

Government of Pakistan  
Federal Board of Revenue  
Revenue Division  
Inland Revenue  
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C. No. 2(1)T&TS/2020/223896-R

Islamabad, the 8<sup>th</sup> December, 2020

**Questions Asked by Prospective Applicants**

Query number	Query	Response
1	It is kindly requested that an Applicant may be allowed to provide samples for any one of the four (4) types of products in any of the sizes mentioned above (i.e. 44x16, 20x40 or 20x60).	Applicants are allowed to provide samples of one size of their choice
2	Please clarify the length and width of the required tax stamps	The current IFL clearly defines the length and width of the recommended UIM sizes for Tobacco, Cement, Sugar and Fertiliser in the IFL Document: Clause 3.8. The orientation of the UIM for Tobacco products will be horizontally from left to right, with a height of 20 mm and a width of 40mm. Applicants may also consider using the same size UIM on cement, sugar and fertiliser if that would lower the costs and makes the operations less complex.
3	Can you elaborate the difference between the requirements of IFL Document: Clauses 3.7(c) and 3.7(e)?	Clause 3.7(c) asks for one covert material security feature that can be detected by a smart phone application and which will be used by field inspectors/auditors. This feature will not be detectable by the human eye without technological enhancement. The digital/IT security feature asked for in Clause 3.7(e) can be detected and read by the human eye and is therefore not a covert feature. However, it needs to be readable by a smart phone application. Therefore, these two requirements describe different features that cannot be the same digitally.



4	IFL Document: Clauses 4.4 – Please clarify the need for ISO 45001.	<p>ISO4500 provides guidelines for compliance to occupational health and safety in any kind of industry. Compliance to occupational health and safety standards are relevant and required in any kind of organisation. The Licensee needs to comply with all relevant occupational health, safety and security regulations and standards.</p> <p>The IFL also recognises similar or better standards from other international certification bodies of any country, as long as those are relevant.</p>
5	IFL Annex 2: Clause 2.1 - please clarify the need for ISO 17025 and ISO 17034	<p>ISO 17025. This standard enables laboratories to demonstrate that they operate competently and generate valid results, thereby promoting confidence in their work both nationally and internationally.</p> <p>ISO 17034. This standard specifies general requirements for the competence and consistent operation of reference material producers. It is intended to be used as part of the general quality assurance procedures of the reference material producer.</p> <p>The Licensee and its suppliers need to comply to the quality requirements for all laboratory services and materials supplied into the System (the solution asked for under the current IFL), especially with respect to the UIMs.</p> <p>The IFL also recognises similar or better standards from other international certification bodies of any country, as long as those are relevant.</p>
6	IFL Document: Clause 3.12 and Clause 6.7 - Please confirm if the application of the UIM is the responsibility of the manufacturer/importer or the licensee?	<p>In Clause 3.12, and elsewhere, it is stated that it is a Statutory Regulatory Order (SRO) for manufacturers and importers of Tobacco products, Cement, Sugar and Fertiliser to ensure that UIMs are affixed to each product item that are produced and/or imported. This is a responsibility, to which manufacturers and importers will be held accountable. In Clause 6.8, and elsewhere, the SRO also holds that a third party, duly competent and licensed, will be held responsible to implement, operate and maintain the hardware, software, materials and services required to apply, verify and enable monitoring and recording of production and import volumes, as well as supporting the field audits and verification by law enforcement users and consumers, and to ensure the integrity of the information</p>

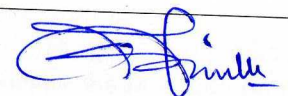




		generated by the System (the solution). These responsibilities are therefore different and complementary in nature.
7	IFL Section 4: Clause 4.5 - Clarify the licensing rule of 50 million USD turnover over the last 3 years as oppose to 50 M USD turnover in each of the last 3 years.	The guiding principles for this tender process are provided by the current IFL in IFL Document: Clause 4.5. In each year, over the last three years, the Applicant is required to have at least USD 50 million turnover.
8	IFL Annexure 5: Evaluation Criteria - The total technical score is 160 points. However, the minimum technical score/points required for technical qualifications is not mentioned in the IFL	The evaluation process does not depend on a minimum technical score. The filters for qualifying tenders are the Opening Checklist and the Applicant Eligibility Requirement Annexures. The Technical Evaluation is designed to rank Applicants from highest to lowest score. Therefore, there is no need for a defined minimum score.
9	IFL Annexure 5: Scoring Procedure -What factors will be taken into account to decide how “advanced” a solution is?	The terms ‘least advanced’ and ‘best response’ refer to the relative extent to which the factors in Annex no. 5 (from 3.2 to 3.16) are being satisfied. ‘Least advanced’ denotes the state of lowest extent of satisfying these factors.
10	IFL Annexure 5: Scoring Procedure (iv) - What is the basis of allocation of the intermediary mark between 1 and the maximum? What factors will be taken into account to decide what mark a particular solution receives? What will determine the “quality” of the solution?	<p>The scoring of the factors underlying the Technical Evaluation are based on using the full scale to obtain maximum distance between highest and lowest scores and to use interpolation to position intermediate scores.</p> <p>The factors to be used in determining the quality and scoring of the technical solution is provided in a separate document entitled: Evaluation Framework, which will be provided in a separate communication.</p>
11	Please clarify if the Regional Control Room is to be established by the Board or the licensee?	The Regional Control Rooms (RCR) refer to the support and response centers established by the Licensee that are connected to the Central Control Room of the FBR. RCRs should be established in Karachi (South), Lahore (Central) and Islamabad (North)



12	<p>Type of contract engaged in by the Applicant, Clause 4.3 of the IFL Instructions for application, requires current or recent engagement in at least 3 effective contracts for government track and trace or other similar solutions. Other clauses (Annex 2: Clause 1.4 and 3(d), Annex 4: Clause 5 allow for 3 effective contracts in the government/corporate sectors. How is that different?</p>	<p>The experience profile of the Applicant needs to address its engagement with government related track and trace solutions that supported Tax Stamp initiatives/UIM, and government and corporate related track and trace experience, but not corporate experience alone.</p>
13	<p>When is the Applicant required to have engaged in at least 3 effective contracts for track and trace? Clause 4.3 of the IFL only requires that the 3 effective contracts have to be current or recent, whereas other clauses (Clause 1.4 of Annexure 2 of the IFL, Clause 3(d) of Annexure 2 of the IFL, Clauses 5 and 6 of Annexure 4 of the IFL) require the said contracts to have been over the past five years.</p>	<p>The requirement has two elements to it. Firstly, the Applicant needs to demonstrate a current or recent involvement in this field. Secondly, its experience profile needs to include at least 3 effective contracts for government and corporate related track and trace solutions in 3 different countries over the past five years.</p>
14	<p>Type of goods: The specific goods mentioned by Clause 4.3 of the IFL are different to those mentioned by other clauses (Clause 1.4 of Annexure 2 of the IFL, Clause 3(d) of Annexure 2 of the IFL)</p>	<p>In all of Clauses 4.3 and Clause 1.4 of Annex 2 and Clause 3(d) of Annex 2, the examples of Goods serve only to indicate that the experience of the Applicant can be wider and in other product types than just Tobacco products, Cement, Sugar and Fertilizer.</p>

