



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

No. PK-FBR-543853-GO-RFP

Islamabad, the 18th June, 2026

Subject: MINUTES OF THE PRE-PROPOSAL CONFERENCE - DESIGN, DEVELOPMENT, AND ESTABLISHMENT OF A CENTRAL REMOTE IMAGE ANALYSIS CENTRE (RIAC) AT ISLAMABAD AND 2 X LOCAL RIACS AT CHAMAN AND TORKHUM FOR NON-INTRUSIVE INSPECTION EQUIPMENT

Federal Board of Revenue (FBR), invited "Proposals" in accordance with the World Bank's "Procurement Regulations for IPF Borrowers" Fifth Edition September, 2023 ("Procurement Regulations") for the subject procurement activity. A pre - proposal conference was held on 14th June 2026 at 1130 hours. Officials of FBR and representatives of the firms as per the attached tables at Annex - I, attended the pre-proposal conference. The purpose of the pre-proposal conference was to provide clarifications on queries/questions raised by the participating representatives of the firms on Request for Proposal (RFP) Document to facilitate them in preparation of technical and financial proposals.

2. Deputy Project Director, National Targeting Center (NTC) welcomed the participant and concisely explained the objectives of the assignment and the important provisions of the RFP Document. Thereafter, Deputy Project Director delivered a detailed presentation on the RFP Document.

3. The following baseline information is issued for uniform guidance of all Proposers in relation to the RIAC procurement. The information is based on presently available inputs and is provided to assist Proposers in proposal preparation, solution sizing, integration planning, scalability assessment, and risk identification. The information is indicative and shall be verified by the selected Supplier during the Detailed System Assessment, Detailed Solution Architecture Design, Interface Design, and Integration Specification stages. This baseline note does not amend the RFP unless a formal Addendum/Corrigendum is issued in accordance with ITP 8.

Sr. No.	Description	Information and Clarification
1	Project scope and use of Karachi information	The immediate RFP scope remains the establishment of the Central RIAC at Islamabad and Local RIACs at Torkham and Chaman. Karachi RIAC/scanner information is shared as available baseline information for sizing, scalability, interoperability, and integration with the Central RIAC. It does not, by itself, change the project scope unless formally amended through an Addendum/Corrigendum.
2	Torkham and Chaman scanners	As per presently available information, 4 x 6 MeV Smiths Detection cargo scanners are available at each site, i.e., Torkham and Chaman. These scanners are integrated with the on-site data center and further with NLC NTOS Terminal Operating System, through which images and required data are integrated/shared with WeBOC. Scanner-

Sr. No.	Description	Information and Clarification
		wise interface details, OEM protocols, API/SDK documentation, port requirements, and integration dependencies shall be verified during Detailed System Assessment and Interface Design.
3	Karachi scanners and connectivity	For Karachi, 2 x mobile scanners and 4 x pass-through scanners are installed at Karachi seaport locations. In addition, 2 x JICA gantry-type scanners at West Wharf and East Wharf are functioning under the Karachi Local RIAC and are expected to require integration with the Central RIAC at Islamabad. Karachi scanner sites are connected with Local RIAC through LAN, while the Local RIAC is connected with Customs RIAC through a third-party 50 Mbps data connection secured by firewalls at both ends.
4	Indicative scan volume	For Torkham/Chaman, the indicative operational volume conveyed is approximately 1,200 trucks per day, both directions, on a 24/7 basis. For Karachi, the indicative daily average is around 1,000 scanned containers. These figures are shared for sizing guidance only and are not guaranteed committed volumes. Proposers shall also comply with the RFP minimum throughput and scalability requirements, including not less than 5,000 images per 24-hour operational cycle and 25% annual workload growth, where applicable.
5	Indicative image size and format	For Karachi, one scan image folder containing original files is approximately 40 MB. Raw images are generally three (03) files in .IMG format, while other image files are in JPEG format, including CCR, LPR and processed images. For Torkham/Chaman, the complete dataset is approximately 30 MB, with JPEG/Daisy file in .IMG format. For storage and evidentiary continuity, Proposers shall design the solution to retain images in all available formats, or retain the original image folder in a manner that allows opening/viewing through relevant OEM software or approved equivalent viewing mechanisms.
6	Available metadata fields	The presently available metadata fields include Inspection Date, Inspection Type, Vehicle Registration Plate, Rear Plate No., Container Identification Number, Container Type, Main Contents, Vehicle Brand, Vehicle Registration Country, Driver Name, Driver Nationality, Country of Origin, Trailer, MRN Number, Reason, Quantity of Containers, Number of Item, Company Name, Empty Container, Goods Description, Trade Name, Remarks, HS Code and Customs Goods Declaration Number. Final metadata mapping, field availability, format, validation rules, and integration logic shall be verified during Interface Design.

