GOVERNMENT OF PAKISTAN
FEDERAL BOARD OF REVENUE
(PAKISTAN RAISES REVENUE PROGRAM)
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Re. No. 2(2)/2024-Addl.Dir(P&F)　　　　　　Islamabad, the 7ᵗʰ February, 2025

Subject: **Minutes of the Pre-Bid Meeting - Procurement of VOIP (Contact Center) Solution & IP Telephony for FBR [2(2)/2024-Addl.Dir(P&F)/ PK-FBR-468943-GO-RFB]**

A Pre-bid Meeting for subject procurement activity, as was pre-fixed in the Request for Bids' Specific Procurement Notice (SPN) published in leading national dailies, was held on 28ᵗʰ January, 2025 at the Main Auditorium, Federal Board of Revenue (FBR), FBR House, Constitution Avenue Islamabad, Pakistan.

2.　　　　The meeting was chaired by the Additional Director (Procurement & Finance), Pakistan Raises Revenue Project (PRRP) and was attended by the technical team of PRAL, officials of Program Office & representatives of the prospective Bidders (in person as well as online/virtually). The purpose of the Pre-bid Meeting was to provide clarifications on queries/questions raised by the representatives of the prospective bidders on the Bidding Document for subject procurement activity, to facilitate them in preparation of effective technical and financial bids.

3.　　　　The Additional Director (Procurement & Finance) gave a brief overview of the World Bank Procurement Guidelines and apprised on the structure of the Bidding Documents. The prospective bidders' representatives were thereafter invited to share their queries for clarification. In view of the queries raised by the bidder's representative during the meeting, the FBR team clarified the same in the light of the relevant clauses of the bidding document. and FBR system requirements.

4.　　　　In addition, the representatives were also given two (02) days' time, to share their queries in writing also, enabling avoiding any confusion. In this regard, it was clarified that the Federal Board of Revenue would reply all the queries of the prospective bidders in the form of Minutes of Pre-bid Meeting. 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.

5.　　　　Accordingly, the following table provides all queries either asked during Pre-bid and/or Follow Meeting, or made in writing, by the prospective bidders and replies thereof by FBR:

Sr#	RFP Section	Specifications as per RFP	Queries/Suggestion	Clarifications by FBR
1	ITB 14.8 (a)(iii), (b)(ii) and (c)(v)	Final Destination (Project Site): FBR Data Centers Islamabad and Lahore.	You have mentioned Islamabad and Lahore as the final destinations in the RFP, but you are considering HA (High Availability) and not DR (Disaster Recovery). HA is not typically suggested for different locations because its latency rate is very low.	Final destination is FBR Datacenter Islamabad only and HA(High availability) is required between all the applications and devices. E.g • PABX 1 with a redundant, active PABX 2 node. • Contact Center 1 with a redundant, active Contact Center 2 node. • Call Recording Server 1 with a redundant, active Call Recording Server 2 node. • Router 1 with a redundant, active Router 2 node. • Server 1 with a redundant, active Server 2 node (for all critical systems).
2	ITB 20.1	In addition to the original of the Bid, the number of copies is: One (01) hard copy (in addition to original bid) and one soft copy in USB.	You require 1 original, 1 duplicate, or a soft copy on a USB, right?	1 Original, 1 duplicate and one soft copy on a USB.
3	ITB 25.6	The Letter of Bid and Price Schedules shall be initialed by at least 02 authorized representatives of the Purchaser conducting Bid opening. Each Bid shall be initialed by at least 02 authorized representatives and shall be numbered, any modification to the unit or total price shall be initialed by the respective Representative(s) of the Purchaser.	Please Elaborate	The referred instructions are for purchasers. The purchaser's authorized representatives, at least 02, conducting Bid Opening shall sign/ initial the referred/ mentioned documents of the bids received and opened on bid submission date.
4	1. List of Goods and Delivery Schedule	Latest Delivery Date: 06-08 weeks from the Contract date..		Incorporated in the Amendment-01 to RFB.
5	Item 1: IP PABX Solution	Software based IP PABX solution licensed for 200 users.	You confirmed in the pre-bid meeting that only one login per extension is allowed at a time. This means you do not require a license that allows one extension to log in to multiple devices simultaneously.	Out of 200 we anticipate approximately 125 users will utilize IP telephony, while the remaining users will employ softphone agents. Specifically, we require: -75 Contact Center licenses -75 Recording licenses In cases where a softphone agent requires an IP PABX license, it will be allocated from the pool of 200 licenses. We seek a comprehensive, turnkey solution, ensuring all necessary licenses are provided to facilitate successful deployment and operation.

