

**GOVERNMENT OF PAKISTAN  
REVENUE DIVISION  
FEDERAL BOARD OF REVENUE  
[CUSTOMS WING]**

Project Management Unit-Integrated Transit Trade Management System (ITTMS)  
Central Asian Regional Economic Cooperation-Regional Improving Border Program  
1<sup>st</sup> Floor, Federal Arcade, Jinnah Avenue (Kurree Road), Chakshahzad, Islamabad  
Ph: +92 (51) 945 0009; Fax: +92 (51) 945 0006; Email: ali.raza@carec-ribs.gov.pk

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C.No. 1(81) Cus-Project/ITTMS/PSW/1619

Islamabad, the 19<sup>th</sup> September, 2022

**Subject: MINUTES OF THE PRE-BID MEETING - PROCUREMENT OF INFORMATION  
COMMUNICATION TECHNOLOGY PRODUCTS AND SERVICES FOR  
PAKISTAN SINGLE WINDOW (PSW)**

A Pre-bid Meeting for subject procurement activity, as was pre-fixed in the Invitation for Bids (IFB) Notice published in leading national dailies, was held on 8<sup>th</sup> September 2022 at Conference Room of Project Management Unit (PMU), Federal Arcade, 1<sup>st</sup> Floor, Kurree Road, Jinnah Avenue, Islamabad. The meeting was chaired by the Project Director, Central Asia Regional Economic Cooperation – Regional Improving Borders Services (CAREC-RIBS) Project of Federal Board of Revenue and was attended by the officials of PMU, PSW & representatives of the prospective Bidders as per list attached at **Annex – I**. The purpose of the Pre-bid Meeting was to provide clarifications on queries/questions raised by the participating representatives of the prospective bidders on the Bidding Document for subject procurement activity, to facilitate them in preparation of effective technical and financial bids.

2. The proceedings started with welcome remarks by the Project Director, followed by introduction of the participants. At the outset of the proceedings, Project Director explained the objective of the Project and relation of the intended procurement with it. Project Director further elucidated the importance of the procurement activity & delivery timelines, which would contribute in bringing efficiency in the operations & functions of Pakistan Single Window.

3. The prospective bidders were thereafter invited to share their queries for clarification by PMU's Technical Team. In addition, the representatives were also given three (03) days' time, to share their queries in writing also, enabling avoiding any confusion. In this regard, it was clarified that PMU would reply all the queries of the prospective bidders in the form of Minutes of Pre-bid Meeting, without disregarding any repetitive query by more than one bidder, however, pursuant to Clause 7 of Section 1 viz. Instructions to Bidders at Page 1-13 of the Bidding Document, the identities of the bidders would not be disclosed in the responses. The Minutes of Pre-bid Meeting would be shared with all the prospective bidders who have participated in the Pre-Bid Meeting and/or would have asked for clarifications subsequent to the Meeting. Besides, the Minutes would also be uploaded on the website of the Federal Board of Revenue [www.fbr.gov.pk/tenders](http://www.fbr.gov.pk/tenders).

4. Accordingly, the following table provides all queries by the prospective bidders and replies thereof by PMU:

S. #.	Nature/ Relation of Query	Clarification Required	Replies
<b>Prospective Bidder # 1</b>			
1	General	End of Sales date is not fixed for products so cannot be committed. Usually, product lifecycle policy is product can be under support for next 5 years once the EOS is announced. The point can be changed to: "Any/All equipment quoted should not be End of sale and should support End of Life / Support for next 5 years"	Relevant clauses is clear and should be read as: "Any/All equipment quoted should not be End of Sale at the time of delivery. In case any equipment's EOS is announced before the delivery, newer model (equivalent or better) as per OEM's recommendations should be delivered."
2	General / Trainings	As there are many sections in the RFP / Solution training for all section is required or there are some specific sections required training.	Advance / Professional level training VMWARE entire suite of products that are requested including Tanzu, SIEM, WAF, Sandbox, Load Balancer, Firewall, Storage, Veeam, End point protection. Training clause of Bidding document is reproduced here for clarification: • <b>Foreign training from OEM with certification for each individual system(s) as quoted in the bid (Hardware + Software – both Lots) for 4 persons from ITTMS &amp; PSW technical team at the OEM certified training facility. All boarding/lodging and other expenses are to be covered. It should be OEM training at the certified training facility with certified trainer having industry experience of 10+ years in private and government institutions / organization.</b>
3	Technical	This point is relevant to WAF and should fall under WAF requirements	The query is unclear. Load Balancer was referred but it is not mentioned as to which specific point they are referring to?
4	Technical	As the requirement is for WAF the point can be changed to "The proposed solution/product should be hardware based WAF appliance"	What is the difference? First point has already mentioned as Hardware based appliance.
5	Technical	The throughput licensing model is different of all OEMs, this point can be kept generic like "The proposed hardware appliance should support 5 Gbps of L7 throughput with WAF features enabled."	Please follow the Bidding Document.
6	Technical	The point can be excluded from the WAF requirement as it related to ADC/LB requirement	The query is unclear. Web Application Firewall was referred but it is not mentioned as to which specific point they are referring to?