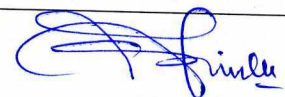




15	Type of core material of the UIM: Clause 1.4 of the IFL requires the core material of the UIM to be secure paper based whereas Clause 3.5 of the IFL requires the core material of the UIM to be an anti-tampering substrate. It is to our understanding that the UIM is acceptable in both forms i.e substrate and paper based.	Clauses 1.4 and 3.5 are complementary in the sense that Clause 3.5 provides additional description of the characteristics of the secure and tamper evident paper-based substrate mentioned in Clause 1.4. The word 'substrate' refers to the blank paper base onto which the UIM is created.
16	Annexure 5: Clause 3.10 - The secure delivery process of UIM has been allotted 50 marks whereas it is not technically related to the system or UIM in any manner and has been allotted a relatively high score.	The secure delivery process includes the entire activities starting from printing the UIMs up to affixing the UIMs onto product items in secure environments. The Evaluation Framework for this Clause is included in the IFL Evaluation Framework for the technical solution.
17	Annexure 5: Clause 3.9 - Please state the factors which will determine the quality of the UIM.	The factors and the Evaluation Framework for this Clause is enclosed.
18	IFL Document: Clause 6.8 - Please confirm that the data sent from the factories in scope of the IFL to the MIS will be shared through secured communication  channel over the internet (not through a dedicated network link), establishing the communication to the MIS being the responsibility of the manufacturer.	The System will communicate data between manufacturing sites and import stations, on the one hand, and the MIS, on the other hand, securely over the Internet. Likewise, data communications between the MIS and the FBR Control Room will happen securely over the Internet. The System and all of its components and functional areas (including data communications between System components) form part of the Licensee's responsibility in terms of design, implementation, operation, and maintenance.
19	IFL Document: Clause 3.12 - Please clarify who is responsible for cost and establishment of applicator (for application of the UIM) at import stations?	The Licensee will provide, implement, operate and maintain the System at manufacturing sites and import stations, including the applicators. The applicators will be imported by the Licensee and charged separately to the respective manufacturers. This charge will be excluded from the proposed Fee of the UIMs. The costs of the 6 applicators for Import Stations will be included in the Fee of UIMs. Import Stations will be dedicated to specific product types



20	Please confirm that the IFL only requires providing the software for mobile control devices / smart phones allowing to check the authenticity and trace the stamps on tobacco products. It does not cover providing the actual devices.	The IFL requires software for smart phones to be developed and provided, not the smart phone devices itself.
21	Please confirm that the solution must be able to detect unauthorised stoppages only at the level of the production facility. Is this also true for tobacco products, which must be tracked and traced throughout the entire supply chain as required by the FCTC Protocol?	The System needs to record unauthorised stoppage of the production line as well as unauthorised stoppage of the System in the production facility only. By regulation this holds for Tobacco Products, Cement, Sugar and Fertiliser as per rule 15ZL (4)(d) of SRO 250 of 2019.
22	Please confirm that in accordance with the IFL and the Sales Tax Rules, 2006, the licensee will be required to install antitampering devices (production monitoring controls) only on high-speed tobacco production lines, to comply with the FCTC protocol and that there is no requirement to provide such devices for cement, fertilizer and sugar.	The proposed System needs to securely monitor and record production through the application of UIMs and the activation of UIMs at the production plants of Tobacco products, Cement, Sugar and Fertiliser.
23	Please clarify the requirement that in the case of network outages the data shall be securely stored for later synchronization with FBR control rooms.	The guideline to be followed is addressed in Clause 6.9 of the IFL Document, which is self-explanatory.
24	Please clarify if the Licensee has to submit a complete list of operations and maintenance required to operate the system-based solution.	The current IFL requires the Licensee to implement, operate and maintain the System. See, for example, IFL Document Clauses 1.4, 6.8, 6.12 and 6.13. Therefore, operations and maintenance protocols and skills are part of the capability that Applicants will be expected to demonstrate in the application.





25	The IFL does not provide for a requirement to provide specific devices to be installed on production lines. Please clarify.	The IFL is not prescriptive at the level of devices. The IFL Document, in Section 2 (Clauses 2.1 to 2.9), describe General Requirements for the System. Key Technical Requirements are described in Section 3 (Clauses 3.1 to 3.16). These requirements, amongst other Clauses in the current IFL, describe capabilities and outcomes of the System. Applicants need to propose solutions to support such capabilities and outcomes for Tobacco products, Cement, Sugar and Fertiliser.
26	IFL item 1.3: Can FBR please clarify if the 5 years duration start from the last product category deployed or from the award of the contract?	The 5 years period will start from the date of the contract that grants the License.
27	IFL item 2.1: Please provide the names and location of the factory premises and the import stations identified, as well as the correspondent number of production lines and its average speed per each site? This information is needed in order to better dimension the solution and the support tea required in the field.	The number of factory premises and production lines are provided in Clause 2.1 of the IFL Document.
28	IFL item 2.1: Please provide, for each category of products, an approximate yearly volume of imported goods. This information is needed in order to better dimension the solution and the support team required in the field.	The total number of UIMs, is provided in Clause 2.2 of the IFL document as 6.5 billion UIMs for both local production and imported products. Variation in import volumes will not change this number.
29	IFL item 2.7: Can FBR clarify that the start of the implementation process is expected to coincide with the issuance of such regulation.	The FBR will notify the dates referred to in Clause 2.7 as follows: <ul style="list-style-type: none"> <li>i. 2.7(a) - at award of contract</li> <li>ii. 2.7(b) and (c) – at start of implementation of System for each phase.</li> </ul>
30	IFL item 3.1(g): For the verification of UIMs by distribution chain stakeholders and the general public, does FBR expect that a dedicated mobile App is provided for such use or is up to each bidder to propose the verification method?	FBR requires the Licensee to provide a smart phone application to be used by FBR's monitoring teams as well as the public at large for verification of UIMs.



31	IFL item 3.4: Regarding the secure delivery of UIMs, please clarify if the delivery includes transport and shipment of the stamps to the manufacturers and importers locations? Or would it be acceptable to have dedicated delivery sites in the country for the manufacturers and importers to pick-up the respective orders, in particular for small manufacturers?	Secure delivery must include transport and shipment of the stamps to the manufacturers and import stations. No dedicated delivery sites in the country will be acceptable.
32	IFL item 3.7(c): The level of security that can be achieved by the use of smart phone applications alone is not the ideal for authentication of covert security features. Smartphones are commercial consumer devices not designed for such purpose. The ISO 22383 standard," Guidelines for the selection and performance of evaluation of authentication solutions for material goods" recommends the use of a specialised tool for the authentication of the covert category. Such specialised tools are able to provide a highly robust and secure authentication of material covert security features, a level which is not comparable to what can be achieved with a smart phone application alone. Taking this into consideration, would FBR accept the use of a specialised tool for the authentication of the material covert security feature?	FBR requires the use of smart phones applications for verification of UIMs.
33	IFL item 3.15: Considering that there may be different solutions for export or duty-free products, please clarify the meaning of the word 'earmarked'?	The word 'earmarked' is used to indicate that the System will show such product items as being intended for export or duty-free selling.





