

Government of Pakistan  
Revenue Division  
Federal Board of Revenue  
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Islamabad, the 09<sup>th</sup> February, 2026

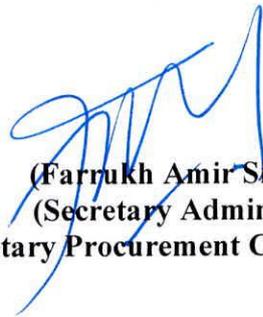
**MINUTES OF THE 2<sup>nd</sup> PRE -BID MEETING**

**SUBJECT: BUILD AND OPERATE A CENTRAL CONTROL UNIT (CCU) FOR DIGITAL INTERVENTIONS**

To build and Operate a Central Control Unit (CCU) for Digital Interventions an advertisement was floated in Daily "Nawa-i-Waqat" and daily, "Business Recorder" on 27.01.2026 (Thursday). The advertisement was also published on FBR and PPRA websites. The bidding documents were also uploaded on e-Pads and FBR websites. 1<sup>st</sup> pre-bid meeting (in person and online) was held on 02.02.2026 and VLC link for 2<sup>nd</sup> Pre-Bid was shared alongwith Minutes of 1<sup>st</sup> Pre-Bid Meeting on FBR's website. The 2<sup>nd</sup> Pre-Bid Meeting was convened in Committee Room No.358 was convened on 09.02.2026 at 11:00 am. Secretary to Procurement Committee alongwith officers from Transformation Delivery Unit were present (**Annex-A**).

2. Five (05) representatives from firms attended the 2<sup>nd</sup> pre-bid meeting in person. (**Annex-B**)

3. During the pre-bid meeting, Mr. Abdur Rehman, Second Secretary (Transformation Delivery Unit) and Mr. Inamullah Wazir, Secretary (Transformation Delivery Unit) responded to the queries put forth by the representatives of the firms. The representatives of the firms were requested to kindly submit their queries and suggestions through email provided in the advertisement so that a written reply can be provided to them. Secretary Procurement Committee assisted the pre-bid meeting.

  
(Farrukh Amir Sial)  
(Secretary Admin)/  
Secretary Procurement Committee

**Distribution:**

- Members of Procurement Committee.
- Members of the Technical/Financial Evaluation Committee.

**Annex-A**

S.No.	Name & Designation	Portfolio in Committee	Remarks
1.	Dr. Muhammad Khurram, Chief (Mgt-IR)	Member Technical/Financial Committee	Present
2.	Mr. Muhammad Ali Khan, Secretary (Expenditure)	Secretary Technical/Financial Committee	Present
3.	Mr. Inamullah Wazir, Secretary (TDU)	-	Present
4.	Mr. Shiraz Ali, Secretary (Ops) (TDU)	-	Present
5.	Mr. Abdur Rehman, Second Secretary (TDU)	-	Present
6.	Ms. Syeda Maimoona, Second Secretary (TDU)	-	Present
7.	Ms. SairaKhan, Second Secretary (TDU)	-	Present
8.	Mr. Ali Mohtashim Minhas, Second Secretary (TDU)	-	Present
9.	Mr. Farrukh Amir Sial Secretary (Admn)	Secretary Procurement Committee	Present

**Annex-B**

S.No.	Name of Firm	Name & Designation of Representative	Contact Detail	In Person/ Online
1.	Octans Digital	Muhammad Ali Rashed, Sr. Manager Sales	0321-3313393 <a href="mailto:mrashed@octans.ai">mrashed@octans.ai</a>	In Person
2.	Octans Digital	Usman Ghani, Tech. Architect	0321-5358091 <a href="mailto:ughani@node.cypher.com">ughani@node.cypher.com</a>	In Person
3.	Inf Matrix	Rehan Basham, CEO	0333-5551187 <a href="mailto:basham@in.matrix.org">basham@in.matrix.org</a>	In Person
4.	Acrux Technologies	Humyun Zafar, Director	0321-5371169 <a href="mailto:humyun@acruxteu.com">humyun@acruxteu.com</a>	In Person
5.	Premier Systems Ltd	Wajid Ali, Manager Sales	0301-8503285 <a href="mailto:wali@premier.com.pk">wali@premier.com.pk</a>	In Person