S. #.	Nature/ Relation of Query	Clarification Required	Replies
7	Technical	HLD is very generic and important hardware (switches) need to be added at /as WAN Edge (QTY 2) and at/as DC aggregation (QTY 2) with related 10G SFPs and DAC cables. See sheet 2 and sheet 3 for ref.	Please follow the Bidding Document.
8	Administrative / Financial	Unit Price and Total Price is inclusive or exclusive of GST?	<p>The guiding note to this effect, is explicitly provided at the referred page. It is reproduced as follows:</p> <p><i>The bidder shall be required to offer the prices using the Price Schedule Forms, given at P 4/52 – 4/56, as appropriate to the situation/type, in addition to filling the rates in the following Bill of Quantities. The rates must correspondence to each other and in case of any discrepancy amongst any rate(s), the rate(s) offered in Price Schedule shall take precedence.</i></p>
9	Administrative / Technical	1. What's physical inspection for Software? (In Software we have an E-Delivery approach like Microsoft creates customer portal and directly sends the licenses on it)2. What kind of Configurations are required?	Inspection of Software means verification of product authenticity, specifications, its registration on the OEM portal, committed support etc.Configuration of all hardware and software to make it up and running as per LLD that will be discussed and finalized with the successful bidder.
10	Administrative / Technical	<p>Hardware will be provided by PSW on the spot?</p> <p>a. How will we schedule the e- delivery, it will before or after the hardware delivery? (Because hardware takes time to deliver)</p>	<p>For the bidders who are participating in Lot-1 only, the hardware will be provided by the Purchaser i.e. PMU-ITTMS, FBR at the designated location through the Lot-2 supplier.</p> <p>Deliveries of the software can be made prior to the delivery of hardware; however, installation and configuration would be made after the delivery and installation of hardware. Warranties and Support should start after the successful installation, configuration and commissioning and Site Acceptance Test (SAT).</p>
11	Administrative / Technical	Foreign Training is also applicable for LOT-1?	Response at Sr. No. 2, is referred.
12	Commercial	What will be the mode of payment	GCC 16.1 at Section # 8 viz. Special Conditions of Contract, page 8-245, is referred which is explicit.

S. #.	Nature/ Relation of Query	Clarification Required	Replies
13	Commercial	do we have to submit financial in USD	Yes. A bidder may choose to submit bid in US \$. ITB 37.1 at Section # 2 viz. Bid Data Sheets, page 2-33, is referred in this regard.
14	Commercial	Price will be DDP or CIP	ITB 14.6(b)(i) at Section # 2 viz. Bid Data Sheets, page 2-30, is referred which is explicit.
15	Commercial	Bank Guarantee or bid security is required	ITB 12.1 at Section # 2 viz. Bid Data Sheets, page 2-31, is referred which is explicit.
<b>Prospective Bidder # 2</b>			
16	Technical	for Network level at different layer. Can we propose difference OEM.	<b>Not allowed.</b>
17	Technical	for Cyber Security level at WAF, NGFW. Can we propose difference OEM.	<b>Not allowed.</b>  Only exception is allowed in the below clause: Please refer to Pg 6-127, 6.0 Internet Firewall "Make/OEM of Internet Firewall shall be different from Data Center firewall".
18	Technical	In case of network/Cyber security, NMS will be central for these device as default NMS or central NMS for all infrastructure equipment.	Central for all infrastructure equipment
19	Technical	Resident Engineers requirements are for 24/7.	It is a normal standard practice that Resident Engineer (RE) is required during the normal business hours and same will be followed. However, RE should be available On-Call after the business hours.
20	Technical	Numbers of remote or VPN users are not specified	Please quote solution as per the Bidding Document.
21	Technical	Need complete information and clarification for any external systems.	Not relevant to the Bidding Document.
22	Technical	Does each location operate as a separate entity.	There is only one location for now



S. #.	Nature/ Relation of Query	Clarification Required	Replies
23	Technical	What is the organizational structure of employees. Is there any segregation of employees?	Not relevant to the Bidding Document.
24	Technical	Will PSW be open for Cloud and On-Premises solutions?	Complete On-Premises solution.
25	Technical	Can a vendor propose both solutions? (cloud /On-premises)	Complete On-Premises solution.
26	Technical	Estimated Users are required each site/session for calculations of session calculations and Licensing purpose.	Quote for the licenses' quantities mentioned in the Bidding Document.
27	Technical	Estimated Remote Users are required on each site or from each site for calculations of sessions and Licenses Sizing.	Please quote solution as per the Bidding Document.
28	Technical	Category of sites?	Not relevant to the Bidding Document.
29	Technical	Detailed Descriptions of each Hardware for an environment are not mentioned e.g. Sessions, Capacity and Numbers of Modules.	Please quote solution as per the Bidding Document.
30	Technical	Are all Branches network connectivity with PR and DR sites pre-connected?	Only PR site equipment is requested in the Bidding document.
31	Technical	Several numbers of Cyber Security services are mentioned in RFP for each security level are mandatory or one hardware with all Licensing are required.	Please quote solution as per the Bidding Document.
32	Technical	Any restriction to bidder for proposing any function hardware as Cloud based e.g. e-router, e-security Gateway.	Complete On-Premises solution.
33	Technical	Ratio of branches/users increment per year are required for design the future oriented design or can bidder follow the pay as you grow concept.	Please quote solution as per the Bidding Document.

S. #.	Nature/ Relation of Query	Clarification Required	Replies
34	Technical	Monitoring is required for core environment or for each component supporting and maintain the environment e.g Hardware, Servers on PR, DR and branches end.	Complete infrastructure of PR site.
35	Technical	Bandwidth requirement at system end is not mentioned.	Not relevant to the Bidding Document.
36	Technical	Physical, P2P, MPLS, DPLC connectivity are responsibility of Bidder or Purchaser for all sites with PR and DR.	It will be the responsibility of the Purchaser
37	Technical	Any Vendor restriction for Hardware of Network Infrastructure.	Qualification criteria is given in Bidding Document.
38	Technical	Any vendor restrictions for Hardware for Cyber Security.	Qualification criteria is given in Bidding Document.
39	Technical	We are considering that there is no restriction for selection of vendors for Network and Cyber Security separately.	Qualification criteria is given in Bidding Document.
40	Technical	Will Monitoring systems vendor separate from Network and Security Hardware or required built-in monitoring system for each component which will be not centralized.	Central for all infrastructure equipment.
41	Technical	Is Public IP's required for systems are pre-arranged by the purchaser or arrangement of these IP's are responsibility of Bidder.	Pre-arranged by the Purchaser.
42	Technical	Several visits may require of technical and implementation teams even before submission for environment calculations for hardware, equipment, passive and infrastructure installation. What will be the permission criteria of these visits.	Please follow the Bidding document.



