



**GOVERNMENT OF PAKISTAN  
FEDERAL BOARD OF REVENUE  
(PAKISTAN RAISES REVENUE PROGRAM)  
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Re. No. 3(13)/2026-Addl.Dir(P&F)

Islamabad, the 12<sup>th</sup> May, 2026

**Subject: MINUTES OF THE PRE-BID MEETING - PROCUREMENT OF MICROSOFT OFFICE LTSC PROFESSIONAL PLUS 2024 FOR FBR (IRS AND PCS ACADEMIES) [3(13)/2026-ADDL.DIR(P&F)/ 542112]**

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 05<sup>th</sup> May, 2026 at the Skylight Arena, Federal Board of Revenue (FBR), FBR House, Constitution Avenue Islamabad, Pakistan.

2. The meeting was chaired by the Chief (Systems) and was attended by the FBR officers and officials of Program Office, technical team of PRAL & 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 Assistant Procurement Specialist gave a brief overview of the World Bank Procurement Guidelines and approved of 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](http://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#	RFB Section	Specifications as per RFB	Queries/Suggestion	Clarifications by FBR
1.	Section III. Evaluation and Qualification Criteria (EQC) Qualification of Bidder (ITB 37)	(b) Specific Experience: The Bidder shall demonstrate that it has successfully completed at least three (01) contracts or projects within the last five (05) years prior to bid submission deadline. These contracts or projects must be similar in nature and complexity to the Goods and related Services being procured, with a cumulative value of at least PKR 50 million. For a joint venture, this requirement may be met by all members combined.	Seems to be a clerical error, please clarify whether at least three (03) or one (01) contracts to be demonstrated?	Specific Experience: The Bidder shall demonstrate that it has successfully completed at least three (03) contracts or projects within the last five (05) years prior to bid submission deadline. These contracts or projects must be similar in nature and complexity to the Goods and related Services being procured, with a cumulative value of at least PKR 50 million. For a joint venture, this requirement may be met by all members combined. <b>Clarification:</b> It is clarified that similar in nature and complexity to the Goods and related Services being procured refers to any Microsoft Office and allied Microsoft Software Products.
2.	Section II. Bid Data Sheet (BDS) Clause 14.8	Final Destination (Project Site): IRS and PCS Academies in Lahore and Karachi. Place of destination: IRS and PCS Academies in Lahore and Karachi.	Kindly provide user information, including the names, office locations, and cities? This will help us plan efficiently for each site.	The required clarification is already addressed in clause 14.8 of the Bid Data Sheet (BDS).
3.	Section V. Schedule of Requirements (SOR)	-	Is there a centralized deployment solution available, such as SCCM or Ivanti EPM, that we can leverage for installation?	The bidder has to provide the licenses for the MS Office LTSC 2024 Professional Plus (Perpetual Licensing) and its online activation through Microsoft Portal.
4.	Section V. Schedule of Requirements (SOR)	-	If a centralized solution isn't in place, can installation be performed remotely using any existing remote access tools like AnyDesk or VNC, or is physical presence required at each office?	FBR team will install the MS office. The installation and activation will be done on individual basis through Microsoft licensing portal.
5.	Section V. Schedule of Requirements (SOR)	-	Client machines meet the required operating system and hardware specifications for Office LTSC 2024 <a href="#">Overview of Office LTSC 2024 - Office   Microsoft Learn</a> . Could you provide an overview of the current environment to verify compatibility with these requirements?	Yes, FBR has latest Core I7, I5 Gen. 14 <sup>th</sup> with NVMe, 16 GB PCs and Laptops which meets the required hardware specifications.
6.	Section V. Schedule of Requirements (SOR)	-	Please share the educational academies and their tenant details for onward sharing with OEM for release of educational pricing.	Following are the FBR Academies <b>Inland Revenue Services</b> i. IRS Academy Lahore, ii. IRS Academy Karachi, iii. IRS Academy Islamabad <b>Pakistan Custom Service</b> i. PCS Academy Lahore ii. PCS Academy Karachi iii. PCS Academy Islamabad