## Tender Clarification Queries – Consolidated

### Queries from Premier Systems

Question	
Q1. Can FBR confirm what minimum data retention is expected in CCU (e.g., metadata, alerts, thumbnails, audit trails), and what must remain in upstream systems?	As per the RFP, CCU is a real-time operational monitoring and coordination facility and shall not act as the authoritative system of record or an enterprise data repository. CCU is required to maintain local operational storage/caching for dashboard datasets/KPIs, alert metadata and history, generated reports/extracts, and system/application/security audit logs. Retention periods for these will vary and will be agreed and be implemented in line with FBR/PRAL-approved retention policies. CCU will not be required to store data generated from each digital intervention which will be stored on FBR/PRAL servers.
Q2. Does FBR expect any historical analytics inside CCU (e.g., 30/90/365-day trends), or strictly real-time operational monitoring and coordination?	Both historical and real-time analysis are required.
Q3. What environments will be available for integration testing: sandbox/UAT endpoints for PRAL/FBR systems, and what is the access approval timeline?	Both sandbox and UAT are available. Environments and approval timelines will vary on a case-by-case basis.
Q4. What is the data ownership and log retention policy for CCU operational logs (audit trails, access logs, alert history)? How long must they be retained and where?	A minimum of 90 days for detailed hot cache. Retention period for summarized reports may be longer and will be agreed during implementation.
Q5. Does FBR require data anonymization/masking on certain screens/roles (e.g., taxpayer identifiers), and do they have a role matrix?	No.
Q6. Please confirm if DR site expectations apply to CCU data/logs?	Yes DR requirements apply to CCU data/logs.
Q7. The RFP references security certificate requirements – what is an acceptable accredited organization (local/international) and what certificate format is required?	As per international standards.
Q8. For PTA-approved equipment: which components must be PTA-approved (network devices, wireless, security appliances, etc.)	RFP states only “where applicable”. Bidders may assess if this is required for equipment proposed in bids.

and what evidence must be submitted with the bid vs. after award?	
Q9. Does FBR require compliance with any specific standard baseline (e.g., ISO-27001 alignment is mentioned in technical expectations)—is certification mandatory or “alignment evidence” sufficient?	Clear evidence of alignment with standards is sufficient.
Q10. Will FBR mandate penetration testing by a third party, and who bears the cost/time (vendor vs. FBR)?	Required before go-live. Cost/time to be borne by vendor and may be included in bids. Testing parameters and acceptance subject to FBR approval.
Q11. Are there constraints on video wall dimensions/layout or room design, and will FBR share floor plans?	Floor plans will be shared.
Q12. Are there brand/OEM preferences or restrictions, or is “equivalent or better” accepted where specs are met?	Brands are indicative and equivalent or better are acceptable.
Q13. Is there any requirement for local OEM support, NBD spares, or minimum local presence that impacts hardware selection?	Yes. OEMs must have local presence and support.
Q14. What is the expected training scope (number of trainees, training hours, certifications, refresher cycles)?	The Vendor must deliver structured and periodic trainings for FBR users throughout the engagement and maintain user/technical documentation. Exact training volumes/schedule will be agreed with FBR during implementation planning
Q15. Can FBR share the draft KPI list and measurement method (uptime, ingestion completeness, alert accuracy, dashboard response time, etc.)?	KPI list and measurement method will be finalized during BRD
Q16. The RFP mentions annual KPI setting and quarterly review—who defines KPI baselines and what’s the process to revise KPIs during contract?	As per the Performance Management Mechanism, KPIs, weightage, and review cadence will be mutually agreed between FBR and the selected Vendor before contract signing; KPIs will be set annually and reviewed quarterly, and FBR reserves the right to revise KPI targets annually based on evolving enforcement needs.
Q17. "The CCU shall consume multiple data types and streams generated by deployed interventions, including structured, semi-structured, and unstructured operational feeds (e.g., live or recorded video streams from electronic production monitoring deployments). The Vendor shall deploy hardware and software at the CCU site capable of ingesting, correlating, and	Data from digital interventions will land at designated storage site. CCU vendor is required to integrate with the storage site to perform required functions mentioned in the RFP.