S. #.	Nature/ Relation of Query	Clarification Required	Replies
43	Bidding	We have an understanding that Letter of intent is enough to fulfil the requirement of JV partners instead of JV agreement. Please inform if the trainings provided are to be of certification level.	In respect of query about Joint Venture, Clause 4.1, Eligible Bidder at Section 1 viz. Instructions to Bidders, Page 1-10, is referred which is clear.  Certification level is clearly mentioned in the Bidding document. Please go through the relevant clauses.
44	Technical	We have an understanding that the logistics of trainings will be handled by the client, e.g., training lab space, required equipment etc. Please confirm.	Training requirement is mentioned in the Bidding Document. Follow relevant clauses.
45	Technical	How many participants are required for training program? What is the total duration of the training? What will be training venue?	As above.
46	Technical	Please state who will bear boarding/lodging cost of trainees if any?	As above.
47	Technical	Please confirm, if there is any post warranty support after completion of Post Go-Live period (3 years).	Service Level Agreement will be done by the Purchaser after the warranty period.
48	Technical	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.	Not relevant to the Bidding Document.
49	Commercial	Can we propose our own payment terms?	<b>NO.</b>  Provisions at Clause 3.1.2 at Section # 3 viz. Evaluation & Qualification Criteria, page 3-41, is referred where it is explicitly provided that Deviations from the Payment Terms as specified in SCC 16.1, is <b>NOT PERMITTED.</b>  Please note that according to Instructions to Bidders (ITB) Clause 30 at Page 1-23, "Deviation" is a departure from the requirements specified in the Bidding Document" which makes a bid non-responsive.

S. #.	Nature/ Relation of Query	Clarification Required	Replies
50	Commercial	It was told during the pre bid meeting that if we quote in USD, Payment will also be made in USD. Can you please elaborate the mechanism how this will be done?	<p>If a bidder chooses to submit his bid in USD, the contract will be awarded in the currency of the bid i.e. US \$ and payments shall be made thereof in currency of the contract.</p> <p>In such case, the bidder should be having foreign currency account to receive the payments in USD. However, it may be noted that Purchaser shall not extended any assistance in case a vendor would require securing any permission from State Bank of Pakistan and/or any other relevant entity, in case of payment in USD.</p>
51	Commercial	Microsoft Licenses proposed under Open Value Agreement with 3 Years of Software Assurance. Microsoft offers Open Value Agreement with 3 spread payments or customer can Upfront payment. Please specify your payment mode, either spread payment or Upfront.	There is no confusion in the specifications/scope. It is reiterated that payment will be Upfront with Open Value Agreement with 3 Years of Software Assurance.
52	Technical	We required detail of scope of INSTALLATION, CONFIGURATION & IMPLEMENTTION of Microsoft Software (Windows Server, SQL Server, Exchange Server, Endpoint Protection).	It is already replied at Sr. # 9. Configuration of all hardware and software to make it up and running as per LLD that will be discussed and finalized with the successful bidder.
53	Commercial	Microsoft offers security solution under Subscription Licensing NOT Perpetual. Clarity required.	If query is referring to Microsoft Defender, please follow Point No. 5 on Page. 6-74, heading 3.0, Technical Specifications of Section 6 viz. Schedule of Requirements.
54	Commercial	Endpoint Protection subscription required for 1 Year, while overall Microsoft Software required for 3 Years. Please clarify.	Please quote solution as per the Bidding Document.
<b>Prospective Bidder # 3</b>			
55	Technical	<p>1. Can you please confirm use case as only single instance of exchange Server is single point of failure?</p> <p>2. Is this Exchange Server will be internet facing then is there any spam filtering solution is already deployed with customer?</p>	<p>1. Used for alert emails only. No other business users</p> <p>2. For outbound only; no inbound; therefore, no spam filtering solution is required.</p> <p>3. No. AD will be created as one of the VM.</p> <p>4. Only service mailboxes5. Virtualized</p>



S. #.	Nature/ Relation of Query	Clarification Required	Replies
		<p>3. Microsoft Active Directory Infrastructure is pre-requisite for Microsoft Exchange Infrastructure, is there Active Directory Infrastructure is already available with PSW?</p> <p>4. 50 CALS will be used for End Users Mailboxes or Service Mailboxes?</p> <p>5. Microsoft Exchange Server will be required to deploy on physical Server or on virtualized environment.</p>	
56	Technical	Please clarify, all Microsoft Products licenses are required with 3 years Software Assurance as it is not mentioned against each Microsoft product.	Please quote solution as per the Bidding Document.
57	Technical	Foreign Trainings from OEMs with Certification: As query raised in Pre-Bid meeting by multiple vendors, please identify products for foreign trainings and those of which local training will be acceptable from Certified Trainer in Authorized Training Institute.	Response at Sr. No. 2, is referred.
58	Technical	<p>Kubernetes implementation and support: It is understood that PSW is going to purchase VMware Tanzu Standard licenses in this RFP and Kubernetes infrastructure will be based on VMware Tanzu.</p> <p>Please share SOW for Kubernetes deployment as SOW should be locked in deployment and support.</p>	Responses at Sr # 9 & 52 are referred.
59	Technical	<p>Note: Bidder Should Provide On-site Support:</p> <p>It is being assumed that VMware and Veeam products are with 3 years support contract under OEM Support. Please remove penalty clause, as all OEMs are not committing issue resolution time. PSW may mutually agree with partners on response time.</p>	Response time shall be 30 Min max, whereas resolution should be as per escalation. Support calls should be escalated immediately to higher priority for production system issues.