34	<p>IFL item 4.4, Annex 2 item 2.1, Annex 4 item 11, Annex 7 item 9:</p> <p>Q1: The required quality certification requirements are different. In case the applicant and its secure printing facility are under the same legal entity, it is not clear which certifications are required: Can FBR please clarify?</p> <p>Q2: Please clarify why ISO 17025 relating to laboratories calibration and testing activities, and ISO 10034, relating to the competence of reference material producers, are needed and if these two standards can be removed from the list?</p>	<p>A1: The Licensee and its suppliers need to comply to the relevant quality requirements for all the relevant services and materials that it may propose to include in the System (the solution). The IFL also recognises standards relevant to the IFL, or better from other certification bodies of any country as per best international practices.</p> <p>A2: See response of A1 above.</p>
35	<p>Annex 1, item 4.1 requires "audited statements". However, Annex 4 item 8 requires "audit accounts or similar financial records" Please clarify which requirement is correct?</p>	<p>The term "audited accounts or similar financial records" is used to indicate "audited financial statements".</p>
36	<p>Annex 3 item 2 mentions that the Fee includes import duties and taxes. Item 5 mentions that the Fee excludes all taxes payable on local services. Please clarify what would be those taxes?</p>	<p>Item 4 states that the Fee includes import duties/ applicable taxes payable at the time of import.</p> <p>Item 5 states that the proposed Fee excludes the Pakistan Sales Tax on local supply.</p>
37	<p>Annex 3 item 2 requires fee quotation in PKR. We would recommend that the words PKR be changed to US\$. However, in case the quotes are to be expressed in Pakistan Rupees, FBR please to provide confirmation that that these will be protected against inflation and foreign exchange fluctuations, during the contract period of five years, by means of appropriate inflation and US\$ indexation?</p>	<p>Prices need to be quoted in PKR. However, rule 150ZQI provides for the revision or alteration of fees and charges when circumstances change materially.</p>



38	Annex 3, tax status – Please confirm that the current project “IT-based Solution for Electronic monitoring (Track and Trace) for tobacco products, Sugar, Fertiliser and Cement” qualifies as “construction, assembly or installation project in Pakistan, as defined within Section 152 (1A) of the Income Tax Ordinance?	Tax law in regard to a particular transaction / case can be appraised with reference to specific facts. Thus, confirmation, in this connection can be made only once FBR has complete information about the nature of the transaction. The licensee could, after the process has been completed, send specific request to FBR, delineating all relevant facts therein, for clarification.
39	Annex 3, tax status: Please clarify that for the purposes of Sales Tax, the deliverables for this project can be classified as being for services, for Goods, or based on actual content?	The deliverables of this project will be classified as Goods for the purpose of Pakistan Sales Tax.
40	Annex 3, tax status: Please clarify whether the Licensee’s invoicing to buyers will carry a Federal Sales Tax, a Provincial Sales Tax or Federal Excise Duty?	The deliverables of this project will be classified as Goods for the purpose of Pakistan Sales Tax.
41	Annex 4, item 8 requires that “Applicant’s annual turnover in each of the most recent 3 fiscal years has been at least USD 50 million or equivalent in other currency”. Can FBR agree that this requirement would be applicable either to the single Applicant (if submission as a single company) in order to require a similar level of financial solidity and not treat consortiums unfavourably? (or the threshold for a consortium of for example companies would be USD 150 million)	The annual turnover requirement for JVs and Consortiums holds for the combination of all entities in the JV/Consortium.
42	The track and trace of tobacco products are governed by the FCTC protocol. What framework are to be followed for cement, sugar and fertiliser?	The context that is provided by this IFL documentation itself serve as the framework for developing the application as well as the System for track and trace of Tobacco Products, Cement, Sugar and Fertiliser. FCTC is just an additional requirement for Tobacco.





43	Please state the services/assistance FBR will provide to establish the System at Import Stations? Also, clarify the responsibility/services and hardware equipment required by the Licensee at Import Stations	FBR ensures implementation of the System at Import Stations.
44	Please define the point where the tax stamps are to be affixed on the Goods when moving from non-Tariff to Tariff area, whether it is at the point of entry into the tariff area or at the time of manufacturing.	The Tax stamps will be affixed at manufacturing sites, irrespective of whether it is situated in a Tariff or non-Tariff area.
45	What is the definition of the term 'monitoring' in the context of this project? What should cover the monitoring function?	Monitoring is not a separate functional requirement to recording of data.
46	How will the Licensee get paid by the manufacturers and importers for the services rendered and UIMs delivered?	The Licensee need to agree a financial model with manufacturers on the basis of an agreed supply contract. FBR will provide the successful bidder with a draft template of the financial model for joint finalisation.
47	Different types of materials are used in packaging across the range of tobacco products, cement, sugar and fertiliser products. Affixation of UIMs also happens at different temperature ranges of the product items. Should not different materials be used for UIMs to best match the packaging materials?	In Clauses 3.6 and 4.3 of the IFL Document it is stated that the UIM shall be paper-based and resistant to humidity, temperature and sunlight. The adhesiveness of the UIM also forms part of the Evaluation Framework for UIMs in Annex 5, Clause 3.9.
48	Some product types such as cement sugar and fertiliser are often produced in a continuous flow process and finished product often stored in bulk. UIMs are only affixed to products that are packed into discrete units called SKU's (stock keeping	The affixation of UIMs only apply to packed product. The current IFL does not make provision for bulk or unpacked products.



	units). How are the bulk form of product to be approached from a UIM point of view?	
49	Can FBR provides interested parties with a copy of the Agreement with The Licensee?	A draft agreement will be shared with the successful bidder.
50	Can FBR clarify the orientation of the UIM on the 20x40 substrate?	The UIM needs to be oriented horizontally across the substrate of height of 20 mm and width of 40 mm.
51	Can FBR confirm the number of packing lines as oppose to the number of production lines only?	The number of packing lines relate to the number of applicators required. Since the cost of applicators is excluded from the Fee, the costing of the application can be based on the 6.5 billion UIMs required and the number of factory sites and production lines mentioned the IFL

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Project Director (Track & Trace)

Copy to :

- (1) Member (IR-Operations), FBR Islamabad.
- (2) Chairman / Members of the Licensing Committee.



