



GOVERNMENT OF PAKISTAN
FEDERAL BOARD OF REVENUE
(PAKISTAN RAISES REVENUE PROGRAM)

Re. No. PK-FBR-531077-CS-QCBS

Islamabad, the 4th March, 2026

Subject: MINUTES OF MEETING OF VIRTUAL INFORMATION SESSION - DEVELOPMENT OF AN INTEGRATED AI-POWERED KNOWLEDGE, TRAINING & ASSESSMENT PLATFORM FOR PAKISTAN CUSTOMS

Federal Board of Revenue (FBR), called the Expression of Interest (EOIs) in accordance with the World Bank's "Procurement Regulations for IPF Borrowers" Fifth Edition September, 2023 ("Procurement Regulations") for the subject consultancy services. A virtual information session was held on 18th February, 2026 at 1130 hours. Officials of FBR and representatives of the firms as per the attached tables at Annex - I, attended the information session. The purpose of the information session was to provide clarifications on queries/questions raised by the participating representatives of firms on REOI and on the Terms of Reference (TORs) document to facilitate them in preparation of the EOIs/Applications and understanding of the consultancy services.

2. Program Director, National Targeting Center welcomed the participant and concisely explained the objectives of the assignment and the important provisions of the TORs Document. Thereafter, Project Director, NTC delivered a detailed presentation on the TORs. The representatives of firms were then invited to present their queries for clarification by the Team which were accordingly addressed and discussed at length.

3. Program Director, National Targeting Center informed the participants to also forward queries on the e-mail address given in the advertisement and thanked them for their interest and efforts in attending the session. The following table provides all queries by the firms received through email along with the corresponding clarifications and responses:

S#	Queries by Firms	Clarifications/Responses
1	Infrastructure & Hardware: Do your servers include dedicated GPU(s)? If yes, could you please share the GPU specifications (model, VRAM, quantity, etc.)?	The respondent shall carry out an analysis of the requirements and all existing FBR data centers. Firm shall be expected propose a scalable infrastructure aligned with expected performance requirements. Any proposed hardware specifications must comply with the Government of Pakistan's Cloud-First Policy and related

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		security and data governance requirements as per TORs Section 6.1.
2	<p>Chatbot Usage & Performance:</p> <p>How many users are expected to use the chatbot concurrently?</p>	<p>Total unique monthly visit can be around 100,000. Adoption rates may cause variance. The design should scale gracefully to handle load and concurrency.</p> <p>The above number/figures is indicative, firms are expected to propose scalable architecture accordingly as per TOR Sections 5 and 6.</p>
3	What is the expected latency for processing RAG-based chatbot responses (in seconds)?	Sub ten second.
4	What would be considered an acceptable response time for at least 90% of chatbot queries?	5 seconds.
5	<p>Exam Module Requirements:</p> <p>During exams, what is the maximum acceptable delay when:</p> <p>Loading exam questions?</p> <p>Submitting responses?</p> <p>Should question generation be:</p> <p>Pre-generated before the exam session, or</p> <p>Generated dynamically during the exam (on-demand)?</p>	<p>The questions should be loaded instantaneously.</p> <p>As per TORs Section 5.1.5, the AI engine must be capable of dynamic question generation.</p>
6	<p><u>LM Deployment Policy:</u> Section 5.1.5 specifies open-source LLMs, while the architecture diagram mentions GPT-4. Can FBR confirm if commercial API-based models (e.g., Azure OpenAI) are acceptable if they meet government cloud policies, or is the solution restricted to locally hosted open-source models?</p>	TORs Section 5.1.5 requires selection of a state-of-the-art open-source LLM with justified model choice. The reference to GPT-4 in the conceptual diagram is illustrative and not prescriptive.
7	<p><u>Infrastructure Responsibility:</u> For cloud-based deployments, should the vendor include the recurring hosting/consumption</p>	As per TOR Section 5.1.1, the vendor must conduct deployment analysis (CAPEX/OPEX comparison).