S. #.	Nature/ Relation of Query	Clarification Required	Replies
60	Technical	Please clarify all VMware products will be required with 3 Years SnS Support contract as it is not clearly mentioned with item 20.1 (VMware vCenter) and (20.2 vSphere Standard for Backup Server)?	It is standard & understandable; however, it is further clarified that support contract shall be for 3 years.
61	Technical	Please clarify that Veeam availability suite Enterprise Plus is required for 40VM with 3 years OEM Support?	Veeam Availability suite enterprise plus is not just limited to VMs.
62	Technical	<p>1. What is use case of SDN-WAN feature? how many branches network?</p> <p>2. How many sites /location/Branches you have?</p> <p>3. how many connections you have at branches with HQ.</p> <p>4. OGA sites connectivity HQ through IP-SEC? do they have their own CPE/Router? OGA will have more than one connection to HQ"</p> <p>5. IPSEC is only used for encryption and authentication, nowadays there are solutions available that does encryption and authentication without the use of IPSEC but using all the encryption and authentication methods that IPSEC uses while reducing overheads and limitations.</p> <p>6. What if we incorporate an SDWAN solution and handover the decrypted traffic to the core router? Will that be acceptable?</p> <p>7. We can provide encryption and authentication methods for WAN traffic instead of "IPSEC". Will that be acceptable?</p> <p>8. Please confirm separate SD-WAN Router is acceptable for overlay on top core Router Will that be acceptable?</p>	<p>1. Only SDWAN enabled HW is required.</p> <p>2. None</p> <p>3. None</p> <p>4. Yes</p> <p>5. Stay on IPSEC as asked in the Bidding Document.</p> <p>6. As mentioned in 1, only SDWAN enabled HW is required. Licensing will be done later.</p> <p>7. Quote as per Bidding Document.</p> <p>8. Quote as per Bidding Document.</p>



S. #.	Nature/ Relation of Query	Clarification Required	Replies
63	Technical	<p>The performance number (IP Sec and TLS inspection new sessions/sec) requirements need to be rationalized, (IPsec 15G or above, TLS/SSL 8G or Above and new Session 300K are sufficient for DC firewall), IP-Sec VPN termination point is Core Routers. Please consider this for BoQ optimization &amp; healthy competition.</p> <p>1. what IPSEC use case, throughput sizing criteria?</p> <p>2. What is use case of Make/OEM of Internet Firewall shall be different from Data Center firewalls which creating solution complexity. Since in Data center firewall requirements : <b>(The proposed product shall support content / file filtering feature where exploitable content (within PDF and Microsoft Office files) can be removed and replaced with content that is known to be safe, this feature required Sandboxing, So if DC Firewall is different than internet firewall , as per Drawings on page 6-151 Sandboxing connected with Internet Firewall, both vendors are different then content filter/scanning will be complex.</b></p>	<p>1. Quote as per the Bidding Document.</p> <p>2. Quote as per the Bidding Document.</p>
64	Technical	<p>For Production Dev-QA Database Server Intel Xeon Platinum 8353H is not available. Can we quote Intel® Xeon® Gold 6354 3G, 18C/36T which is a 3GHz Processor with 18 Cores. Other Alternate Options in 18 Core Processor in Generation 2 Processors are as follows.</p> <p>a. Intel® Xeon® Gold 5220S 2.7G, 18C/36T</p> <p>b. Intel® Xeon® Gold 6240 2.6G, 18C/36T.</p>	<p>As per the Bidding Document, Intel Xeon 8353H Platinum or <b>better</b> is written.</p>
65	Technical	if ISL trucking required ??	Please follow the Bidding Document.
66	Technical	Each FC Switch must have 48 active (Loaded) ports with required Short Wave QSFP. QSFP or simple SFP????	QSFP is written clearly in the Bidding Document

S. #.	Nature/ Relation of Query	Clarification Required	Replies
67	Technical	Should support at least 48 x DIMM slots. Server should support 4TB Ram. If 4 TB requirement can meet with 24 RAM Slots, then why 48 Slots??	Please follow the Bidding Document. It is a Mandatory Requirement
68	Technical	Minimum 2U+. Subject to above query. Mostly 2 Socket server are 2U. If 24 Dimm Slots fulfill your requirement, then 2U is enough.	With 48 slots mandatory, adopt OEM recommended U size.
69	Technical	All the blade chassis will be placed on single site??? Stacked or independent??	Single Site, Stacked
70	Technical	Should have remote management of all servers, network devices, and technology infrastructure?? Normally KVM only use to manage Server. Not the Network Device's or Technology Infrastructure???? Kindly share your actual requirement.	KVM should be IP capable so that servers can be accessed remotely over private network
71	Technical	2 x 256 GB SSD not available, its available in 240GB. Can we quote 240GB	Equivalent OR <b>Better</b> will be acceptable
72	Technical	2 x Socket or 4 Socket Server	4 socket Mandatory
73	Technical	8352Y only for 2 socket Processor and you are asking it	Please follow the Bidding Document.
74	Technical	8268 Processor only for 4 Socket Server and you are asking it in 2 socket Server.	Please follow the Bidding Document.
75	Technical	1TB NVME M2 SSD not available. Can we go with higher ??	Equivalent OR <b>Better</b> will be acceptable
76	Technical	Resolution time is dependent on OEM and cannot be ensured as 4 hours. Please clarify???	Response at Sr. # 59 is referred.
77	Technical	on site operational training ?? covering server/storage part?? No foreign Training Required????	Response at Sr. # 57 is referred.



S. #.	Nature/ Relation of Query	Clarification Required	Replies
78	Technical	Storage direct connectivity	Please follow the Bidding Document.
79	Technical	Global Deduplication is a vendor specific	Feature is generic. Quote as per Bidding Document. It is clearly mentioned in the Bidding Document that: <b>For any proprietary technology / terminology, Bidder / Solution Provider may propose equivalent or better technology / terminology / functionality as per their proposed equipment / technology as requested in technical specifications.</b>
80	Bidding	Incoterms CIP means that: Purchaser has to establish the LC in favor of Offshore Company of the bidder abroad. Purchaser is responsible to establish the LC and consignment will be shipped directly in the name of Purchaser. All the relevant documents like packing list, AWB, Insurance etc. will be provided to Purchaser and custom clearance will be responsibility of Purchaser. Please confirm/Clarify that PSW will establish the LC for remittance of payment and local bidder has to use the bidding from titled: "Price Schedule for IT Products to Be Offered from Outside the Purchaser's Country" as all major equipment will be provided from outside purchase country.	The provisions at GCC 16.1, Section # 8 viz. Special Conditions of Contract, page 8-245, are referred which are explicit. In the whole document, the Purchaser has not opted/provisioned payments through LC.  It is advised to learn about the INCOTERM CIP and the bidder may satisfy himself with entire clarity. The said Incoterm does not entail any binding/compulsion of LC.  Also, the provisions at ITB 14, Bid Prices and Discounts, Section # 1 viz. Instructions to Bidder, page 1-15, are referred which are explanatory.
81	Bidding	As LOT-1 is the software LOT, so Microsoft or any other software vendor email the Software license keys to Purchaser designated person/email ID, so in case of opening of LC for LOT-1 how custom clearance will be done as software licenses are Intangible goods. Please clarify.	Response at Sr. # 80, is referred.