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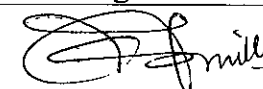
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52	What is the role/function of import stations?	Import stations serve to affix and activate UIMs onto product items (including tobacco products, cement, sugar and fertiliser) that are imported but which have not yet been affixed with UIMs.
53	Do we have to understand that locally manufactured products do not have to pass through import stations?	There is no need for locally manufactured products to pass through import stations if they are supplied/sold in Pakistan.
54	Are import stations concerned only with tobacco products?	No, import stations will process all products as specified in para 52.
55	What should cover the "Monitor" function in IFL Document Clause 2.3(a)?	Monitoring of production activities refers to the capturing of the production data in the MIS
56	In terms of IFL Document Clause 2.4, could the application specify minimum technical requirements for the smart phone device on which the application needs to work?	The application should be able to run on any current smart phone available in Pakistan.
57	Is there a specific order in which the System has to be implemented across the four different industry sectors and can there be overlapping in the implementation schedule across the four sectors?	There is no specific order required, however FBR will specify the sector to be implemented first. Please refer to clauses 2.7 and 2.8 of the IFL Document.
58	Will the Fee have to cover all of the system, including any hardware components that may be needed on sites to cover the requested functions as well as equipment upgrades, renewals and breakages?	Clause 6.8 of the IFL Document requires the Licensee to be responsible for end-to-end installation and operation of the system. Clause 6.12 requires the Licensee to be responsible for all maintenance and technical upgrades of the



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		System. The cost of these activities will be included in the Fee.
59	Does Clause 3.1 of the IFL Document provides a comprehensive list of the functions that should cover the system?	Clause 3.1 provides the key functional areas of the overall System. The Applicant still needs to propose a comprehensive solution that have to take into account all the requirements of the IFL and the licensing rules.
60	Does it (Clause 3.1 (a)) mean that a dedicated interface needs to be implemented between the MIS in the FBR system? What interface architecture and protocols need to be implemented?	Clause 6.8 requires effective connectivity between the FBR Central Control Room, amongst others, and the System. This would require an interface between the System and the FBR Central Control Room system. The architecture and protocols of the interface will be agreed between the FBR and the successful bidder.
61	Does it (Clause 3.1 (c)) means that the Licensee should supply a delivery function including the "last mile" delivery?	Clause 3.10 of the IFL Document specifies the nature of the responsibility for secure physical delivery by the Licensee. Delivery is from printing to the point of affixation, which includes the "last mile delivery".
62	Does it (Clause 3.1 (d)) means that affixation of UIMs onto product items, and the hardware and software to do so, is out of scope for the Licensee and the System? Does it mean that the activation of the UIMs, and the software and hardware components to do so, is included into the scope of the system?	Both affixation and activation of UIMs are required and are in scope for the Licensee.
63	What is the definition of the term "verification" in the context of Clause 3.1 (g)? Would the verification need to be over a generic smart phone?	Verification in this regard refers to the ability to scan the UIM's unique serialised identifier code using a smart phone application and to gain access

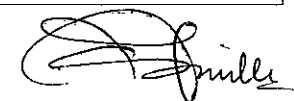


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 Chief (ST&FE) 



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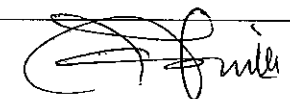
		to the description and status of the product item and the UIM.
64	Does the Licensee have to provide the infrastructure for the MIS and what are the constraints to the infrastructure?	The hardware, software and infrastructural components and services to support the MIS are all included in the responsibilities of the Licensee within the framework of the IFL.
65	Does the anti-tamper feature of the UIM need to provide evidence of tampering with the packaging of the Goods?	The anti-tamper feature of the UIM serves to provide evidence of tampering with the UIM itself.
66	In Clause 3.7 (b), which kind of material/technology do you consider as a "semi-overt" material?	The term "semi-overt" is used to refer to something that is not immediately apparent but become plainly apparent with very little technological enhancement.
67	In Clause 3.7 (b), which kind of material/technology do you consider as "covert by smart phone application"?	In security terms this refers to something that can be seen only with significant technological enhancement. FBR requires this to be achieved with a smart phone application compatible with any current model smart phone available in Pakistan
68	Does the licensee have to provide for the means to analyse and confirm the forensic security feature under laboratory conditions and can it be covered by the Fee?	Clause 3.7(d) is self-explanatory. This capability needs to be provided by the Licensee and will be included in the Fee.
69	Does the digital/IT security feature readable by the System dedicated smart phone application, required in terms of Clause 3.7(e), need to be read only by the dedicated smart phone application of the inspectors, and not readable by general smart phones used by the general public?	This digital feature needs to be readable by a smart phone application, for the inspectors, the supply chain organisations and members of the general public.



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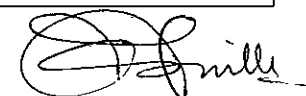
70	Clause 3.8: In what regards must the UIMs be compatible with the label application equipment used?	The UIM's need to be compatible in size, formatted according to the carousels or UIM/tax stamp holders of the applicator machines and generally be able to be affixed onto product items at the travel speeds of the production lines of the industry sectors under consideration.
71	Which part of the secure delivery process will have to be executed by the Licensee and which part by other agents?	The UIM delivery requirement of Clause 3.10 in the IFL Document needs to be seen in the light of the end-to-end responsibility described in Clause 6.8. Secure delivery covers the physical handling of UIMs from printing up to affixation onto product items. The Licensee needs to ensure that the UIMs are fully accounted for through all stages of the secure delivery process.
72	If UIMs are affixed abroad, they will also to be activated abroad? Is the delivery of UIMs to manufacturers abroad in scope of the Licensee? What will be the role of import stations in such a case?	For imported products it is preferred for UIMs to be affixed and activated at the foreign manufacturing plant. This would require the Licensee to securely deliver UIMs to such importer. In such cases customs will play a role in examining imported Goods. Alternatively, the importer may require the UIMs to be affixed and activated at the Import Station.
73	What are the responsibilities of the manufacturer and the Licensee, respectively, with reference to activation of UIMs as required in Clause 3.11?	The responsibilities of the manufacturers are specified in Rule 150ZQJ, as well as Clauses 3.11 and 3.12 of the IFL Document. Whereas the responsibilities of the Licensee are specified in Rule 150ZQ as well as in the Eligibility Criteria of the IFL Document.



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74	What is meant in Clause 3.12 by providing detail on "how the system would support/execute it (the UIM application process)?	The process of applying a UIM to a product item does not happen on its own and in isolation. The overall solution, referred to as the System, needs to ensure availability of the UIM, ensure that the right UIM appears on the right type of product, activate the UIM, link the UIM serial code to information about the manufacturer, the production line and the product item, amongst others. All of this is referred to as the support rendered by the System.
75	Is there a requirement for information in addition to the serial identification code of a UIM to appear in a barcode to have direct access to such data by reading the barcode, thereby not having to access the MIS?	The barcode must contain only the serial identifier code. All required information need to be linked to the UIM and reside in the MIS.
76	Can the data about manufacturer, production line and product be extracted from order information for UIMs and pre-printed on UIMs?	Data need to be captured for each production run on a specific production line and obtained from the production system or captured by the System to the maximum extent possible. For further clarification see response to query 75.
77	Some information required by the FCTC protocol for tobacco products may not be available at the stage of affixation and activation, but probably later during ordering and dispatch. Will the Licensee have to provide interfaces to these systems to extract the data?	FCTC Protocol data that can be linked to the UIM serialised identifier code, need to be recorded through appropriate system interfaces. Data that cannot be linked to a UIM should not be recorded.
78	The FCTC protocol requires some information to form part of the unique markings, which in this case is the UIM. Can such information be printed onto the UIM on the production line?	The barcode on the UIM must contain only the serial identifier code. All required information needs to be linked to the UIM and reside in the MIS.