monitoring these data streams in real or near-real time to support operational visibility, alerting, and coordinated response." Please explain these requirements?	
Q18. On RFP Page-95 states that Vendor shall Integrate data from designated digital interventions - Since FBR is already parsing the data with metadata and analytics please explain the details of pre-collected data/metadata from such interventions?	Not required at this stage.
Q19. On RFP Page-124 Bill of Quantities Point 5, 6 and 7. Please provide point-wise answers for below:?	
Q20. Pt 5 - 2-4 servers with mentioned specs (Pages 113-116) in RFP will be part of the project and the rest will be provided from FBR data center. Is this understanding correct?	Minimum 4 servers are required. If bidders proposed solution requires additional, these may be included in bids with rationale.
Q21. Pt 6 - project storage will be provided by FBR. Please provide per day sizes of data from the interventions mentioned on page-95 so that storage requirements can be ascertained and mentioned in the solution?	Storage is FBR's responsibility and per day size of data is not required at bid stage.
Q22. Please list the sectors in which stamps-based track and trace systems have already been implemented? And what sectors are in the pipeline for further implementation of this technology?	Query not materially relevant to RFP. Nature and timeline of production monitoring interventions is evolving and will continue to do so during the contract period for CCU. TTS is employed in Sugar, Cement, Tobacco, and Fertilizer. Similar technologies will be deployed in the beverage sector and multiple additional sectors may come online during the lifetime of the CCU contract. The CCU Vendor must be able to integrate with data designated interventions that lands at PR site and additional interventions introduced over time
Q23. Please list the sectors in which video analytics-based system is implemented for production monitoring? And what sectors are in the pipeline for further implementation of this technology?	Sugar, Cement, Textiles, with multiple more to be added. The CCU Vendor must be able to onboard designated interventions and additional interventions introduced over time
Q24. What is the status of following EOI issued by FBR:?	Query not materially relevant to this RFP.
Q25. Furthermore, how's new approach proposed in the above EOI different from	Query not materially relevant to this RFP.

already implemented video analytics systems?	
Q26. How many new digital interventions are expected to be operational during the lifecycle of this project i.e. 36 months?	List is provided in RFP document.
Q27. Please confirm that storage will be hosted at same site where CCU equipment will be installed and if not, what will be the integration mechanism of existing storage with CCU Setup. Please clarify?	Storage will be hosted at FBR's primary data center.
Q28. Can we use existing domain controller for NTP or should we setup a New NTP Server for CCU setup, please clarify?	Both options are available, to be decided at time of deployment.
Q29. Please share the date and POC details for conduct of site survey for CCU setup location as site survey is mandatorily required before submission of bids to align our proposals accordingly?	Design documents and floorplan for site are attached herewith.
Q30. Please refer to Page 124 to 126, in BoQ there is no requirement mentioned for Firewalls for CCU setup. How security of CCU setup will be ensured, please clarify?	Firewall provision is not expected from bidders.
Q31. For the UPS, a single 30 kVA unit is required; however, this may create a single point of failure. It is therefore suggested to deploy redundant UPS systems, please advise?	Stated quantities are sufficient.
Q32. The stated requirements can be adequately accommodated within a 2U rack-mount server architecture, provided that FBR has no roadmap or foreseeable requirement for future CPU expansion or socket upgrades. Please clarify?	Expansion not required from vendor.
Q33. Please note that the 5th Gen Intel® Xeon® Platinum 85xx series has gone end-of-sale. Intel is currently transitioning its focus to the newer 6th Generation Xeon processors. Therefore, may we propose the latest Intel Xeon 6 processors for this solution? Kindly advise?	End-of-sale items should not be included in bid, as stated in the RFP equivalent or better specifications are acceptable and may be included.
Q34. A 1TB SAS SSD is not available from any vendor at this time. The closest available alternative is a 960GB NVMe SSD. Please advise if this option is acceptable or is higher capacity acceptable?	Acceptable
Q35. Is a RAID controller with 4 GB cache acceptable, considering that FBR has not	Yes, acceptable.