S. #.	Nature/ Relation of Query	Clarification Required	Replies
82	Bidding	LOT-2 will be treated as single lot, or it may be awarded as LOT-2 (a) and LOT-2(b) separately. Please clarify.	<p>At the referred Section &amp; Page, no bifurcation of Lot # 2, as mentioned in query i.e. Lot 2 (a) and Lot 2 (b), is given.</p> <p>ITB 1.1, Section # 2 viz. Bid Data Sheets, page 2-29, is explicit wherein only two Lots, Lot # 1 &amp; Lot #2, are defined.</p> <p>Also, provisions at ITB 14.9, Section # 2 viz. Bid Data Sheets, page 2-31 are referred. The bidder must prepare his bid mindful of the said requirements.</p>
83	Bidding	Can we submit the Bid Security in shape of Pay Order/CDR, or it's only required in shape of BG. Please clarify.	<p><b>NO.</b></p> <p>ITB 12.1 at Section # 2 viz. Bid Data Sheets, page 2-31, is referred which is explicit.</p>
84	Bidding	If it's only required in the form of BG, then is there any requirement for usage of Affidavit (in terms of value in Rs.). Please advise.	<p>Clause ITB 12.1 at Section # 2 viz. Bid Data Sheets, page 2-31, is self-explanatory. The Format of Bank Guarantee is also provided at Page 4-58, Section 4 viz. Bidding Forms.</p>
85	Bidding	Please refer to clause 3.1.5 Spare Parts: As most of the OEMs maintains inventory in their spare pool and warranty claimed part will be replaced during the warranty period. Do we still need to quote spares on top of warranty coverage. Please clarify.	<p>OEM should maintain necessary spares and provide assurance.</p>
86	Bidding	Please refer special conditions of the contract, GCC 26.2; delivery time as mentioned in RFP is 120 days. Please note that due to COVID-19 after affects there are material constraints at Manufacturer's end so delivery may not be possible in 120 days. Moreover, there are new SOPs which requires State Bank approval for establishing LC & or remittance of foreign payment and this is something beyond Bidder's control. Please advise on this.	<p>The Delivery Schedule is provided in Bidding Document which shall be followed during the bidding process.</p>
87	Technical	For Microsoft, RFP requirement is to quote licenses under the OLP program which has been retired by Microsoft last year in December 2021 so, we will propose license of Windows Server/Exchange Server & End Point Protection under the CSP program.	<p>Perpetual Licensing under Open Value Program with Software Assurance model is required.  <a href="https://www.microsoft.com/en-us/Licensing/licensing-programs/open-license?activetab=open-license-tab%3aprimaryr2">https://www.microsoft.com/en-us/Licensing/licensing-programs/open-license?activetab=open-license-tab%3aprimaryr2</a></p>



S. #.	Nature/ Relation of Query	Clarification Required	Replies
		Please comment on this as this is the only licensing option available from Microsoft.	
88	Technical	Windows Server 2019 edition is not orderable, we will quote Windows server 2022 & it's downgrade it to 2019. Please confirm this.	Agreed.
89	Technical	<p>• 2 x 3 UHD 4K 65-inch 1920 x 1080 video wall solution</p> <p>Please Clarify, as the BoQ mentions 55-inch Screen, rather than 65-inch as mentioned in the Specifications</p>	<p>The specifications are clear, however, a typo error has occurred while referring it further in BoQ.</p> <p>Referred clause should be read as: • 2 x 3 UHD 4K <b>55-inch</b> 1920 x 1080 video wall solution</p>
90	Technical	<p>• 85-inch 4K display screen</p> <p>Please Clarify, as the BoQ mentions 70-inch full HD screen, rather than 86 inch 4K display screen as mentioned in the Specifications.</p>	<p>The specifications are clear; however, a typo error has occurred while referring it further in BoQ.</p> <p>The specification in BoQ should be read as: <b>minimum 85 inch</b>. Other specs remains same.</p>
91	Technical	<p>Refer to Clause <b>"Any/All equipment quoted should not have end of sale date for 2 years from the date of contract and should not be end of life/support within 5 years from the date of operational acceptance"</b>.</p> <p><b>Fortinet Remarks:</b> - End of Sales date is not fixed for products so cannot be committed. Usually, product lifecycle policy is product can be under support for next 5 years once the EOS is announced. The point can be changed to: "Any/All equipment quoted should not be End of sale and should support End of Life / Support for next 5 years."</p>	Response at Sr. # 1, is referred.
92	Technical	<p>Refer to Clause <b>"Must be able to auto config policy based on input from 3rd party scanners such as Qualys, Cenxic, IBM AppScan, Trend Micro, Whitehat or equivalent etc."</b></p> <p><b>Fortinet Remarks:</b> - This point is relevant to WAF and should fall under WAF requirements.</p>	Please quote as per Bidding Document clause