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79	Does Clause 3.14 (d) imply that only sections 4.1 and 4.2 of Article 8 of the FCTC Protocol are to be taken into account for tobacco products.	Clause 3.14 implies that only data of Article 8 of the FCTC that can be linked to the UIM should be recorded. Applicants may provide a checklist to indicate the extent to which their solution can address the requirements of Article 8
80	In order to indicate that certain products are for export there need to be provision for additional dedicated codes and/or printing equipment?	Products intended for export will have to be indicated on the MIS by means of a status indicator to distinguish between "export" and "local" sales. There is no need for additional dedicated codes and/printing.
81	Is packing aggregation of tobacco products in the scope of this IFL tender, or part of a future extension of the System.	For the purpose of this IFL, UIMs should be affixed on the primary level product items only. If FBR requires, it could be part of a future extension of the system.
82	How will the authorisation to implement the System on production lines of manufacturers be obtained?	It is an obligation of manufacturers to have the System implemented on their production lines in terms of Rule 150ZQJ, as well as Clauses 3.11 and 3.12 of the IFL Document. Likewise, the responsibilities of the Licensee are specified in Rule 150ZQ as well as in the Eligibility Criteria of the IFL Document.
83	Will the cost of transmitting data to the MIS be paid by stakeholders and not by the Licensee?	All data transmission within the extended System need to be carried by the Licensee and included in the Fee.
84	We understand that in case of network outages the Licensee has to keep the System running and buffering data for later synchronization between System components and between the System and FBR users (auditors)?	The Licensee specifically needs to make provision for appropriate means of data storage to enable FBR users to continue their function during network outages.

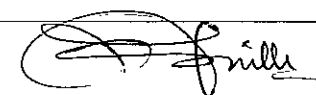


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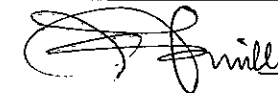


85	Are the all the record keeping requirements of Article 9 of the FCTC protocol in the scope for the Licensee and the System, or are they for a future version of the System?	Article 9 of the FCTC Protocol will be for a future version of the System.
86	Section 2, clause 2.5: a) What equipment shall be used to affix the UIMs at the designated import stations? b) Please confirm that affixation equipment does not fall under scope of IFL?	(a) The set of equipment that the Licensee will install need to include equipment for affixation and activation at the Import Stations.as per Clause 2.1 of the IFL Document. (b) Affixation equipment is within the scope of this IFL. The cost of the applicator will be charged separately to the manufacturers by the Licensee and is not to be included in the Fee.
87	Section 3, clause 3.5: (a) As the application equipment is still not known, please clarify whether tobacco stamps shall be of dry paper or self-adhesive paper? (b) As the application equipment is still not known, please clarify whether cement, sugar and fertilisers tax stamps shall be of dry paper or self-adhesive paper?	(a) and (b): The Applicant needs to specify the nature of the proposed technology to apply the UIM in conjunction with the rest of the System. For example, how the applicator is designed to affix the UIM onto the surface of the product item.
88	Section 3, clause 3.8: (a) Please indicate the delivery format of tobacco tax stamps, e.g. single cut, sheets, reels, etc.? (b) Please indicate the delivery format of cement, sugar and fertilisers tax stamps, e.g. single cut, sheets, reels, etc.?	(a), (b), (c), (d): The applicant is required to advise as part of the solution and as per the requirements of the applicator.



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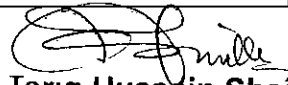
	<p>(c) Please indicate the requirements of the high-speed automated label application equipment of tobacco, cement, sugar and fertilisers tax stamps?</p> <p>(d) Please indicate the packing requirements for the tobacco, cement, sugar and fertilisers tax stamps, if available?</p>	
89	Please clarify whether stamps for sugar, cement, and fertiliser should differ in colour among each type?	The IFL does not require different colours for stamps, however the applicant may make it part of their solution
90	Annex 5, section 3.5: Please clarify how this shall be tested and evaluated?	Refer to the Evaluation Framework as published on the FBR website.
91	Annex 5, section 3.6: Please clarify how this shall be tested and evaluated?	Refer to the Evaluation Framework as published on the FBR website.
92	Annex 5, section 3.9: Please clarify how this shall be tested and evaluated?	Refer to the Evaluation Framework as published on the FBR website.
93	Please clarify who will be responsible for the premises, establishment and operation of the primary and back-up sites? Can we use the FBR data centre server for deployment? Can we use the FBR database for storage? Can we use the FBR data centre to deploy our servers?	The Licensee is responsible for the establishment, implementation and operation of the primary and back-up servers of the MIS. FBR can host the servers in its primary and back-up sites. Monitoring and maintenance of the application (software) can be done remotely. A dedicated link for this purpose can be provided by FBR (at the cost of the Licensee). FBR will need management access to the routers and servers for monitoring



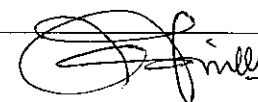
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		purposes as part of standard data centre operations.
94	Please clarify the nature of the Hardware requirement at the Import Stations?	The Applicant needs to specify the equipment to be used for affixation and activation at Import Stations.
95	Is the number of production lines and the number of packing lines the same? Please clarify.	Some production lines may have only one packing line associated and others may have more than one packing line associated.
96	Can we deploy our application in the cloud or is the requirement to be on-premise?	The Applicant needs to specify how its solution architecture will provide the services asked for in the IFL document
97	Is the licensee responsible for any connectivity?	In terms of Clause 6.8 the Licensee is responsible for End-to-end installation and operation of the System, including connectivity between different parts of the System.
98	When can the invoices for UIM orders be raised?	The commercial model on the basis of which the Licensee will interact with manufacturers and importers will be agreed with the successful bidder.
99	Which relevant information is needed to support the correct collection of applicable taxes?	This aspect is addressed in Clause 3.14 of the IFL Document.
100	Does the customer provide the “designated import stations” or are they to be built by the Licensee?	The System will be accommodated in existing (customs) facilities of the FBR in six cities of Pakistan. The Licensee has to provide, operate and maintain the System functions and components associated with this IFL Document inside these designated FBR sites. These costs will be for the Licensee and will be included in the Fee. The cost of storage of the Goods and customs clearance will be for the Importer.