6			Can you use these licenses to operate third-party IP phones in the future? If yes, please mention it clearly.	The OEM must have their own IP Phone which will be procured later by FBR.
7		Solution must be scalable, supporting up to 20,000 devices.	**Suggestion:** When you require scalability for 20,000 extensions in an IP PABX, you need to opt for an enterprise-level exchange. However, based on your requirements, a mid-level server edition supporting up to 2,500 extensions would be more than sufficient.	As mentioned, we need scalability up to 20,000 users, along with all the required features, keeping in mind future requirements and integrations.
8		Solution must support high availability (HA) failover and clustering configurations.	Instead of writing "Solution must support high availability," you should write "Solution must have high availability" so that everyone can quote accordingly.	Yes, Solution must have high availability.
9		Proposed solution must include support and subscription for a 5 years period.	**Suggestion:** Why are you opting for a subscription model when, according to the RFP, you will pay the 5-year subscription cost in one go? You should consider acquiring a perpetual license so that it becomes the lifetime property of FBR.	Perpetual licensing model is also acceptable.
10	Item 2: Contact Centre Solution	Solution must support seamless integration with IP PABX solution (Item 1).	**Suggestion:** You should opt for an IP PABX and Contact Center from the same brand, i.e., an out-of-the-box solution, to avoid any integration issues in the future.	Incorporated in the Amendment-01 to RFB.
11		Solution must support high availability.	Instead of writing "Solution must support high availability," you should write "Solution must have high availability" so that everyone can quote accordingly.	Yes, Solution must have high availability.
12	Item 4 : Physical Servers for Collaboration Applications	Fiber Channel Connectivity: Must include a Host Bus Adapter (HBA) card, either: Built-in (onboard) HBA or Additional (PCIe) HBA card	Is a 16G FC HBA card required, or is it 32G? Is a dual-port FC HBA card required, or is it single-port?	A dual-port Fibre Channel (FC) Host Bus Adapter (HBA) card with 32Gbps throughput is required.
13	BILL OF QUANTITIES	Training on OEM ebc	You have requested OEM training for two resources to be conducted physically abroad. Right?	Incorporated in the Amendment-01 to RFB.
14	Mandatory Technical requirements :	1: Licenses	The components you mentioned in the licenses are for example only, as each solution has its own components. However, the licensing of all these components is the vendor's responsibility. Right?	The complete solution must be fully licensed for a period of 5 years, inclusive of all necessary certificates and compliance requirements.
15		Solution must support integration with Active Directory and LDAP for user management.	In Road Map	Required.

16		Solution must support high availability (HA) failover and clustering configurations. Solution	Please share detailed requirement of HA and Network Reachability	HA(High availability) is required between all the applications and devices. E.g • PABX 1 with a redundant, active PABX 2 node. • Contact Center 1 with a redundant, active Contact Center 2 node. • Call Recording Server 1 with a redundant, active Call Recording Server 2 node. • Router 1 with a redundant, active Router 2 node. • Server 1 with a redundant, active Server 2 node (for all critical systems).
17		SRTP and Secure JTAPI	What is the specific requirement and usecase for JTAPI	The use case for Secure JTAPI was to enable secure call control and management capabilities, specifically for: •Securely integrating our contact center solution with our IP telephony system • Providing secure call routing and switching • Enabling secure call monitoring and recording However, we are open to alternative solutions that can provide similar functionality. Could you please propose an alternative approach or feature that can meet our requirements? Incorporated in the Amendment 01 to RFB.
18		Item 3: Voice Gateways	Please share existing Voice Connectivity Infrastructure details	PRI (Primary Rate Interface) lines are directly connected to the Voice Gateways, which in turn communicate with the Call Manager, facilitating voice traffic routing and control.
19		Attendant console	Device will be supported with PBX Solution, Please share the use case as well	The server hardware must be capable to support the features of mentioned applications. These features were added for reference.
		Emergency responder	Need Elaboration	
		Paging server	Need Elaboration	
		Web conferencing application	Need Elaboration	
		Collaboration management solution	Need Elaboration	
20		Easy CRM integration	Please elaborate and share the scope of integration	Our CRM is operational on Microsoft Dynamics and requires integration with the contact center solution to provide a unified customer view, screen pop, and call logging capabilities.
21		Support SSO for easy access, allowing users to log in using their existing credentials from other	In Road Map	Required.
22		Integration of contact center with CRM is responsibility of the vendor.	Please elaborate and share the scope of integration	Our CRM is operational on Microsoft Dynamics and requires integration with the contact center solution to provide a unified customer view, screen pop, and call logging capabilities.