specified any cache requirement for the RAID controller, please clarify?	
Q36. The web-based KVM functionality is already integrated into the out-of-band management. Does FBR still require a separate hardware-based KVM solution?	Yes, required.
Q37. No firewall or Spine switches are mentioned on RFP page 126, please clarify?	Will be provided by BFR.
Q38. Nothing is mentioned about the DR site, it is assumed that all the required switching and security components are in place at DR site and will be in scope of FBR. Please clarify?	Will be provided by FBR.
Q39. Does FBR/PRAL require a leaf-spine IP fabric architecture with EVPN-VXLAN overlays, or will a traditional L2/L3 network design suffice? Also, please confirm whether service leaf switches are required and specify the number and types of interfaces needed?	02 Leaf server switches are required with specifications as stated in RFP.
Q40. It is assumed that secure connectivity between CCU site and PRAL site will be the responsibility of FBR. Please confirm?	Yes
Q41. It is also assumed that firewall and other security components at CCU site along with routers and hardware load balancers are not required and if needed for the solution, will be provided by FBR. Please confirm?	Yes
Q42. The details of neither the scope nor the number of sites are mentioned in the RFP document. Please clarify?	There is one site for CCU, and scope is clearly mentioned in RFP.
Q43. In the RFP, the number of servers has been specified. However, if additional servers are required for management nodes or worker nodes based on the solution design, will FBR provide these additional servers? Please clarify?	A minimum of 4 servers are required. If more are required for solutions proposed by vendors, these may be included in bids or stated as an additional query. Vendors may intimate how many servers are required for their proposed solution at PR site and DR site.
Q44. "There is an RBAC requirement mentioned in the RFP. Will FBR provide a RADIUS server to support this requirement, or should the bidder include it within the proposed solution? Please clarify."?	Requirement is as stated in RFP. Vendor may propose how these are to be met.
Q45. The RFP seeks DR/BCP with off-site backups. Is there a designated DR site (location, latency budget), and do you require L2 extension (VXLAN EVPN) or pure L3 between primary and DR? What are the RPO/RTO targets for network services?	DR/BCP application-level requirements are to be met by vendor. Infrastructure requirements shall be met by FBR. Vendors may intimate how many servers are required for their proposed solution at PR site and DR site.

### Queries from Excellence Delivered

Question	Response
Q1. Is the CCU expected to operate 24x7, and if so, what is the minimum staffing per shift?	Yes. Vendor must run 24/7 CCU operations with full operational staffing across three rotational shifts. Indicative Minimum shift staffing is Real-Time Monitoring Operators/Reporting/Operations Support Analysts: Day shifts 2–4, Night shift 1–2, with additional engineering roles provided as part of the overall team.
Q2. Can FBR clarify whether the CCU is purely operational/monitoring or if any decision-making or enforcement authority is expected from CCU staff?	No decision-making or enforcement authority is mandated/required from the CCU vendor.
Q3. Are there priority digital interventions (e.g., POS, production tracking, digital invoicing) that must be integrated in Phase-I?	All live interventions must be integrated in Phase-I.
Q4. Will FBR provide standard APIs/data schemas, or is the Vendor expected to develop custom integrations per system?	Where standard API's exist, these will be made available. For all others, the CCU Vendor is responsible for integrating with existing and future systems, consuming the operational data/indicators they expose, and implementing secure APIs/connectors/adapters using standards-based interfaces and formats
Q5. Is historical data ingestion required, or only real-time / near-real-time feeds?	Both are required
Q6. For Real time feed is there any requirement for Ai tool?	Solutions must meet desired KPIs and vendors to propose how solution will incorporate available technologies to this end.
Q7. Are cloud or hybrid deployments allowed, or must the entire CCU be on-premises?	Must be on-prem
Q8. What are the cybersecurity and data classification requirements (e.g., encryption standards, SOC/NADRA/FBR security guidelines)?	The RFP requires encryption, RBAC, audit logging, and controls aligned with FBR requirements and ISO-27001-aligned practices, and compliance with FBR/PRAL Information Security guidelines, including third-party vulnerability assessment and penetration testing.
Q9. Will the Vendor be given direct access to existing systems' technical teams for integration, or will coordination be routed centrally through FBR?	FBR will coordinate where required