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	costs (OPEX) in the financial proposal, or will FBR handle these Infra costs directly?	<p>For proposal purposes:</p> <ul style="list-style-type: none"> • Firm should clearly separate: <ul style="list-style-type: none"> ○ One-time development costs ○ Recurring infrastructure/hosting costs (if applicable) • Recurring cloud consumption costs may be presented as indicative estimates. • Final hosting responsibility (whether managed by FBR or bundled under managed services) will be clarified at RFP stage.
8	<u>Information security:</u> Is the firm responsible to add information security features in the solution, as such information is not added in the initial document?	Yes. Information security is a mandatory cross cutting requirement. Please refer TORs Section 6.1 and Section 6.3. The Firm will be fully responsible for designing and implementing appropriate security controls.
9	<u>API Readiness:</u> Are the required REST/SOAP APIs for WeBOC and PSW currently available and documented for integration, or is the vendor responsible for developing these endpoints?	Please refer to TOR Section 5.3.1
10	<u>Data Provisioning:</u> Will the FBR provide a structured, machine-readable database of Customs laws and SROs at kick-off, or is the vendor responsible for the manual digitization and OCR of legacy PDF/paper documents?	<p>FBR will provide access to authoritative source materials.</p> <p>However:</p> <ul style="list-style-type: none"> • The vendor is responsible for digitization, structuring, metadata tagging, and OCR (where required), as specified under TORs Section 5.1.3 • Documents may be provided in mixed formats (PDF, Word, scanned copies). • Structured transformation into a machine-readable knowledge base is within vendor scope.

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11	<p><u>Content Conversion Volume</u>: Regarding the conversion of training materials into e-learning modules, what is the estimated volume (total hours or page counts) of legacy content to be processed?</p>	<p>Exact volume will be validated during inception and stakeholder consultations as per TORs Section 5.2.3.</p>
12	<p><u>Users</u>: Firm request to provide brief information about user and their categories.</p>	<p>The system must support role-based access and permissions as per TORs Section 5.2.3.</p> <p>Primary user categories shall include but not limited to:</p> <p>Knowledge Hub:</p> <ul style="list-style-type: none"> • Traders / Importers / Exporters • Clearing Agents • Customs Officers • General Public (General public accessibility, especially of the chatbot is a mandatory requirement) <p>CAPLMS:</p> <ul style="list-style-type: none"> • Licensing Candidates (Agents/Brokers) • Customs Officers (training & promotion) • CAP Administrators • Directors / Principals etc • IT / System Administrators etc
13	<p><u>Curriculum Design</u>: Need information about the syllabus, that if already designed by Customs Academy? If yes, then in which form i.e. Digital/Manual? And also inform if there is any set frequency to update the curriculum?.</p>	<p>The Customs Academy currently maintains curriculum frameworks in different formats. Detailed syllabus will be provided at later stage. In addition, the updates are event-driven.</p>

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14	<u>Web/Android/IOS Apps</u> : Please confirm if both android and IOS apps are required?	Please refer TORs Section 5.2.1
15	<u>Support & Maintenance</u> : Should the costs for the mandatory two-year post-deployment support plan be itemized in this financial proposal?	Yes.
16	Technical vs Financial Weighting: Could you please confirm the technical and financial weight split under QCBS, and whether minimum technical thresholds will apply before financial opening?	The Consultant will be selected using QCBS as stated in the REOI. The detailed weight split (Technical/Financial) and minimum technical qualifying score will be specified in the RFP stage. Yes, a minimum technical threshold will apply prior to financial proposal opening, in accordance with World Bank Procurement Regulations (IPF, Sept 2023).
17	Technical Evaluation Breakdown: Within the technical evaluation, how will scoring be distributed across AI architecture, LMS functionality, integration capability, security/compliance, and change management?	Detailed scoring distribution will be provided in the RFP stage.
18	Preferred Hosting Model: Does FBR currently have a strategic preference between on-premises, government cloud, or hyperscaler cloud environments?	TORs Section 5.1.1 requires the vendor to conduct comparative analysis of on-premises and cloud models. FBR does not mandate a single hosting model at this stage. Proposals must comply with the Government Cloud-First Policy and data sovereignty requirements as per TORs Section 6.1.
19	EOI Evaluation Criteria: Could you kindly confirm whether the shortlisting evaluation at the EOI stage will be based strictly on the criteria outlined in the REOI, or whether any additional qualitative or institutional factors will also be considered?	Shortlisting will be conducted strictly in accordance with the criteria outlined in the REOI.