23		Q-1: As per Tender document FBR need separate solution for IP PBX 200 User and Contact Center for 75 Agents, can we propose One Software base solution which have both options of IP Telephony and Contact center under one solution as per FBR requirements?		We want to segregate the PABX Solution due to the criticality of the operations.
24		Q-2: Our Solution **"YEASTAR P-Series Software Enterprise Edition"** comes with IP Telephony and Contact Center as well, our solution support 10,000 Users per VM, for 20,000 Users can we use separate VM for additional 10,000 Users?		As mentioned, we need scalability to 20,000 along with all the required features.
25		Q-3: Yeastar P Series has its own Dashboard for IP PBX Monitoring which will also indicates about VM available Memory and Processor real time usage, and has its own Call Center Dashboard as shown in below pictures, if FBR required Hardware monitoring as well, Like Physical Server Machines, PRI Gateways, Router and Involved Switches, then Can we Provide a Network Monitoring Tool on our Own Hardware e.g. Solarwinds or Netwrix etc.. ?		Bidder must comply to the following requirements by any means. Provide a centralized dashboard or portal for monitoring both physical servers and VMs. This dashboard should aggregate data, display system health, performance metrics, and alerts in real-time. Alerts must be configurable by severity (e.g., critical, warning, informational).
26		To ensure our understanding of the tender requirements, we would appreciate your clarification on whether bidders are required to quote for **all items in the package**, or if participation with a quotation for selected items is permissible.		The complete solution must be quoted and Items 1, 2, 3, and 6 (IP PABX Solution, Contact Centre Solution, Voice Gateways, and Call Recording) must be sourced from a single Original Equipment Manufacturer (OEM).
27			IP PABX 200 users, so how many softphones and hardphones? All IP Users or Mixed/hybrid	Out of 200 we anticipate approximately 125 users will utilize IP telephony, while the remaining users will employ softphone agents. Specifically, we require:
28			If hybrid; how many analog and digital users?	- 75 Contact Center licenses - 75 Recording licenses In cases where a softphone agent requires an IP PABX license, it will be allocated from the pool of 200 licenses. We seek a

				comprehensive, turnkey solution, ensuring all necessary licenses are provided to facilitate successful deployment and operation.
29			Any Standard SIP Users? If yes Quantity?	Around 200 users will be using the system. Please design your solution according to the required licensing model and feature set.
30			Any SIP trunks required?	
31			voice gateways must support SIP line termination. Is it a SIP User or a SIP trunk? How many SIP Lines Support?	To integrate our existing solution with the new solution, a SIP Trunk License or any other if required will be required for both systems to enable SIP trunking and facilitate communication between the two platforms.
32			CC Standard Agents will be softphones and hardphones agent? If both what is quantity of Softphones and Hardphones (standard agents)	75 agents will be using softphones.
33			How many CC Supervisor consoles and CC supervisor agents? Supervisor Softphone agent or hardphone agents? How many Softphones and Hardphones?	The solution must support licensing for at least 5 supervisor agents and 70 standard agents.
34			How many headgears (1) USB if PC-based (2) RJ-Type if Hardphones	Headgears not required
35			How many levels of an IVR?	Currently, we have a 2-level IVR system, but we're anticipating the need for 1 to 2 additional levels in the future, making it a 3-4 level IVR system.
36			CRM application will be provided by FBR? Yes or No	Yes
37			What will be the Database used by CRM? (Name, type)	Our CRM is operational on Microsoft Dynamics and requires integration with the contact center solution to provide a unified customer view, screen pop, and call logging capabilities.
38			What are the key parameters and type of information that will be provided by (i) Workforce optimization (ii) Quality management (iii) Analytics	For Workforce Optimization, we require: Agent availability, productivity tracking, shift scheduling, time-off management, real-time and historical reporting etc. For Quality Management, we require: Call recording, call scoring, agent evaluation, coaching, quality monitoring and reporting etc. For Analytics, we require: Call volume tracking, call duration tracking, abandon rate tracking, key performance indicators (KPIs), real-time and historical reporting and analytics etc.
39			What type of CRM Integrations required for a Call Recorder? Please Explain	We require seamless integration with Microsoft Dynamics CRM to enable

				customer data synchronization and enhanced analytics.
40			Please explain Emergency responder mentioned in Collaborative Applications	Servers must be able to host more than 8 collaboration applications, including but not limited to: Call control, Attendant console, Emergency responder, Paging server, Web conferencing application , Voicemail, Instant Messaging & Presence, Contact center , Collaboration management solution. These are referred to only as an example, illustrating that the server must be capable of handling such a load in case we run a similar application.
41			Quantity of Instant Messaging & Presence users under Collaborative Applications?	
42			How many paging server's users and logins? Quantity; What is the need of Paging Server	
43			How many Web conferencing users?	
44			Please explain Collaboration management solution?	
45			Two different submission deadlines are mentioned in the RFP: o February 11, 2025 (Data Sheet, page 36) o February 28, 2025 (Cover-page 3) Confirmation of the correct deadline would be appreciated. If the submission deadline is February 11, 2025, a formal request is made for a two-week extension to allow sufficient time for preparation	Incorporated in the Amendment-01 to RFB.
46			We are writing this email to request an extension on submission deadline for RFP; Procurement of VOIP (Contact Center) Solution & IP Telephony for FBR). Please note that, we are diligently working with respective teams on this opportunity and need more time to come up with a comprehensive solution, as well as to take internal approvals on pricing in order to be competitive. Therefore, it is requested that the subject mentioned RFP may please be extended for at least two weeks.	
47			We would be grateful if the deadline could be extended by an additional four weeks, i.e., until March 10, 2025. This additional time would enable us to present the proposal to the best of our abilities.	

| 48 | | | S4ever Technology (Private) Limited is looking forward to participate in the VOIP (Contact Center) Solution & IP Telephony RFP with reference number 2(2)/2024-Addl.Dir(P&F)/PK-FBR-468943-GO-RFB. As discussed with your team during the clarification session, we request for an extension in the bid submission time because of the ongoing Chinese New Year holidays.

We would appreciate if the deadline can be extended to March 11, 2025. | |