Q10. Are there performance benchmarks or SLAs for data latency, dashboard refresh, or alert generation?	Performance SLAs/KPIs will be mutually agreed prior to contract signing, and will cover items such as system uptime, data ingestion, dashboard response times, alert accuracy, backup/retention and reporting.
Q11. Will FBR provide the physical facility (space, power, cooling, connectivity), or is this fully Vendor-managed?	To be provided by FBR
Q12. Are video walls, operator consoles, and servers expected to be procured upfront for peak scale, or phased over time?	The stated requirements are to be procured upfront.
Q13. Is there an approved hardware brand list, or are equivalent international brands acceptable?	The RFP states hardware specs are indicative and not prescriptive with respect to specific brands/models; vendors may propose equivalent or superior solutions provided requirements are met (Hardware Specifications section).
Q14. What are the minimum qualification and experience requirements for CCU operators and analysts?	Indicative staffing requirements are stated in the RFP. Vendors must ensure the staffing structures proposed meet the desired functions and the experience of qualification of individual profiles against each role are adequate to perform required functions.
Q15. Are law-enforcement or tax domain experts required onsite, or will FBR provide domain support?	Domain expertise will be provided by FBR.
Q16. How will CCU performance be measured (KPIs, success metrics, reporting frequency)?	CCU performance measurement is defined through a Performance Management Mechanism: KPIs, weightage, and review cadence mutually agreed pre-contract; KPIs set annually and reviewed quarterly; indicative KPIs are provided in the RFP and these will be finalized at contracting stage.
Q17. Is Vendor staff expected to prepare daily/weekly/monthly operational reports, and in what format?	Yes. The Vendor is required to produce structured monitoring and enforcement reports (scheduled and on-demand) and provide periodic SLA/KPI performance reports. Formats and timing will be agreed during contracting.
Q18. Should pricing be lump-sum for 3 years or year-wise / component-wise (CAPEX vs OPEX)?	Pricing should be year-wise and component-wise.
Q19. How should scalability additions (extra dashboards, cameras, operators) be priced—rate card or provisional sums?	Vendors may propose either ensuring costs and rationale are clearly defined.
Q20. Are price indexation or escalation allowed for long-term operational costs?	The RFP notes that any price adjustments for recurring costs due to inflation/major

	economic shifts/operational expansions shall be subject to mutual agreement and FBR approval
Q21. What is the payment milestone structure (installation vs operations)? And who will pay the vendor?	Payment milestones are defined in the Payment (GCC 11) section, including payments upon delivery/installation, after pre-commissioning & UAT, etc., and recurring quarterly service charges linked to KPI performance. Payments are made by FBR as Procuring Agency.
Q22. What is the technical vs financial weightage in evaluation?	The procurement follows a Single Stage: Two Envelope procedure and Least Cost Based Selection (LCBS): technical proposals are scored; only bids achieving at least 70% of total technical score qualify for financial opening; among technically qualified, lowest evaluated financial bid is selected (ITB / Determination of Most Advantageous Bid; Evaluation Criteria section).
Q23. Is there a minimum technical score threshold to qualify for financial opening?	Yes. Only vendors securing at least 70% of the total technical score qualify for financial evaluation (ITB / Determination of Most Advantageous Bid; Evaluation Criteria section).
Q24. Will past experience with FBR or similar revenue authorities carry additional marks?	The evaluation criteria are specified in Section V (Evaluation Criteria). It includes marks for relevant experience/projects, including evidence; marks are for relevance, and not necessarily experience with FBR.
Q25. Can a consortium include an international OEM with a local operations partner?	Joint ventures/consortia are addressed in the Instructions to Vendors (ITB) / Bid Data Sheet provisions on joint ventures. Consortium arrangements are permitted subject to meeting eligibility and submission requirements and providing the JV agreement/MoU as required (ITB – Joint Venture provisions).
Q26. Does FBR expect ownership of all dashboards, analytics logic, and source code developed?	Yes. Design documents, dashboards, source code and other deliverables developed specifically for the CCU become the sole and exclusive property of FBR, and administrative ownership of the project's version-control repository is to be transferred to FBR
Q27. What is the maximum liability cap for the Vendor under GCC/SCC?	The maximum liability cap is defined in the General Conditions of Contract: aggregate liability of the Supplier to FBR shall not exceed the total Contract Price