S. #.	Nature/ Relation of Query	Clarification Required	Replies
93	Technical	Refer to Clause " <b>The proposed ADC solution should be Hardware based appliance.</b> " <b>Fortinet Remarks:</b> - As the requirement is for WAF the point can be changed to "The proposed solution/product should be hardware based WAF appliance".	Please quote as per Bidding Document.
94	Technical	Refer to Clause " <b>The proposed hardware appliance should support 5 Gbps of L7 throughput from Day one</b> ". <b>Fortinet Remarks:</b> - The throughput licensing model is different of all OEMs, this point can be kept generic like "The proposed hardware appliance should support 5 Gbps of L7 throughput with WAF features enabled".	Please follow the Bidding document.
95	Technical	Refer to Clause " <b>The proposed solution Should support 0.4 million L7 HTTP Requests per Sec</b> ". <b>Fortinet Remarks:</b> -The point can be excluded from the WAF requirement as it related to ADC/LB requirement.	HTTP Request Per Sec means Throughput
<b>Prospective Bidder # 4</b>			
96	Bidding	At any point during performance of the Contract, for IT Products and Services still to be delivered, the Bidder will also pass on to the Purchaser any cost reductions and additional and/or improved support and facilities that it offers to other clients of the Supplier in the Purchaser's country, pursuant to GC Clause 11.2. (Ref: section 6, page 77)  <i>The said clause is limited to the reduction in cost which shall pass on to the purchaser by virtue of this clause. It is therefore, advised that any increase in cost of Product/Services should also pass on to the Purchaser.</i>	It is reiterated that the Purchaser has not invited any comments on the bidding document and/or its Clauses.  The referred Clause in the bidding document, is explicit and needs no further clarification. It is fixed clause and cannot be changed.



S. #.	Nature/ Relation of Query	Clarification Required	Replies
97	Bidding	<p>3.1 If the Purchaser determines, based on reasonable evidence, that the Supplier has engaged in corrupt, fraudulent, collusive or coercive practices, or other integrity violations, including the failure to disclose any required information which constitutes a fraudulent practice, in competing for or in executing the Contract, then the Purchaser may, after giving 14 days' notice to the Supplier, terminate the Contract and expel him from the Site, and the provisions of Clause 35 shall apply as if such termination had been made under Sub-Clause 35.1 (iii) [Termination]<i>It is requested to negotiate the effect of entire clause 3 to reciprocate liability in terms of Fraud and Corruption. Whereby both parties should strictly adhere to the provision.</i></p>	<p>The referred Clause in the bidding document, is explicit and needs no further clarification. It is fixed clause and cannot be changed.</p>
98	Bidding	<p>10.1 The Purchaser and the Supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.</p> <p>10.2 If the parties fail to resolve such a dispute or difference by mutual consultation within 28 days from the commencement of such consultation, either party may require that the dispute be referred for resolution to the formal mechanisms specified in the SCC.</p> <p><i>It is suggested that the clause makes room for direct applicability of The Arbitration Act, 1940 with the Arbitrator having seat in Islamabad and that the decision of the Arbitrator shall be binding and considered to be final on both parties.</i></p>	<p>It is reiterated that the Purchaser has not invited any comments on the bidding document and/or its Clauses.</p> <p>The referred Clause in the bidding document, is explicit and needs no further clarification. It is advised that the Clause should be read in conjunction with the GCC 10, Section 8 viz. Special Conditions of Contract at Page 8-242.</p>

S. #.	Nature/ Relation of Query	Clarification Required	Replies
99	Bidding	<p>11.2 Unless otherwise stipulated in the Contract, the Scope of Supply shall include all such items not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining Delivery and Completion of the IT Products and Services as if such items were expressly mentioned in the Contract.</p> <p><i>It is apprehended that the said clause may cause uncertainty. Therefore, it is strongly advised that the scope of supply should be expressly agreed between the parties and the same shall be incorporated within the contract so as to achieve clarity and certainty.</i></p>	<p>It is reiterated that the Purchaser has not invited any comments on the bidding document and/or its Clauses.</p> <p>The referred Clause in the bidding document, is explicit and needs no further clarification. It is fixed clause and cannot be changed.</p>
100	Bidding	<p>16.3 Payments shall be made promptly by the Purchaser, no later than 60 days after submission of an invoice or request for payment by the Supplier, and the Purchaser has accepted it.</p> <p><i>Is it possible to revise the payment period to a shorter timeline say 'within 15 - 30 days from date of invoice'?</i></p>	<p>Response at Sr. # 49, is referred.</p>
101	Bidding	<p>32.1 The Supplier shall not be liable for forfeiture of its Performance Security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. <i>The supplier should hold the right or be entitled to withdraw performance security in case the force majeure renders the performance of the contract impossible.</i></p>	<p>Response at Sr. # 99, is referred.</p>



S. #.	Nature/ Relation of Query	Clarification Required	Replies
102	Bidding	<p>33.1 The Purchaser may at any time order the Supplier through Notice in accordance GCC Clause 8 (refers to the address), to make changes within the general scope of the Contract in any one or more of the following</p> <p><i>It is suggested that the word any time is substituted with 'by way of prior written notice of 60 days' of change.</i></p> <p><i>Furthermore, any amendments or additional orders shall be made in writing, subject to equitable contract price adjustment and extension of scheduled time period.</i></p>	Response at Sr. # 99, is referred.
103	Technical	<p>General Requirement: Any/All equipment quoted should not have end of sale date for 2 years from the date of contract and should not be end of life/support within 5 years from the date of operational acceptance.</p> <p><i>End of Sales date is not fixed for products so cannot be committed. Usually, product lifecycle policy is product can be under support for next 5 years once the EOS is announced.</i></p> <p><i>The point may be changed to: "Any/All equipment quoted should not be End of Sale (EOS) and should be End of Life (EOL) / End of Support (EOS) for next 5 years."</i></p>	Response at Sr. # 1, is referred.
104	Technical	What's the need for 6000 IPSEC tunnel on the core router?	Please quote as per Bidding Document.
105		What SDWAN use case you look forward to address?	Only SDWAN HW is required.
106		How many WAN sites are there?	More than 100
107		IPSEC is only used for encryption and authentication, now there are solutions available that does encryption and authentication without the use of IPSEC but using all the encryption and authentication methods that IPSEC uses while reducing overheads and limitations.	Please quote as per Bidding Document.