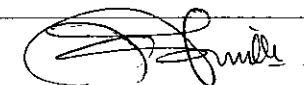
  
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101	Which processes of FBR needs to be supported in offline mode?	This is addressed in Clauses 2.4 and 6.9 of the IFL Document.
102	Do we need to apply new UIMs for imported Goods?	This is addressed in Clause 2.5 of the IFL Document.
103	What are the time frames for delivery if UIMs and what are the requirements for public access to the System	The time frames for UIM delivery and requirements for public access to the System will be agreed with the successful bidder of this IFL
104	What is meant by implementation within 6 months?	Implementation in this regard refers to a fully operating System within 6 months.
105	What are the Licensing Rules 2019?	SRO 250/2019 is referred to as Licensing Rules 2019
106	Do we charge manufacturers and importers directly or can this be done via the government	The commercial model on the basis of which the Licensee will interact with manufacturers and importers will be agreed with the successful bidder
107	What are HS codes?	It is the Harmonised System codes used by FBR to classify products for duty and tax purposes.
108	What operations of government agencies should be available in off-line mode?	This is described in Clause 6.9 of the IFL document, which is self-explanatory.
109	Can UIMs be printed outside of Pakistan and imported into the country?	There is no restriction on the import of UIMs.
110	How much time will be allowed for manufacturers to store UIMs before affixing it onto product items?	UIMs do not have an expiry date. Manufacturers will be expected to follow a First In, First Out (FIFO) approach to UIM stock turnover.
111	What data and information are included in the term "legal status of Goods"?	The term "legal status of Goods" simply refers to the fact that a product item, for Tobacco products, Cement, Sugar and Fertiliser, manufactured in Pakistan and intended for sales in Pakistan, have a UIM associated (affixed and activated).
112	Can FBR users change the status of UIMs through the smart phone applications?	No user will be allowed to change the status of an UIM.





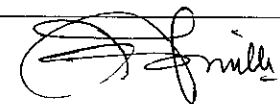
113	Clause 2.8: Can FBR provide an indication of the physical locations for installation of the System for manufacturers and import stations?	The list of manufacturers and import stations will be made available on the FBR website
114	Clause 3.2: Will applications for the System MIS need to be installed at separate servers? Will FBR provide the locations?	This query has already been answered. Please refer to the response at query no 93.
115	Clause 3.7 (c) and (e): What is the difference between smart phone application system dedicated smart phone application? Who will use it?	The term "system dedicated smart phone application" is used to indicate "smart phone application", compatible with any current smart phone in Pakistan. It will be used by FBR officials in executing their duties in the field and can be used by the general public as well.
116	Clause 3.8: Apart from stamp size, the design of off each industry will be different or one standard format is to be followed?	FBR requires applicants to use one design format for all industry sectors.
117	Clause 3.11: Who will provide and install activation devices on production lines?	In terms of Clause 6.8 the equipment and software required for activation is part of the Licensee's end-to-end responsibly. The Licensee will own the activation equipment
118	Clause 6.2: Who will resolve disputes between the Licensee and the Manufacturer?	Dispute Resolution Procedures need to be incorporated into the Service Level agreement between the Licensee and the manufacturers. The Service Level Agreement template will be negotiated with the successful bidder
119	What is meant by end-to-end?	The term "end-to-end" means that the provider of the System will supply all the software, hardware and service requirements of the customer such that no other vendor is involved to meet the needs. In this IFL it includes delivery, operation and maintenance of the System.



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120	Can a foreign entity apply for the bid on its own?	Clause 5.2(d) of the IFL Document requires the Applicant to include at least one member or entity to have an Incorporation Certificate issued by Security and Exchange Commission of Pakistan, having registration with FBR and filing its returns for the last 3 years. Foreign entities need to bid together with a local Pakistan company.
121	Annex 3, Clause 5: Will FBR provide exemption of local taxes requirements?	All applicable taxes in Pakistan will be applied. FBR will not provide any exemption from taxes for this project.
122	Clause 3.12: Who is responsible to procure and install the applicators?	The Licensee will provide, implement, operate and maintain the System at manufacturing sites and import stations, including the applicators. The applicators will be imported by the Licensee and charged separately to the respective manufacturers. This charge will be excluded from the proposed Fee of the UIMs. The costs of the 6 applicators (at designated and dedicated Import Stations) will be included in the Fee of UIMs.
123	Can FBR provides a standard SLA to be followed by manufacturers and the Licensee?	A draft license agreement, including a service level agreement, based on the IFL will be provided to the successful bidder immediately after announcement of the winning bid
124	How is the Central Control Centre part of the scope of this IFL?	The Central Control Room of FBR could host the MIS servers. The FBR systems in the Central Control Centre needs to be updated in real time on the UIM order data and production data, manufacturers production volumes, and other data required by the FBR.



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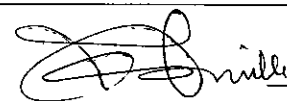
125	Does the Licensee need to implement at the Regional Control Rooms?	The Regional Control Rooms refer to the support and response centers established by the Licensee to support the System. The Licensee need to propose what will be implemented in its regional control rooms.
126	Who provides the Central Control Centre?	FBR will establish its Central Control Centre in its Head Quarters in Islamabad.
127	The tax stamp size may require manufacturers to procure new applicators?	New applicators will be provided and implemented by the Licensee, which will be separately charged. Applicators can handle many different sizes of UIMs but are fitted for specific formats and configurations of units of UIMs.
128	Are we required to provide authentication/verification tools and in what quantities?	FBR requires the use of a smart phone application for verification of UIMs. The Licensee is expected to develop and provide software application(s) compatible with any current smart phone model in Pakistan.
129	Can we print on the Tobacco packets?	The UIMs are to be affixed on Tobacco, and other, products. No printing on the Tobacco packets is required.
130	Prices for each industry should be separately evaluated?	In Annex 3, Form for presentation of financial proposal, it is required to express the total cost across all four industry sectors as one single cost per 1000 UIMs.
131	Annex 2: What is the "additional mandatory eligibility requirements" and its role in the IFL?	The term "additional mandatory eligibility requirements" refers to mandatory eligibility requirements in addition to that from Section 4 of the IFL Document.