Q28. Are there penalties for false positives / missed alerts, or only for uptime and availability?	Payments and penalties are linked to KPI performance, including system stability/uptime, data accuracy/processing efficiency, support responsiveness, etc. Any additional penalties related specifically to false positives/missed alerts would be governed by the mutually agreed KPI set and contract annexure.
Q29. What is the exit and knowledge-transfer requirement at contract end?	Exit and knowledge transfer requirements are covered through documentation, training, and knowledge management obligations (Section V – training and documentation; run books; technical documents) and any specific handover/transition requirements will be detailed in the contract and close-out plan agreed with FBR.

#### Queries from Octans

Question	Response
Q1. Please clarify whether CCU data ingestion is expected to occur: <ul style="list-style-type: none"> <li>◦ Directly from vendor / factory systems</li> <li>◦ Via FBR-hosted APIs and/or databases</li> <li>◦ Through a hybrid integration model</li> </ul>	Data ingestion will occur via FBR-hosted database.
Q2. If a hybrid model applies, kindly indicate: <ul style="list-style-type: none"> <li>• Which categories of digital interventions are expected to integrate directly with CCU, and</li> <li>• Which will integrate via FBR systems, along with indicative payload characteristics (data structure, volume) and expected data submission frequency for each intervention type.</li> </ul>	N/A
Q3. For interventions providing periodic or batch data (e.g., daily or weekly):	KPIs will be agreed during contracting and BRD process.

<ul style="list-style-type: none"> <li>• Please confirm that real-time or near-real-time latency KPIs will not apply, and</li> <li>• That data timeliness will be evaluated based on the agreed ingestion mechanism per intervention.</li> </ul>	
<p>Q4. Please confirm whether all digital interventions are required to be fully integrated by the end of Stage-3, or whether phased / prioritized integration is acceptable</p>	<p>Integration will be required with all interventions that are live at the end of Stage-3</p>
<p>Q5. Please clarify whether CCU dashboards are expected to be:</p> <ul style="list-style-type: none"> <li>• Predefined, role-based operational dashboards with configurable KPIs and filters,</li> <li>• Fully configurable dashboards allowing authorized users to adjust layouts, charts, filters, and metrics via built-in configuration tools without custom development, or</li> <li>• A combination of both.</li> </ul>	<p>A combination of both</p>
<p>Q6. Please clarify whether the CCU platform is expected to support the complete alert lifecycle (assignment, action tracking, escalation, and closure) within CCU, or whether alerts are to be escalated to external systems after initial handling</p>	<p>Complete alert lifecycle.</p>
<p>Q7. Kindly provide an indicative number of users expected to actively perform alert assignment, updates, escalation, and closure within the CCU platform</p>	<p>Estimated at 50-100. To be determined during contracting.</p>
<p>Q8. Please confirm the intended scope of AI usage under the project, specifically whether it is limited to: Analytical functions (e.g., anomaly detection, sentiment analysis, summarization), and The taxpayer-facing chatbot, or whether additional AI use cases are envisaged.</p>	<p>Please note that the main functions of CCU are integration and analytics. Development of digital interventions, including chatbot are out of scope. Different technologies may be used for analytics, with rationale and associated costs clearly stated in bids.</p>
<p>Q9. Please confirm whether all AI components (including chatbot and analytics) are required to be deployed on-premises (e.g., local LLMs).</p>	<p>Please note that all CCU deployment is expected on-prem. Also note that chatbot development is not required of CCU vendor.</p>
<p>Q10. For social-media analysis, please clarify whether data acquisition is expected via:</p>	<p>Social-media scraping is not required of vendor and will be done independently. CCU</p>