S. #.	Nature/ Relation of Query	Clarification Required	Replies
108		What if we incorporate an SDWAN solution and handover the decrypted traffic to the core router? Will that be acceptable.	Please quote as per Bidding Document.
109		We would advise you to set the requirement for encryption and authentication methods for WAN traffic instead of "IPSEC".	Please quote as per Bidding Document.
110	Technical	Must be able to auto config policy based on input from 3rd party scanners such as Qualys, Cenxic, IBM AppScan, Trend Micro, Whitehat or equivalent etc.  <i>This point is relevant to WAF and should fall under WAF requirements.</i>	Please quote as per Bidding Document.
111		The proposed ADC solution should be Hardware based appliance. As the requirement pertains to WAF the point can be changed to "The proposed solution/product should be hardware based WAF appliance".	Please quote as per Bidding Document.
112	Technical	The proposed hardware appliance should support 5 Gbps of L7 throughput from Day one  <i>The throughput licensing model is different of all OEMs, this point can be kept generic like "The proposed hardware appliance should support 5 Gbps of L7 throughput with WAF features enabled".</i>	Please quote as per Bidding Document.
113		The proposed solution Should support 0.4 million L7 HTTP Requests per Sec  <i>The point can be excluded from the WAF requirement as it related to ADC/LB requirement.</i>	HTTP Request Per Sec means Throughput



S. #.	Nature/ Relation of Query	Clarification Required	Replies
114	Bidding	<p>ITB 21.4. - Subject to the succeeding sentences, any bid not accompanied by an irrevocable and callable bid security shall be rejected by the Purchaser as nonresponsive.</p> <p>ITB 21.1. - A Bid Security will be required in the form of an unconditional bank guarantee included in Section 4 Bidding Forms.</p> <p><i>Please elaborate callable bid security and confirm if Bank Guarantee will be the acceptable format for this submission as it was also part of the previous bid document however the purchaser previously opted in favor of Call Deposit, Pay Order and Bank Draft only in the later pre-bid stages.</i></p>	Clause ITB 12.1 at Section # 2 viz. Bid Data Sheets, page 2-31, is self-explanatory. The Format of Bank Guarantee is also provided at Page 4-58, Section 4 viz. Bidding Forms.
115	Technical	Number of Sites at Kubernetes Deployment	One (01)
116		Kubernetes Deployment is in HA or Standalone at each site	HA within Single Site
117		Kubernetes Nodes Details	Will be discussed at the time of LLD with successful bidder
118		Details of Kubernetes infrastructure like Pods, Deployment, Ingress, Egress, Internal Load Balancer, External Load Balancer, Services, Storage, Network & Volumes.	Will be discussed at the time of LLD with successful bidder
119		Kubernetes infrastructure Diagram	Will be discussed at the time of LLD with successful bidder
120	Bidding	It is requested that the bid submission may please be extended by 2 - 3 weeks beyond the last date of submission to enable maximum participation of prospective bidders.	Please follow the submission date as mentioned in the Bidding Document.
<b>Prospective Bidder # 5</b>			
121	Bidding	delivery timeline of 120 days is required which is not possible in the current circumstances. It is requested to increase it	Please follow the delivery timelines as mentioned in the Bidding Document.
122	Bidding	24-48 hours' time shall be considered as vendor response time not the resolution time.	Response at Sr. # 59 is referred.


S. #.	Nature/ Relation of Query	Clarification Required	Replies
<b>Prospective Bidder # 6</b>			
123	Bidding	Contractual Experience 2.3.1 Kindly confirm total value of two contracts will be US\$ 4,300,000/- or require one contract value US\$ 4,300,000/-?	The provisions at Clause 2.3.1, Contractual Experience at Section 3 viz. Evaluation & Criteria, Page 3-38, are clear which are reproduced below: "Successful completion as main supplier within the last 05 years of <u>at least 02 contracts EACH</u> valued at....." It is evident that each contract, amongst 2, should be USD 4,300,000 or more.
<b>Prospective Bidder # 7</b>			
124	Technical	Please mention the: 1) Level of training and certification required i.e. Associate, Advanced or Expert Level 2) Please mention the Products for which trainings are required as there are multiple products in the LOT.	Response at Sr. # 57 is referred.
125	Technical	Please replace "Resolution" with "Response" as resolution time of 4 hours cannot be guaranteed by any OEM.	Response at Sr. # 59 is referred.
126	Technical	Please mention the: 1) Level of training and certification required i.e. Associate, Advanced or Expert Level 2) Please mention the Products for which trainings are required as there are multiple products in the LOT.	Response at Sr. # 57 is referred.
127	Technical	Please clarify that whether each LOT is turnkey based or whole RFP is turnkey based. Also, if any bidder is disqualified in one LOT will it be considered as disqualification in whole RFP?	Yes, each Lot is turnkey based. If a bidder participates in both Lots, his eligibility & qualification shall be judged for each lot independently, as per the criteria given at Section 3 viz. Evaluation & Qualification Criteria.
128	Technical	As there are multiple LOBs in RFP, please clarify whether RE is required for each LOB as technically its not possible for one RE to be expert in all LOBs mentioned in RFP.	Response at Sr. # 19 is referred.
129	Technical	Switch should support 1:N virtualization. One physical switch can be virtualized into a	Query is unclear. Please follow the Bidding document.



