Conference System & SIS System for Senate Hall<br>• Microphone Conferencing System for Committee Room<br>• Broadcast Camera System for Senate Hall<br>• Hardware for E-Parliamentary & E-Committee System<br>• Video Conferencing System<br>• Electronic Notice Board | Telconet Web | | As per revised RFP |
| 46 | Please confirm if the Dashboard is a single place where authorized users of the system can receive notifications of important business events and be able to preview and access all modules, events and upcoming activities related to their interaction with system, as defined per user role, access level and internal processes.<br> Also, please provide information if the system on Dashboard need to warn users about the tasks they need to perform, customized per user role and also notified users of important business events? | Telconet Web | RFP#<br>10.1 Sr. No. 13,<br>10.2 Sr. No. 22,<br>10.3 Sr. No. 11 | Yes, there will be notifications area on the dashboard where users of different roles can see different system events as per revised RFP/BRSD. |
| 47 | Can user automatically generate user's tasks for execution of tasks?<br>Please confirm if task management module needs to provide flexible management tool that contains and provides access to all current and past information associated with users' tasks.<br>Then the tasks management component will inform via Dashboard summary of the related user tasks? Please confirm if our understanding is true, or need explanation. | Telconet Web | | Yes, understanding is correct. e-Parliament shall automatically generate user's tasks. Tasks management component shall inform via Dashboard-over critical tasks and tasks. |
| 48 | Because of the complexity of the business processes, and in case approvers that are absent can lead to blocking of the important process, please confirm if system need to have implemented "out of office" functionality? In this case all of the users when is on vacation, medical leave or any other reason for out of desk, will have deputy/replacement that will cover all specific tasks and activities in the workflow process in that specific period of time. | Telconet Web | RFP#<br>10.1 Sr. No. 9,<br>10.2 Sr. No. 14,<br>10.3 Sr. No. 3 | Yes |

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| 49 | Please confirm if the system needs to have one central space for saving of documents (repository)? If yes, please clarify are the content of the repository needs to be accessible to all users according to the access and roles? | Telconet Web | | Yes, as per user role. |
| 50 | Out of all modules, processes and reports which are required, there is a need of clarification is it necessary or required legislation database which will bring the entities and employees to one single access point of publishing, searching and managing all the legislation materials, due to different searching categories or subcategories? | Telconet Web | | Yes |
| 51 | According to the requirements it should be implemented Single Sign On (SSO) that enables users to enter only one set of credentials to access multiple systems. It needs additional clarification about the set of credentials to access, password security or any other way of authentication and authorization (via username and password, digital certificate or Active Directory). Also, what services should SSO support? | Telconet Web | RFP# 4.7 | Yes, as per user role. |
| 52 | Because the audit trail can lead to enormous growth of the logs database, by our opinion it is important to have granular selection over which objects and events are logged.<br>If yes, it needs to be specified which events is mandatory to be audit (objects, logs, activities, integration logs, locked documents etc.) and values (old, new or both of them). | Telconet Web | | All activities log should be maintained. However, details will be shared at a later stage. |
| 53 | In Section 4.1 you have presented the requirement for digital signing of XML and PDF documents based on web browser extensions. Based on our experience this kind of signing is mandatory for end user digital signing. Additionally, in order to achieve fully digital transformation and elimination of paper-based documents along with end user digital signing we suggest including server based digital signing in order to produce completely legally binding eDocument. | Telconet Web | RFP# 4.2 | As per revised RFP |
| 54 | The proposal methodology ask for Change Management Technique. Will the change management activities be part of scope of work? If yes, please describe the scope of change management activities. | Infotech | | CMT is mandatory and is subjected to effective proposal by vendor. |

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| 55 | Payment terms are very rigid with no advance or mobilization payment. In addition, the first payment, that is 65% of the contract, is scheduled after Provisional Acceptance. We believe the payment terms should be more flexible for a project of this duration and complexity. | Infotech | | As per revised RFP |
| 56 | It is our understanding that procurement and installation of Hardware/ICT equipment (Servers, Switches, Networking, Storage etc.) and 3rd party system software (Operating system, Databases, Middleware etc.) to run the envisaged system is not the part of this bid/procurement. Bidder will only provide recommendations. Please confirm It is our understanding that procurement and installation of Hardware/ICT equipment (Servers, Switches, Networking, Storage etc.) and 3rd party system software (Operating system, Databases, Middleware etc.) to run the envisaged system is not the part of this bid/procurement. Bidder will only provide recommendations. Please confirm | Infotech | | Yes |
| 57 | Please identify the modules which are on priority and shall be developed during first 08 months. | Infotech | | Prioritized module will be finalized at the time of contract signing. |
| 58 | If NITB wants a custom-fit solution, what are the expectations for demo/PoC? | Infotech | | Shortlisted bidders shall be contacted within 2 weeks after the date of opening of technical proposals. For detailed demo / POC sessions, each bidder shall be able to demonstrate their capabilities on technical and functional requirements stipulated in the RFP. |

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| 59 | We have some confusion on the period of warranty, support & maintenance:<br><br>The Section 3.10 (Page 21) says that "the warranty shall remain valid for a period of one (year) year after Final Acceptance Certificate."<br>Meanwhile, Section 6.9 (Page 29) says that "NITB shall issue the Final Acceptance Certificate (FAC) after the completion of One Year Support & Maintenance period".<br>The section 9.10 (Page 36) says "The vendor shall be bound to provide mandatory support and maintenance after the final deliverable of the project without any additional cost."<br>Please confirm what will be exact period of warranty.<br>According to our understanding, what these clauses mean is that the warranty period (support and maintenance) is for 2 years. FAC will be provided on completion of 1st Year of support and maintenance, and 2nd year of support and maintenance will be provided after that. The final software cost will be inclusive of 2 years of support and maintenance period as warranty. Please confirm. | Infotech | Ref# 3.10 | The warranty/maintenance and support services shall remain valid for a period of one year after the final deliverable of the project without any additional cost till Final Acceptance Certificate sign off. NITB shall promptly notify the bidder in writing of any claims/issues arising during the warranty period and the successful bidder/ contractor shall provide immediate services  as solution in reasonable time without any cost effect to NITB. All bugs/issues shall be addressed by the bidder during the warranty/maintenance and support period.<br><br>However, all respective functional/structural requirements, new enhancement, bugs/issues shall be addressed by the bidder during the contract period. |
| 60 | Please confirm who will bear the cost of hiring a reputed 3rd party to carry out security audit of the application. | Infotech | Ref# 3.12 | Before deployment of the final & tested version of application, the contractor shall hire services of the reputed third party in consultation with NITB to carry out the penetration testing, source code review and security audit of the developed application to identify the vulnerabilities and report will be submitted to NITB. The vendor should compliance the reports if any vulnerabilities are identified by the third party audit firm and resubmit the final audit report. |
| 61 | As there is a requirement that the bid should only be quoted in PKR, we believe that the validity period of bid for 6 months (180) days is a bit too much considering the volatile situation of national currency in regard to USD. We request to either reduce the bid validity period to 3-4 months (90-120 days) or give the bidders option to quote their prices in USD. | Infotech | Ref# 6.8 | As per revised RFP |

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| 62 | The bid asks to include at least three (3) commercial customers using the same application. If we propose a custom-fit application, can we share references of the customers for which we have developed applications of the similar complexity and size? | Infotech | | Yes |