Official platform APIs and/or licensed monitoring services, or Custom-developed scraping mechanisms	vendor will interact with data from social media scraping.
Q11. Please confirm whether AI-generated outputs (chatbot responses, alerts, sentiment insights, etc.) are required to be explainable and auditable, and whether any specific retention or audit requirements apply	Please refer to response for Q9 above.
Q12. Please clarify whether the taxpayer chatbot is expected to: <ul style="list-style-type: none"> <li>◦ Provide guidance based only on static/public tax information, or</li> <li>◦ Integrate with live FBR systems for taxpayer-specific queries</li> </ul>	Please refer to response for Q9 above.
Q13. Please confirm whether the chatbot will support authenticated interactions, or only anonymous/general guidance queries	Please refer to response for Q9 above.
Q14. Please clarify whether chatbot conversations are required to be logged and retained as official records, or whether only aggregate usage metrics are required within CCU	Please refer to response for Q9 above.
Q15. Please confirm whether existing cameras and/or NVRs support standard ONVIF protocols for video streaming, playback, and event retrieval	Query not relevant to RFP
Q16. Please confirm whether CCU application-level security controls (authentication, authorization, encryption, logging) must comply with any specific FBR or PRAL security standards	CCU solution must comply with FBR's cybersecurity and data privacy requirements and implement application-level controls aligned with recognized international best practices
Q17. Please confirm application level log retention and audit requirements (duration, accessibility, and compliance review expectations).	Minimum 90 days for hot cache.
Q18. Please confirm whether integration with any existing FBR identity and access management (IAM) system is required	To be determined during deployment.
Q19. Regarding disaster recovery: Does FBR require CCU compute and storage resources to be provisioned at the DR site (e.g., warm standby), or Is off site backup storage with documented DR/BCP procedures sufficient while compute remains at the primary site?	DR/BCP application-level requirements are to be met by vendor. Infrastructure requirements shall be met by FBR. RTO/RPO expectations will be clarified during contracting. For hot cache, bidders should clarify

<p>Q20. Kindly confirm the following DR and backup parameters:</p> <p>Required DR site location</p> <p>Recovery Time Objective (RTO)</p> <p>Recovery Point Objective (RPO)</p> <p>Requirement for immutable backups</p> <p>Backup frequency and retention periods</p> <p>Log aggregation and retention requirements (including SIEM integration and log-retention duration)</p>	<p>DR/BCP application-level requirements are to be met by vendor. Infrastructure requirements shall be met by FBR.</p> <p>RTO/RPO expectations will be clarified during contracting. Vendors may intimate how many servers are required for their proposed solution at PR site and DR site.</p>
<p>Q21. For each intervention type, please provide indicative:</p> <ul style="list-style-type: none"> <li>• Expected data volume (records/events per hour/day)</li> <li>• Typical record/message size</li> <li>• Submission frequency (real-time, batch, on-demand)</li> </ul>	<p>Information not required at bid stage.</p>
<p>Q22. Kindly confirm maximum acceptable time from event occurrence to CCU dashboard visibility:</p> <p>Camera offline</p> <p>Production drop (40% below baseline)</p> <p>Daily POS/DI mismatch</p> <p>Cargo route deviation</p> <p>System health alert</p>	<p>Query not relevant at bid stage.</p>
<p>Q23. The RFP states dashboards must load within 3 seconds. Kindly clarify:</p> <ul style="list-style-type: none"> <li>• Does this apply to all dashboards or only designated priority dashboards?</li> <li>• Does this include filter changes and drill-down actions?</li> </ul>	<p>To be finalized during BRD.</p>
<p>Q24. Please provide indicative number of active workflow users</p>	<p>Indicatively 50-100. To be confirmed during contracting.</p>
<p>Q25. Kindly clarify:</p> <ul style="list-style-type: none"> <li>• Expected concurrent live streams</li> <li>• Resolution (720p/1080p/4K)</li> <li>• Compression standard (H.264/H.265)</li> <li>• Live vs. playback requirements</li> </ul>	<p>Query not relevant at bid stage</p>