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7.	Section III. Evaluation and Qualification Criteria (EQC)	-	Could the Authority confirm whether bidders are required to be Microsoft LSP/CSP-authorized directly, or whether participation through an authorized reseller chain (with documentary evidence) is acceptable under the tender's eligibility criteria?	Please refer to Clause 3(d) of the Evaluation and Qualification Criteria (Section III).
8.	Section V. Schedule of Requirements (SOR)	-	Could FBR clarify the expected license deployment model (perpetual MAK/KMS activation) and the precise unit quantities per Field Formation, to enable accurate pricing and delivery scheduling?	FBR requires the perpetual licensing deployment Model. The delivery destinations are given in ITB 14.8.
9.	Section V. Schedule of Requirements (SOR)	-	Technical Specs — Exact Build  The RFP specifies "Microsoft Office LTSC Professional Plus 2024" but does not state the exact build/version number (e.g., Version 2024, Build 17928.xxxxx). Please confirm the precise version/build required to ensure license and media compatibility.	Microsoft Office LTSC Professional Plus 2024 is required with latest version of build, release.
10.	Section V. Schedule of Requirements (SOR)	-	Licensing Model — Open vs. Specific Agreement  Section V states volume licensing is required. Please confirm which specific Microsoft Volume Licensing program is acceptable: Microsoft Open License, Open Value, Enterprise Agreement (EA), or Government (Gov) EA. Can the Supplier use an existing EA they hold, or must a fresh agreement be structured for this PO?	FBR Requires the Government (Gov) EA Agreement for licensing required under this RFB.
11.	Section V. Schedule of Requirements (SOR)	-	Activation Method — Online vs. KMS vs. MAK  The RFP mentions activation through the "official Microsoft portal." Please clarify whether activation will be: (a) Online individual activation per machine, (b) Key Management Server (KMS) — which requires FBR to host a KMS server, or (c) Multiple Activation Keys (MAK). Will FBR network/firewall allow outbound activation traffic, or is an offline/KMS method required?	FBR requires Microsoft Portal access and activation will be Online and individual basis for Microsoft Office LTSC 2024 Professional Plus edition for end users.

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12.	Section V. Schedule of Requirements (SOR)	-	Deployment Environment — Existing OS & Infrastructure  What is the operating system (version and architecture — 32-bit or 64-bit) currently installed on the target machines at IRS and PCS Academies? Is Active Directory / Group Policy available for centralized deployment, or will individual machine-by-machine installation be required?	FBR has latest machines (laptops, Workstations) with Core I7, Core I5 Gen 14 <sup>th</sup> OS Windows 11 professional and Windows 10 Professional 64-bit. Installation will be done individually by FBR Technical team in assistance with OEM partner/bidder.
13.	Section V. Schedule of Requirements (SOR)	-	Exact Number of Machines per Site  Of the 6,000 licenses, how many machines are located at: (a) IRS Academy, Lahore, and (b) PCS Academy, Karachi? What are the working hours and access protocols at each site for installation teams?	Please refer to the RFB requirement and bidder has to provide the licenses as required in Schedule of Requirements. Installation will be done individually by FBR Technical team in assistance with OEM partner/bidder.
14.	Section V. Schedule of Requirements (SOR)	-	Site Readiness & Hardware Compatibility  Has FBR verified that all 6,000 machines meet the minimum hardware requirements for MS Office LTSC 2024 (1.6 GHz dual core, 4GB RAM, 4GB disk)? Will the Supplier be held liable for installation failures caused by non-compliant hardware?	FBR has latest machines (laptops, Workstations) with Core I7, Core I5 Gen 14 <sup>th</sup> OS Windows 11 professional and Windows 10 Professional 64-bit. Installation will be done individually by FBR Technical team in assistance with OEM partner/bidder.
15.	Section V. Schedule of Requirements (SOR)	-	Existing Software Conflict/Uninstallation  Are older versions of Microsoft Office (2016, 2019, 2021) currently installed on target machines? Is the uninstallation of existing Office versions part of the Supplier scope, or will FBR handle this independently before installation begins?	The bidder has to provide the licenses and access to Microsoft enterprise portal. Rest of the installation will be responsibility of FBR team. The bidder/supplier has to provide technical support in case any requirement.
16.	Section V. Schedule of Requirements (SOR) 3. Technical Specification	Note: The goods shall be delivered in a USB/ Flash Drive/ Pen Drive in addition to any other form identified by the Purchaser at the time of signing of contract or issuance of PO, as per aforementioned Schedule.	USB/Flash Drive Specification  The RFP states delivery will be on USB/Flash Drive. Please specify:  (a) USB standard required (USB 2.0 or 3.0),  (b) minimum storage capacity required per USB, and	(a) & (b) The USB/ Flash Drive/ Pen Drive must be capable of accommodating the required licensing details and there is no restriction on providing USB/ Flash Drive/ Pen Drive with 2.0 or 3.0 versions and the minimum storage capacity. (c) FBR will accept a single master USB/ Flash Drive/ Pen Drive containing the details of all the required licenses in addition to the