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20	<p>Consortium / JV Evaluation: In the case of a consortium or joint venture, will experience and qualifications be evaluated cumulatively across all partners, or primarily based on the lead firm?</p>	<p>Experience and qualifications will be evaluated cumulatively across partners.</p>
21	<p>Data Sovereignty Constraints: Are foreign-hosted LLM inference APIs permissible, or must all model inference and data storage reside within Pakistan?</p>	<p>All solutions must comply with TORs Section 6.1.</p>
22	<p>Infrastructure Responsibility: Should hosting infrastructure costs be included in the proposal, or will infrastructure be provisioned separately by the client?</p>	<p>Please refer to the TORs section 5.1.1. Firm must propose deployment architecture and clearly indicate associated costs</p>
23	<p>Prototype Gate Benchmarks: Are there defined quantitative benchmarks for the Prototype Gate (e.g., retrieval accuracy %, hallucination tolerance, response latency)?</p>	<p>The Prototype Gate is defined in TORs Section 6.4.</p>
24	<p>Validation Authority: Who will formally validate successful passage of the AI performance gate, and what testing methodology will be used?</p>	<p>Successful passage of the performance gate will be validated by the designated team/committee of FBR. Testing methodology will include structured test cases, benchmark datasets, and performance validation under QA/UAT procedures as per TOR Section 5.3.1.</p>
25	<p>AI Governance Structure: Has FBR established a formal AI governance or oversight body to supervise model performance, updates, and risk management post-deployment?</p>	<p>AI oversight will be embedded within FBR's institutional governance structure. In addition, please refer to the TORs section 5.3.6.</p>
26	<p>Corpus Readiness: Has the complete legal and regulatory corpus already been digitized and structured, or will vendors be responsible for primary digitization and normalization?</p>	<p>The vendor is responsible, please refer the TORs Section 5.1.3.</p>

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27	Corpus Details: Does the corpus mainly consist of PDFs and Docs? What language(s) is in the corpus?	Primary formats: PDF, Word documents, scanned documents. Languages: Primarily English; certain supporting materials may include Urdu.
28	Corpus Size Estimate: Could you provide an estimated scale of the knowledge base (number of documents/pages/data volume)?	Final volume confirmation will occur subsequently.
29	Regulatory Update Frequency: What is the anticipated frequency of regulatory updates that would require knowledge base refresh (e.g., budget-cycle intensive changes)?	Update frequency is event-driven rather than fixed. The platform must support rapid knowledge refresh cycles.
30	Chatbot Platform: Where should the chatbot live? Will it be a website, an android or IOS app, WhatsApp?	Mandatory requirement: Responsive web-based platform (desktop & mobile browser) and native Android/iOS apps . WhatsApp integration may be proposed as value-added features.
31	Chatbot Functionality: Does the chatbot need to perform any actions or just answer user questions? What languages should it support in conversation?	Primary function: Provide citation-backed responses to user queries (RAG-based). Mandatory languages: English and Urdu as per TOR Section 5.2.1.
32	Integration Maturity: Are PSW and WeBOC APIs fully documented and available in sandbox environments for early-stage integration testing?	Please refer to TORs Section 5.1.1.
33	Scalability Requirements: What is the estimated daily users and the maximum number of concurrent users that the Chatbot should be able to handle?	Already responded above. Architecture must be horizontally scalable.
34	Current LMS Platform: Could you confirm whether the Customs Academy currently operates a functional LMS/TMS, and if so, what platform and technology stack it is built on?	Detailed technical assessment will occur during Phase I under "Reuse-First" principle as per TOR Section 6.2.
35	Enhancement vs Replacement: Under the "Reuse-First"	Under TORs Section 6.2: Enhancement is preferred where technically