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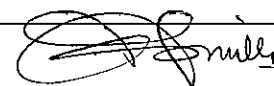


132	How will Goods from AJK be viewed, locally produced or imported?	Goods produced in AJK is not regarded as imported Goods. The AJK tax authority has shown commitment to implementation of the Track and trace systems.
133	Is it also the responsibility of the licensee to establish the Central Control Room?	It is not the responsibility of the Licensee to establish the Central Control Room, as referred to in Rule 150ZG of Licensing Rules 2019.
134	Section 6.8 What is the definition of a regional hub?	The term "regional hub" is used to indicate "regional control rooms"
135	Clause 6.9 makes reference to "FBR control rooms". What are the requirements for the control rooms and are these an obligation of the Service Provider to establish?	This is already clarified in query 133 above.
136	Clause 1.2: Do all of the 15 cigarette factories produce product for export? If not, how many manufacturers export?	Only one factory exports cigarettes, as per available data.
137	Clause 2.1: Please advise which numbers of manufacturers and production lines the bidders should use for their proposals?	The Applicants should use the numbers provided in Clause 2.1 of this IFL Document.
138	Clause 2.1: Can additional information be provided regarding the location of factories and a description of the equipment that they are using for packing of their products?	FBR will provide through email and on its website additional information related to the identity and locations of the relevant companies for Tobacco, Cement, Sugar and Fertiliser.
139	At the import stations, if the tagging is to be done outside the port, who will provide the bonded transport & warehouse license for the movement of	The System will be setup inside the existing Customs Import Stations. Affixation and activation at Import Stations need to happen before customs release the Goods. The Goods will



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	merchandise for ragging outside of the port/dry port facilities?	be kept in the stores of the Port Authorities at the cost of the Importers.
140	What is the expected volume for imported cigarettes?	FBR will provide through email and on its website additional information related to imports of cigarettes.
141	What type of concessions are FBR willing to make with respect to taxes and duties on importing equipment for the System and expatriates to work on the project?	FBR will not make concessions with respect to taxes and duties.
142	Will it be acceptable to provide a live demonstration of a system installed at a bidder's facility? What should be the format and duration/length of the presentation and live demo?	Live demonstration of the System installed at bidders facilities is required in the current IFL document. The presentation can include video, pictures, graphics, text and so forth, provided it can be presented over the teleconference link to Islamabad. The FBR will allow 2 hours for demonstration, presentation and discussion per applicant.
143	How much advance notice will be provided to the bidders that will be invited for presentation?	Live demonstrations and presentations will start from 4 January to 11 January 2021. The schedule for such demonstrations will be released on 31 December 2020.
144	Can a bidder propose a different size for the Cement, Sugar and Fertiliser UIMs, or must they be either (20 x 40) mm or (20 x 60) mm?	Bidders must quote on either (20 x 40) mm and/or (20 x 60) mm.



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# Evaluation Framework

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## Evaluation of Criterium 3.2

5 points

### Business continuity support

Performance factor	Score
Business risk analysis from a continuity perspective	1
Business continuity (BC) requirement definition & plan	1
Proactive/preventative and reactive/remedial measures	1
Compliance to international business continuity standards	1
Suggested BC Service Level Agreement metrics and performance targets	1
<b>Total</b>	<b>5</b>

## Evaluation of Criterium 3.3

5 points

### MIS description

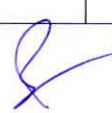
Solution component	Score
Business requirement and high level use cases	1
Functional architecture of Primary and Back-up MIS	1
Data availability/synchronisation strategy and information security design	1
Infrastructure support components	1
Scalability strategy	1
<b>Total</b>	<b>5</b>

## Evaluation of Criterium 3.4

12 points

### UIM ordering and order fulfilment

Performance factor	Score
Built-in functionality for registration of local manufacturers and importers of the Goods.	2
On-line and secure placement of orders for UIM's by these manufacturers and importers.	2
On-line and secure review and approval or rejection of such orders by FBR.	2
Function of monitoring of execution of approved orders	2
Built-in system for monitoring of executed orders .	2



System provides manufacturers and importers on-line and secure access to information on the status of their respective UIM orders as per sub-points c) to e) of this point.	2
<b>Total</b>	<b>12</b>

### Evaluation of Criterium 3.5

5 points

#### Detecting tampered UIMs

<b>UIM attribute</b>	<b>Score</b>
Demonstrable crumbling of UIM when tampering	2
Procedure to identify and notify about tampered UIMs	1
Procedure to attend to and resolve tampered UIMs	2
<b>Total</b>	<b>5</b>

### Evaluation of Criterium 3.6

5 points

#### Environmental endurance factors of UIMs


<b>Factor</b>	<b>Proof of Quality</b>	<b>Score</b>
Temperature	Certified test data	1
Humidity	Certified test data	1
Sunlight	Certified test data	1
Appropriateness of test data to operating conditions in target sectors		1
Plan to improve environmental endurance of UIMs		1
<b>Total</b>		<b>5</b>

### Evaluation of Criterium 3.7

5 points

#### Security features

<b>Feature</b>	<b>Score</b>
One overt material security feature visible by naked eye.	1
One semi-overt material security feature visible through a simple and very low-cost smart phone application	1
One covert security feature verifiable by smart phone application used by the FBR inspectors and representatives of other duly authorized Pakistan Government agencies.	1





One forensic security feature to unequivocally assist laboratorial analysis and legal procedures	1
One digital/IT security feature readable by a smart phone application.	1
<b>Total</b>	<b>5</b>

### Evaluation of Criterium 3.8

4 points

Size and speed of applying of UIMs:

<b>Sector</b>	<b>Compatibility</b>	<b>Score</b>
Tobacco	Size, speed of applying	1
Cement	Size, speed of applying	1
Sugar	Size, speed of applying	1
Fertiliser	Size, speed of applying	1
	<b>Total</b>	<b>4</b>

### Evaluation of Criterium 3.9

30 points

a. Security features of UIM: 20 points

<b>Type of feature</b>	<b>Proof of quality</b>	<b>Effectiveness and efficiency in usage</b>	<b>Total</b>
Visible overt	2	2	4
Semi-overt, smart phone application readable	2	2	4
Covert, smart phone application readable	2	2	4
Covert, laboratory required	2	2	4
Digital smart phone application readable	2	2	4
<b>Total</b>	<b>10</b>	<b>10</b>	<b>20</b>

b. Operational features of UIM: 10 points

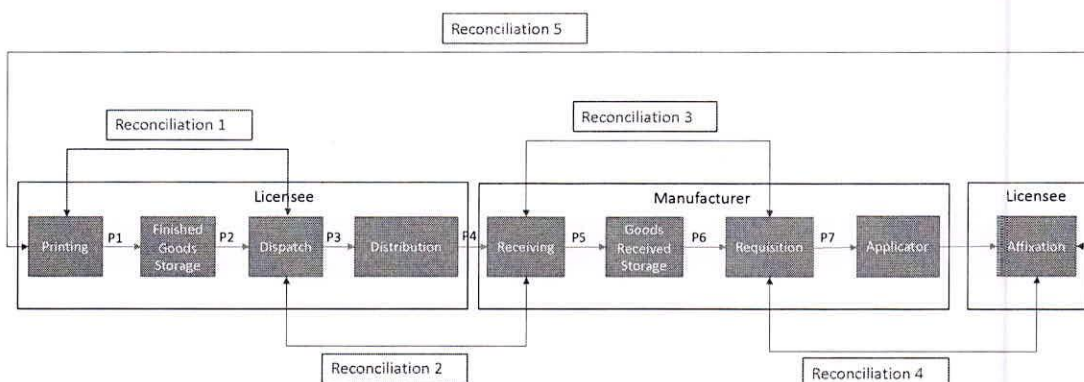
<b>Operational factor</b>	<b>Feature</b>	<b>Score</b>
Adhesiveness (Ability to stick to different surfaces)	Paper	2
	Polymers	2
	Uniqueness, re-use, black-listing and end-of-life of code, decommissioning/de-activation of the UIMs	2
	Format & symbology of barcode	2