S. #.	Nature/ Relation of Query	Clarification Required	Replies
		multiple logical switch.  As SDN feature support is required from Day-1, so Tenants can be created in SDN controller in future to cater the requirement of 1:N virtualization requirement in Core switch.	
130	Technical	Please clarify whether Embedded Hardware encryption is required as mandatory feature?	Please follow the Bidding document.
131	Technical	Please clarify whether Embedded Hardware encryption is required as mandatory feature?	Please follow the Bidding document.
132	Technical	Please clarify that incase of VM reporting appliance for DC Firewall, will FBR provide its VM and required resources to host that VM?	<b>NO.</b> Bidders must include all required computes for the solution to work.
133	Technical	Please share the qty of SFP and SFP+ transceivers required in DC Firewall for connectivity with network other than 40G ports.	Please follow the Bidding document.
134	Technical	· Make/OEM of Internet Firewall shall be different from Data Center firewall.given today's advanced threat attack, Gartner recommends security fabric of items of same OEM. But in RFP its mentioned Internet Firewall to be different than that of DC firewall. Please comment that based on Gartner's recommendations can we propose firewalls of same OEM for better security of your system.	Please follow the Bidding document.
135	Financial	All OEM's have their own Authorization Format, so we would like to request to please accept accordingly	The bidders must follow and strictly comply with the Authorization Letter's Format, provided in the bidding document at Page 4-59, Section 4 viz. Bidding Forms.  Please carefully read Clause 19.2, Documents Establishing the Qualifications of the Bidder at Section 1 viz. Instructions to Bidders, Page 1-17.

S. #.	Nature/ Relation of Query	Clarification Required	Replies
136	Financial	Delivery and Completion Schedule: Lot 1: 60 days Lot 2: 60 days (As per current situation Delivery and Completion in specified time is very difficult, LC Opening issues, Shortage of production, supply, and non-availability of Spares, every item have a HS Code, for every single HS Code we have to get approval from State Bank of Pakistan, as this is not there main focused work, so also cause of delay, so time should be realistic for compliance.	Response at Sr. # 86 is referred.
137	Financial	For IT Products and Services supplied from within the Purchaser's country: (a) Advance Payment: 10% of the Contract Price within 28 days of signing of the Contract. (We would like to request, please allow Insurance Guarantee for Advance payment and performance Guarantee).	It is unfortunate that the request cannot be acceded to. Please follow the Bidding Document.

5. The meeting ended with a vote of thanks by the Project Director, CAREC-RIBS Project re-assuring the integrity of the bidding process.

  
 (Muhammad Ali Raza)  
 Project Director

**Copy to:**

1. The Member Customs (Operations), Federal Board of Revenue, Islamabad.
2. The Project Director, PSW, Federal Board of Revenue, Islamabad.
3. The Senior Transport Specialist, ADB, PRM, Manila.
4. The Staff Consultant, ADB, PRM, Islamabad.
5. The Project Officer, ADB, PRM, Islamabad.
6. The CEO, PSW, Federal Board of Revenue, Islamabad.
7. The Additional Director, PSW, Federal Board of Revenue, Islamabad.
8. The Team Leader, Project Management Support Cell, Islamabad.
9. File.



## LIST OF PARTICIPANTS

S.#	Names of Representatives	Designation	Prospective Bidders
1.	Mr. Muhammad Ali Raza	Project Director, CAREC-RIBS, FBR	
2.	Mr. Afnan Khan	Additional Director, PSW, FBR	
3.	Mr. Azam Dil Khan	M&E Officer, CAREC-RIBS, FBR	
4.	Mr. Rui Machado	Team Leader, PMSC, CAREC-RIBS, Project	
5.	Mr. Noman Siddiqui	ICT & Security Specialist, PMSC, CAREC-RIBS, Project	
6.	Mr. Sheeraz Abdul Rasheed	HOD _ Network & Infrastructure, Pakistan Single Window	
7.	Mr. Awais Saleem	Procurement Specialist, PMSC, CAREC-RIBS, Project	
8.	Mr. ADIL KHAN		IOTA SOLUTIONS
9.	Mr. ABDUL SAMI		MEGA PLUS PAKISTAN
10.	Mr. FAISAL KHAN NIAZI		INFO TECH
11.	Ms. SHAHZEB K ZEESHAN		JAFFAR BUSINESS SYSTEMS
12.	Mr. MUHAMMAD AHSAN SALEEM		CNS ENGINEERING
13.	Mr. SHAHBAZ AKHTER		CNS ENGINEERING
14.	Mr. SHAFQAT ALI		CNS ENGINEERING
15.	Mr. WAJID ALI		PREMIER SYSTEMS
16.	Mr. SAAD NASEER		NEW HORIZON
17.	Mr. KHIZAR FAHIM		NEW HORIZON
18.	Mr. NADEEM AFZAL		PREMIER SYSTEMS
19.	Mr. MUHAMMAD RIAZ ABBASI		INBOX BUSINESS TECHNOLOGY
20.	Mr. AMIR NADEEM		PREMIER SYSTEMS
21.	Mr. M WALEED FAROOQ		DWP TECHNOLOGIES
22.	Mr. UMER RANA		INBOX BUSINESS TECHNOLOGY
23.	Mr. SHAMS UL HASSAN		H3C TECHNOLOGIES
24.	Mr. ANJUM KHALEEQ		ARWEN TECH

25.	Mr. ZIA UL MUSTAFA		DWP TECHNOLOGIES
26.	Mr. SALEH KHAKWANI		DWP TECHNOLOGIES
27.	Mr. TAYYAB RIAZ		PREMIER SYSTEMS
28.	Mr. ABDUL MALIK		PREMIER SYSTEMS
29.	Mr. FAHAD YOUSAF		NRTC/TIP
30.	Mr. ZEESHAN KHAWAJ		NRTC/TIP
31.	Mr. USMAN GILLANI		NATIONAL ENGINEERS
32.	Mr. SAAD ALI SHAHBAZ		TIP-NRTC
33.	Mr. SAAD SULTAN		INBOX BUSINESS TECHNOLOGY
34.	Mr. ZAHID IFTIKHAR		H3C PAKISTAN
35.	Mr. TAHIR NAWAZ		NATIONAL ENGINEERS
36.	Mr. IRFAN ASLAM		INFO TECH
37.	Mr. HASAN MUNIR		CNS ENGINEERING
38.	Mr. SHEIKH ABDUL SAMAD		MEGA PLUS PAKISTAN