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	principle, is the preferred approach to enhance the existing LMS, or would full replacement be acceptable if technically justified?	feasible and cost-effective. Full replacement is acceptable if justified through structured analysis.
35	Access for Technical Assessment: Will shortlisted firms be granted access to review the current LMS architecture prior to RFP submission?	Shortlisted firms at RFP stage may be provided additional system information, subject to confidentiality protocols.
37	API Readiness: Does the existing LMS expose APIs or modular integration capabilities that would support AI engine integration and dynamic question generation?	Vendors should assess integration feasibility during inception phase.
38	Scalability Benchmarks: What is the expected maximum concurrent user load for training sessions and high-stakes examinations?	This will be addressed at the RFP stage.
39	EOI Submission Timeline: In view of the proximity of the EOI submission deadline to the upcoming Eid holidays, we respectfully request the Authority to consider extending the submission timeline to facilitate broader participation and ensure the preparation of comprehensive submissions.	Existing submission deadline shall prevail.
40	Are there any systems that are mandatory to integrate besides PSW/WeBOC (e.g., HR systems, identity directories, email/SMS gateways)? For WeBOC integration: what specific use cases are required at go-live (authentication, data lookup, entitlement)	At present, the mandatory requirements are PSW/WeBOC. Further systems, if any, could be identified during Inception/Discovery in mutual consultation. But in future, TORs require an API frame for future integrations. As specified in TOR Section 5.3.1, integration with Pakistan Single Window (PSW) for authentication and development of an API framework for potential future integration with WeBOC are mandatory requirements.

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41	Please share an estimated inventory/volume of content to digitize: number of documents, approximate pages, and file formats.	An indicative estimate is several hundred statutory instruments and circulars, as the knowledge base shall include at minimum the Customs Act, Rules, SROs, CGOs, Pakistan Customs tariff and all other related and allied rules, regulations, notifications, valuation rulings etc including the allied regulatory instruments.
42	Are there authoritative source repositories for: laws, SROs, CGOs, valuation rulings, tariff? Who owns each source?	Authoritative sources include minimum the following: <ul style="list-style-type: none"> • FBR official records and legal wing archives • Directorate General of Valuation (for valuation rulings) • Pakistan Customs Tariff publications • Official Gazette notifications • Ownership remains with the Government of Pakistan (FBR/Pakistan Customs). Firm will be granted controlled access for digitization and structuring purposes.
43	Please confirm exam question types required at go-live: MCQs only , or MCQ + open-ended (both are mentioned).	Both MCQs' and Open-ended.
44	Should the engine also support manual question authoring and a moderated question bank, in addition to AI generation?	Yes.
45	Do you require virtual classrooms/live sessions at go-live, or is this future-phase?	Virtual classrooms / live sessions are required at go-live. The system must support LMS-standard features, including blended learning capabilities as per TOR Section 5.2.3.
46	Do you require candidate biometric verification, photo capture, or ID scanning?	Yes
47	For "paired work" during final 3 months: is this onsite, remote, or hybrid, and what weekly time commitment is expected?	As per TORs Section 5.3.5 paired work is a mandatory knowledge transfer mechanism.

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		Therefore, an onsite model with full-time commitment.
48	Support: what are the target SLAs for incidents (P1/P2/P3), and what is meant by “surge support” during budget cycles?	As per TORs section 5.5.5, two years support plan must include SLA. Needs more clarity regarding SLA for incidents. Secondly, during budget cycles, users may use the system in increased numbers for budgetary changes.
49	What is the expected peak monthly active users for the Knowledge Hub and peak concurrent users for CAPLMS exams?	We can assume 100,000 users in a month. Adoption rates may cause variance. The design should scale gracefully to handle load and concurrency.
50	Could you please share the specific requirements for the EOI submission? I’d appreciate guidance on what exactly needs to be included.	<p>Firms are advised to keep submissions focused on demonstrating qualifications and experience relevant to the assignment requirements outlined in the REOI and TORs. Interested consulting firms may submit Expression of Interest (EOI) demonstrating their qualifications and relevant experience in accordance with the shortlisting criteria outlined in the issued REOI and TORs.</p> <p>Please refer the REOI and TORs, the EOI submission should include, at a minimum, the following:</p> <ol style="list-style-type: none"> 1. Company Profile and Legal Status <ul style="list-style-type: none"> ○ Certificate of incorporation/registration. ○ Number of years in operation (minimum three (3) years as specified in the REOI). ○ Core business areas relevant to the assignment. ○ Detailed profile. 2. Relevant Experience <ul style="list-style-type: none"> ○ Evidence of at least two (2) successfully completed projects involving AI, NLP, Conversational AI (Chatbots), or Machine Learning solutions.