<ul style="list-style-type: none"> <li>Retention period accessible from CCU</li> </ul>	
<p>Q26. Please confirm alignment requirements with:</p> <ul style="list-style-type: none"> <li>FBR/PRAL security policies</li> <li>Government cybersecurity frameworks</li> <li>ISO 27001/NIST (reference or mandatory)</li> </ul>	See response to Q16.
<p>Q27. Is integration with existing AD/LDAP/SSO required?</p>	Integration with existing identity services may be required, to be finalized during BRD.
<p>Q28. Please confirm retention duration, accessibility level, and SIEM integration requirements.</p>	SIEM integration will be required. Retention durations and accessibility level will be confirmed during BRD.
<p>Q29. Please provide total and peak concurrent users by category (operators, field officers, analysts, management).</p>	Not required at bid stage
<p>Q30. Please confirm hot, warm, and cold retention requirements for:</p> <ul style="list-style-type: none"> <li>Analytics data</li> <li>Video</li> <li>Audit logs</li> <li>Historical reports</li> </ul>	Hot DR/BCP application-level requirements are to be met by vendor as specified in the RFP. Infrastructure requirements shall be met by FBR. Vendors may intimate how many servers are required for their proposed solution at PR site and DR site.
<p>Q31. Also advise:</p> <ul style="list-style-type: none"> <li>Regulatory retention mandates</li> <li>Expected data volume by Year-3</li> </ul> <p>Annual growth projections</p>	Query not related to bidders.
<p>Q32. Please confirm:</p> <ul style="list-style-type: none"> <li>Whether site-to-data-center connectivity is already provisioned</li> <li>Whether vendor must provision network links</li> <li>Assumed bandwidth per region/site</li> </ul>	Connectivity will be provisioned by FBR.
<p>Q33. Please indicate known peak periods and expected intervention/user growth over 3 years.</p>	Query not related to CCU bids.
<p>Q34. Please clarify:</p>	Not required from vendor

<ul style="list-style-type: none"> <li>• CVE monitoring responsibility</li> <li>• Critical patching SLA</li> <li>• SBOM requirement</li> <li>• Library update approval process</li> </ul>	
<p>Q35. Please confirm:</p> <ul style="list-style-type: none"> <li>• Source code access during contract</li> <li>• Preferred handover format (Git export, ZIP, etc.)</li> <li>• Requirement for full Git history, CI/CD configs, and build scripts</li> </ul>	Handover must not use public environments.
<p>Q36. Please clarify:</p> <ul style="list-style-type: none"> <li>• Deployment authority and CAB process</li> <li>• Zero-downtime requirement vs. maintenance windows</li> <li>• Database schema change control</li> </ul>	To be finalized during contracting
<p>Q37. Please confirm required environments (DEV, SIT, UAT, Staging, PROD) and provisioning responsibility.</p>	The bidder shall be required to conform to all stages of the Software Development Lifecycle (SDLC) and therefore must ensure availability of the necessary environments for development, testing, and deployment subject to approval by FBR.
<p>Q38. Please confirm which updates are included in base contract and expected response/resolution timelines for Critical/High/Medium/Low issues.</p>	To be finalized during contracting
<p>Q39. Please clarify:</p> <ul style="list-style-type: none"> <li>• Change Order vs. operational change request mechanism</li> <li>• Threshold for formal Change Orders</li> <li>• UAT acceptance criteria, duration, and final sign-off authority</li> </ul>	To be finalized during contracting
<p>Q40. Please confirm:</p> <ul style="list-style-type: none"> <li>• Language requirements (English/Urdu/Bilingual)</li> <li>• Data export format at contract end</li> <li>• Transition support period and migration expectations</li> </ul>	Language (Page 123), transition support (Page 94), and contract end responsibilities (Page 216) are stated in the RFP document.

<ul style="list-style-type: none"> <li>• Outgoing vendor responsibilities during handover</li> </ul>	
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**Queries from Arcana**

<b>Question</b>	<b>Response</b>
<p>Q1. We hereby advocate and request for reconsidering the requirement of up to PKR 3 billion annual turnover and also correction/removal of the PKR 1 billion as the minimum annual turnover mandatory requirement that appears to be written inadvertently, considering there will be very limited competition, specifically related to this tender and it may result in participation by a single or particular bidder only. We assure that it will definitely be in favor of FBR and the public exchequer</p>	<p>Any changes to requirements will be intimated to bidders.</p>