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			<p>(c) whether FBR will accept a single master USB for imaging purposes or requires individual USBs for each license.</p> <p>Remove above clause as Microsoft licenses are provisioned and managed exclusively through the Volume Licensing Service Center (VLSC) portal, where customers can securely access, verify, and download the required software. This ensures compliance, authenticity, and ease of management without the need for physical media.</p> <p>Delivering licenses via USB/Flash Drive is not applicable in this case, as all entitlements are digitally available through VLSC. We therefore propose that the clause be omitted to align with Microsoft's standard licensing delivery process.</p>	<p>Volume Licensing Service Center (VLSC) portal.</p>
17.	<p>Section III. Evaluation and Qualification Criteria (EQC) 3. Qualification of Bidder (ITB 37)</p>	<p>(c) Documentary Evidence: The Bidder shall furnish documentary evidence to demonstrate that the goods it offers meet the following usage requirement:</p> <p>ii. Moreover, if applicable, the Supplier shall furnish the user documentation, the operation manuals, and service manuals for each appropriate unit of the supplied Goods and other information pertaining to the performance of the Goods, in hard copy format, in soft copy format and in the form of on-line help, before the Goods are taken over and accepted by the Purchaser.</p>	<p>User Manuals &amp; Documentation</p> <p>Criterion 3(c) requires user, operation, and service manuals in hard copy, soft copy, and online help format. Please clarify:</p> <p>(a) How many hard-copy sets are required?</p> <p>(b) Is MS Office standard Microsoft documentation acceptable, or is FBR-customized documentation required?</p>	<p>(a) The successful bidder shall furnish four hard copy sets, two for each academy.</p> <p>(b) MS Office standard Microsoft documentation is acceptable.</p>
18.	<p>Section VII. Special Conditions of Contract SCC 28.5, 28.6</p>	<p>Where applicable, the period for repair/ replacement/ resolution shall be:</p> <p>Response Time: within 24 hours Resolution Time: within 48 hours The response and resolution times: 24 X 7 X 365 during the warranty/ after-sales support period.</p>	<p>Warranty Coverage Scope</p> <p>The warranty response time is 24 hours and resolution time is 48 hours, 24x7x365. Please clarify whether the warranty obligation covers:</p> <p>(a) software defects/bugs (Microsoft responsibility), (b) re-installation due to OS crashes, or (c) user error/reinstallation requests. Who is the point of</p>	<p>The Warranty shall be as per clauses defined in the RFB. Moreover, the TAC, Support ticket escalation should be available through licensing portal in case of escalation to Microsoft. The Bidder/Supplier has to extend the support in case of any issue.</p>

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			escalation if a defect is in Microsoft code and not the Supplier installation?	
19.	Section V. Schedule of Requirements (SOR)	-	<p>Software Updates During Contract</p> <p>The RFP states "major/minor stable releases" must be provided. MS Office LTSC 2024 is a fixed/perpetual product with security updates but no feature updates under LTSC. Please confirm: does FBR expect feature upgrades (e.g., to a future LTSC version), or only security/quality patches as released by Microsoft?</p>	FBR requires MS Office LTSC 2024 Professional Plus perpetual product with security updates including feature updates under LTSC.
20.	Section V. Schedule of Requirements (SOR)	-	<p>Inspection &amp; Acceptance Process</p> <p>Section V states inspections can be at Supplier or Purchaser premises and online verification from OEM website is acceptable. Please clarify the exact acceptance testing process: What specific tests will FBR conduct? Who from FBR signs the acceptance certificate, and what is the turnaround time for FBR to provide sign-off after installation is completed?</p>	<p>FBR requires perpetual licensing and activation through Microsoft Online Portal.</p> <p>Final Acceptance/Sign Off certificate shall be issued by FBR subject to the clearance by FBR Technical team.</p> <p>FAC period will be issued after 30 days from date of the availability of licenses and enterprise portal access and subsequent activation, installation of MS Office LTSC 2024 Professional Plus at IRS/Custom Academies Lahore &amp; Karachi.</p>
21.	Section VI. General Conditions of Contract (GCC)	-	<p>Payment — Invoice Submission Process</p> <p>The RFP requires a sign-off by FBR before invoice submission. Please confirm:</p> <p>(a) What is the exact process and timeline from completion of installation to FBR sign-off?</p> <p>(b) Within how many days of a completed installation will FBR issue the acceptance certificate?</p> <p>(c) Are partial invoices permitted (e.g., after Lahore installation is complete before Karachi)?</p>	<p>(a) FAC period will be 30 days after the availability of licenses and enterprise portal access and subsequent activation and installation of MS Office LTSC 2024 Professional Plus at IRS/PCS Academies Lahore &amp; Karachi.</p> <p>(b) Refer to Point (a)</p> <p>(c) Partial invoices are not permitted or acceptable.</p>
22.	Section VI. General Conditions of Contract (GCC)	-	<p>GST &amp; Tax Treatment</p> <p>The contract price is DDP inclusive of all taxes. Please confirm:</p> <p>(a) Is Microsoft Office software exempt from Sales Tax / FED in Pakistan, or does it attract 17% GST?</p> <p>(b) Will FBR issue a tax exemption certificate, or must the</p>	<p>(a) Yes, prevailing sales tax rate i.e. 18% on goods is applicable.</p> <p>(b) FBR will not issue a tax exemption certificate.</p> <p>(c) Yes tax is deductible at source from the payment.</p>