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		<ul style="list-style-type: none"> ○ Demonstration of capability in Retrieval-Augmented Generation (RAG) or semantic search architectures. ○ Description of experience in knowledge management platforms, LMS development, system integration, and public-sector digital transformation (if applicable). ○ Brief project summaries including client name, scope, duration, and completion status. <p>3. Data Privacy & Security Compliance Experience</p> <ul style="list-style-type: none"> ○ Evidence of experience in implementing secure applications. ○ Familiarity with OWASP security standards, particularly for web applications and LLM environments (if applicable). <p>4. Technical and Managerial Capacity</p> <ul style="list-style-type: none"> ○ Description of the firm’s organizational structure. ○ Availability of multidisciplinary technical resources. ○ Confirmation that the firm has adequate technical and managerial capability to deliver the services described in the TORs. <p>5. Conflict of Interest & Eligibility Declarations</p> <ul style="list-style-type: none"> ○ Confirmation of absence of conflict of interest in accordance with paragraphs 3.14, 3.16, and 3.17 of the

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		<p>World Bank Procurement Regulations.</p> <ul style="list-style-type: none"> ○ Confirmation of eligibility in accordance with paragraphs 3.21–3.24 of the Procurement Regulations. <p>6. Association (if applicable)</p> <ul style="list-style-type: none"> ○ If submitting as a Joint Venture or with sub-consultants, clearly indicate the nature of association and roles of each party.

4. The meeting ended with a vote of thanks.

Annex - I

Table – a: List of FBR’s Participants-

Sr#	Name	Designation	Role
1	Mr. Mumtaz Ali Khoso	Director General, Custom Academy	Chairman
2	Mr. Zohaib Sandhila	Deputy Director, Custom Academy	Secretary / Member
3	Ms. Mahvish Shah	Additional Director	Member
4	Mr. Abdul Razzaq	GM PRAL	Member
5	Mr. Ali Asad	Secretary TDU	Member
6	Mr. Salman Javaid	Project Director NTC	Member
7	Mr. Shaikh Muhammad Saqib	Lead AI Engineer “DMO” (PSW)	Member
8	Mr. Syed Zafer Ali Shah	Procurement Specialist, PRRP	Member
9	Mr. Shaoor Javaid Alvi	Assistant Procurement Specialist, PRRP	Member
10	Mr. Shahzad Ali Shah	Contract Management Specialist	-

Table – b: List of Firms’ Participants-

S#	Firm’s Name	Representative Name
1	KPMG	Ehtisham ul Haq
2	Data Pilot	Arslan Zahid
3	Codistan Pvt Ltd	Muhammad Waseem Khan
4	KPMG	Abdullah Nafees
5	A.F. Ferguson & Co. (PwC Pakistan)	Abdullah Ahmed (Director)
6	A.F. Ferguson & Co. (PwC Pakistan)	Saad Omer (Assistant Manager)
7	A.F. Ferguson & Co. (PwC Pakistan)	Hammad Javed (Senior AI Consultant)
8	GAT Consulting Pvt Ltd	Saba Ahsan Ali
9	Acrux Technologies Pvt Ltd	Omar Khan
10	Laxycone Technologies	Syed Farhan Ahmed
11	KPMG	M Talha Tanveer
12	KPMG	Yousuf Butt (Director Data Advisory)
13	Oculus Systems Pvt. Ltd	Muhammad Umair
14	EY	Hassan Jamshaid