Management of the serial code	Human readable & manual submission of queries	2
	<b>Total</b>	<b>10</b>
<b>Grand Total</b>	<b>a+b</b>	<b>30</b>

Evaluation of Criterium 3.10 (secure delivery of UIM from printing to affixation)

50 points

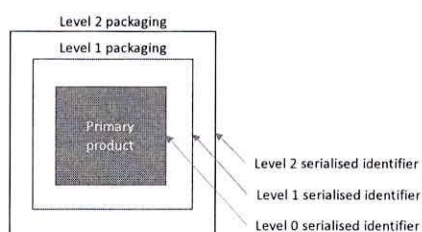
#### Visibility of the movement of UIMs from printing to affixation



#### Notes:

1. Reconciliation refers to the reconciliation of the quantity of UIMs
2. P1 to P7 refers to the handling Procedure of transferring UIMs between functions in the overall workflow associated with UIMs (typically using barcodes or RFID tags)

#### Packaging of UIMs



Operational factor	Action	Score
Describe physical item handling procedures at the following workflow stages:	Procedure 1: Printing to Finished Goods storage	2
	Procedure 2: Finished Goods storage to Dispatch	2
	Procedure 3: Dispatch to Distribution	2
	Procedure 4: Distribution to Receiving	2
	Procedure 5: Receiving to Goods Received Storage	2
	Procedure 6: Goods Received storage to Requisition	2
	Procedure 7: Requisition to Applicator	2

Describe procedure to Reconcile quantities of UIMs	Reconciliation 1: Quantity Printed vs Quantity Dispatched	2
	Reconciliation 2: Quantity Dispatched vs Quantity Received	2
	Reconciliation 3: Quantity Received vs Quantity Issued	2
	Reconciliation 4: Quantity Issued vs Quantity Affixed	2
	Reconciliation 5: Quantity Affixed vs Quantity Printed	2
Packaging of UIMs	Code management over the life cycle of a product item	2
	Maintain parent-child relationships through all levels of packaging	2
	Extent of 3 <sup>rd</sup> party system integration to enable seamless traceability	2
	Extent of data capture automation	2
Business risk mitigation	Out-of-stock mitigation	2
	Damage in physical handling and transportation	2
	Chain of custody (w.r.t. organisations and people)	3
	(Pro-active) strategy to minimise/eliminate delivery errors	2
	Revoking of UIMs in the event of potential compromise	2
Electronic proof of delivery (e-POD)	e-POD reporting	2
Efficiency and effectiveness	Efficiency and effectiveness monitoring, measurement, improvement	2
	Management reporting to manufacturer, FBR, etc.	3
	<b>Total</b>	<b>50</b>

### Evaluation of Criterium 3.11

5 points

#### UIM activation procedure

Operational factor	Score
Logical process description of pre-activation procedure (i.e. before affixation of the UIM to a product item)	1
Logical process description and logical lay-out diagramme(s) of post-activation procedure (i.e. after affixation of the UIM to a product item)	1
Provide overview of the data/information that will be linked to the UIM serial identifier string during the activation procedure for each of the four product categories (i.e. tobacco products, cement, sugar, fertiliser).	1
Explain where the data/information to be linked to the UIM serial identifier string will be sourced from and how.	1
Explain how, in the case of pre-activation, possible activated UIMs that have not been affixed onto product items will be de-activated and made available for a next production run.	1
<b>Total</b>	<b>5</b>



### Evaluation of Criterium 3.12

5 points

UIM application process

Operational factor	Score
Logical process descriptions and diagrammatical illustrations for each configuration of manufacturing/packing (tobacco products, cement, sugar, fertiliser) and import stations.	1
Describe the business rules that will govern the UIM application process	1
Description of procedure to verify successful affixation of a UIM for each applicator duty cycle (if any)	1
Description of procedure to: a. Validate UIM against the UIM source database (if possible) and, b. Verify UIM against already issued codes (if possible) and, c. Verify UIM against a blacklist of codes (if such a list is available)	1
Describe procedure (SOP) to ensure that the applicator does not run out of UIMs during a production run.	1
<b>Total</b>	<b>5</b>

### Evaluation of Criterium 3.13

15 points

Support services of the MIS to operations after activation

Operational factor	Score
Describe the procedure to support identification and verification of Goods by means of the unique serialisation code per Goods item.	2
Describe the process of monitoring and recording of the quantity/volume of the production or importation of the Goods	2
Provide a functional overview of how the system will support the execution of the field audits of UIMs and the Goods (by scanning the UIMs affixed to Goods items) anywhere in the respective supply chains (for tobacco products, cement, sugar and fertiliser) by FBR and/or other duly authorized Pakistan Government agencies.	2
Provide a functional overview of how the system will support verification of the Goods by the supply chain participant organisations as well as end-user customers and the general public.	2
Provide an overview of alerts, notifications, reports and queries, based on the data and information in the System, to enable FBR to identify any anomalies, abnormalities and violations related to the importation or manufacturing of the respective product categories, or national distribution of the Goods and to adopt respective corrective actions for preventing such events and for protecting relevant tax revenues.	2
Suggest metrics and performance targets to be included in the Service Level Agreement with FRB for the delivery of the above services.	2



Provide an overview of a continuous improvement plan to improve the overall service after activation delivered to FRB, the supply chain participants and the general public over the term of the License.	2
Describe the on-boarding procedures for users of the system and training for users.	1
<b>Total</b>	<b>15</b>

#### Evaluation of Criterium 3.14

4 points

Creating a data and information profile for the UIM

<b>Operational factor</b>	<b>Score</b>
Explain how the data related to the manufacturer and the production facility will be verified	1
Explain how the data related to the product attributes will be verified.	1
Provide an overview of the Business Intelligence layer of the System and explain how users will be able to setup regular queries/reports in specific preferred data structures.	1
Provide a checklist showing the extent to which the proposed solution is addressing the requirements of articles 8 & 9 of the FCTC protocol.	1
<b>Total</b>	<b>4</b>

#### Evaluation of Criterium 3.15

5 points

UIMs on export and free trade products

<b>Operational factor</b>	<b>Score</b>
Explain the triggers and the procedure to identify and indicate products as intended for export or duty-free sales in the case of:	
Tobacco products	1
Cement	1
Sugar	1
Fertiliser	1
Explain the procedure to re-classifying statuses of products from intended for export and duty-free sales to local sales and vice versa.	1
<b>Total</b>	<b>5</b>

### Evaluation of Criterium 3.16

5 points

Capacity of the System to accommodate aggregation of tobacco products in the future

Operational factor	Score
Describe the strategy to identify tobacco product items at different levels of packing aggregation based on the scanning/detection of the unique identifier strings/codes on UIMs.	2
How can this approach be extended to cement, sugar and fertiliser	1
Explain the equipment, procedural and cost implications of implementing the capability to identify products at different levels of aggregation, starting at first level of packaging and a next and possibly a next if required.	2
<b>Total</b>	<b>5</b>