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			Supplier absorb all taxes in the bid price? (c) Is tax deductible at source from the payment?	
23.	Section III. Evaluation and Qualification Criteria (EQC) Qualification of Bidder (ITB 37)	(b) Specific Experience: The Bidder shall demonstrate that it has successfully completed at least three (01) contracts or projects within the last five (05) years prior to bid submission deadline. These contracts or projects must be similar in nature and complexity to the Goods and related Services being procured, with a cumulative value of at least PKR 50 million. For a joint venture, this requirement may be met by all members combined.	REQUEST TO GENERALIZE EXPERIENCE CRITERION (Critical)  The current RFP (Criterion 3b) requires at least 1 similar contract with cumulative value ≥ PKR 50M completed in the last 5 years. The word "similar" is undefined and could be interpreted strictly as "MS Office LTSC supply only." This would disqualify bidders with extensive Microsoft technology supply history across multiple smaller POs — which is the common market reality in Pakistan.	Response Incorporated. Please see the response at Sr. No: 01
24.	Section III. Evaluation and Qualification Criteria (EQC) Qualification of Bidder (ITB 37)		Formal Request: Generalize the Specific Experience Criterion  PROPOSED REVISD CRITERION 3(b): "The Bidder shall demonstrate that it has successfully completed at least four (04) to five (05) contracts or purchase orders within the last five (05) years prior to the bid submission deadline. These contracts or purchase orders must involve the supply and/or deployment of Microsoft technology products (including but not limited to Microsoft Office suites, Microsoft Windows OS, Microsoft Server products, Microsoft Azure/cloud licenses, Microsoft 365, or other Microsoft software/hardware solutions). The cumulative value of these contracts shall be at least PKR 30 million. Supporting documents shall include signed purchase orders/contracts and completion/delivery certificates."	Response Incorporated. Please see the response at Sr. No: 01
25.	Section V. Schedule of Requirements (SOR)	The selected Bidder shall be required to undertake to perform all such tasks, render requisite services and make available OEM support as may be required for the successful completion of the entire assignment at no additional cost to FBR.	What support is required from the OEM?	Support services required from OEM to address the technical and support related issues regarding TAC, Microsoft Portal access and licenses, build release issues.
26.	Section VI. General	-	The RFP mentions training requirement for FBR staff, please	No Training is required.

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	Conditions of Contract (GCC)		provide more details about the training: <ul style="list-style-type: none"> <li>• Online Training or on site?</li> <li>• Do you require training certificate as well?</li> </ul>	
27.	Section V. Schedule of Requirements (SOR)	-	There are lot of requirement sections in the RFP that apply on the hardware, however they don't apply to software licenses. Please clarify.	Requirements only pertinent to software licenses shall be applicable.
28.	Section V. Schedule of Requirements (SOR)	-	Also let us know instead of Procurement of Microsoft Office LTSC Professional Plus 2024 for FBR (IRS and PCS Academies)  May we quote Microsoft Office Standard 2024 Academia?	The requirement is specifically for Microsoft Office LTSC Professional Plus 2024, no other software is acceptable.

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**Procurement Evaluation Committee:**

Sr.#	Name	Designation	Role	Signature
1	Mr. Aamar Javed	Chief (Systems), FBR	Chairman	
2	Mr. Sardar Omer Sharif	Secretary (IT), FBR	Member	
3	Mr. Abdul Razzaq	GM Operations, PRAL	Member	
4	Mr. Riaz Alam	Senior Network Administrator, PRAL	Member	
5	Mr. Shahid Ali Khan	Senior System Administrator, PRAL	Member	
6	Mr. Shaoor Javaid Alvi	Assistant Procurement Specialist (PRRP), FBR	Secretary / Member	