Sr. No.	Description	Information and Clarification
7	Historical archive	For Karachi, image data is presently available in scanner servers and Customs RIAC SAN and is available for historical search. For historical migration, the relevant scanner operator may arrange external media for historical image archive, and the Supplier shall include migration, indexing, validation and onboarding methodology in its proposal. For Torkham/Chaman, historical archive details, if any, shall be verified during Detailed System Assessment.
8	Site readiness and network	Torkham and Chaman are equipped with on-site data centers having redundant modular UPSs, in-row cooling units, modular POD, backup generators, integrated scanner-operator rooms, facility-wide buried fiber-optic high-speed network rings, and dedicated facilities for RIAC operators at Customs Houses. At Chaman/Torkham, the facility-wide fiber network is further connected with Customs Data Center through service provider MPLS over fiber links. For Karachi, each Local RIAC server has 14 TB storage; server racks and air-conditioning units are installed at relevant locations; and fingerprint door lock is installed at Customs RIAC. For Karachi, reported latency is approximately 1 ms between scanner and Local RIAC and approximately 2 ms between Local RIAC and Customs RIAC; the reported service provider is CyberNet.
9	Operational mode and integration documents	The existing Customs RIAC setup supports a combination of real-time image transmission, batch upload and offline synchronization modes. Integration documents relating to connections with TOS and Customs/PRAL systems may be shared separately to the extent available, permissible, and relevant. RMS documentation is controlled by Customs/FBR and may be shared, where required, subject to applicable security protocols and approvals.
10	Turnkey responsibility	This procurement is structured as a turnkey Information System contract. The selected Supplier shall be responsible for design, development, supply, installation, integration, testing, commissioning, training and three years of Operation and Maintenance of the RIAC system. All hardware, software, middleware, connectors, licenses, interface adapters, protocol converters, storage capacity, backup/archive infrastructure, DR infrastructure, cybersecurity components, networking components, integration services, documentation, training and supporting infrastructure required for full operational compliance with the Purchaser's Requirements shall be included in the proposal price, whether explicitly itemized or not.

Sr. No.	Description	Information and Clarification
11	Controlling clarification	The above information is indicative and provided for proposal preparation purposes only. Proposers shall state their assumptions clearly and propose a compliant, scalable, interoperable and performance-tested solution in accordance with the RFP. Any clarification that changes the RFP requirements shall be issued only through formal Addendum/Corrigendum in accordance with ITP 8. The governing completion period for Operational Acceptance is six (6) months from the date of Contract signing unless formally amended by the Purchaser.
12	Governing Provision	In the event of any inconsistency between this Baseline Information Note, the Minutes of the Pre-Proposal Conference and the Request for Proposal, the provisions of the Request for Proposal, shall prevail.

4. The representatives of firms were then invited to present their queries for clarification by the Team which were accordingly addressed and discussed at length. Deputy Project Director (NTC), informed the participants to forward any subsequent queries on the e-mail address given in the RFP and thanked them for their interest and efforts in attending the meeting. The following table provides all queries by the firms received through email along with the corresponding clarifications and responses:

Sr. No.	Queries by Firm	Responses and Clarifications by FBR
1	Scanner Image Format & Interoperability: Can the Purchaser confirm whether all scanners included within the Phase-1 scope support export of image data and associated metadata in UFF 3.0-compliant format or another documented format suitable for integration with a centralized RIAC platform? If different formats are used, please provide scanner-wise details.	<p>The RFP requires interoperability with multi-vendor scanners and support for WCO Unified File Format (UFF) image exchange, open interface standards, middleware integration layers, scanner-protocol adaptation mechanisms and image data exchange. Reference is made to Section VII, Clause 1.3 - Interoperability Architecture, Section VII, Clause 2.3 - System Integration, and Technical Compliance Table 2 - Image Analysis System / Image Ingestion.</p> <p>Available site-specific information is provided in the Baseline Note above. The Purchaser has made available indicative scanner, image-size, metadata and connectivity information for Torkham, Chaman and Karachi. However, scanner-wise confirmation of UFF 3.0 capability, metadata export fields, SDK/API availability and proprietary format details shall be validated during Detailed System Assessment and Interface Design under Section VII, Clauses 2.1.1 and 2.1.3. Proposers shall therefore design their solution for UFF-compatible ingestion as well as documented/proprietary scanner</p>

Sr. No.	Queries by Firm	Responses and Clarifications by FBR
		formats through suitable adapters, middleware connectors and protocol converters.
2	<p>OEM Interfaces, Protocols and Licensing: Where integration requires access to proprietary OEM interfaces, protocols, SDKs, APIs, image formats, or software components, shall the Supplier be responsible for obtaining all necessary permissions, licenses, and OEM support arrangements, or will the Purchaser facilitate such access through existing contractual arrangements with the respective OEMs?</p>	<p>The Supplier shall remain responsible for full integration and interoperability of the RIAC platform with scanner infrastructure and other systems. Section VII, Clause 1.3 requires all interface adapters, middleware connectors, protocol converters, APIs and integration services required for interoperability to be included in the Supplier's scope. Section VII, Clause 2.1 further requires all hardware, software, integration components, middleware, tools, licenses, documentation and technical services necessary for full compliance. The Purchaser may facilitate reasonable coordination with existing scanner operators/OEMs where access is available under existing arrangements; however, responsibility for complete and functional integration, including required licenses, permissions and OEM support arrangements for the proposed solution, shall remain with the Supplier.</p>
3	<p>Additional Image Analysis Workstations (IAWs): Does the Purchaser require the Supplier to provide additional OEM-native Image Analysis Workstations (IAWs) for Central and Local RIAC operations, or may centralized image analysis be performed through a vendor-neutral RIAC platform interfaced with the existing scanner infrastructure?</p>	<p>The RFP does not mandate OEM-native Image Analysis Workstations only. The requirement is performance-based and requires a centralized RIAC platform capable of receiving, viewing, analyzing, annotating and managing NII images from multi-vendor scanners. Reference is made to Section VII, Clause 1.3 - Central RIAC and Local RIAC Architecture, and Technical Compliance Table 2 - Image Analysis System. Proposers may offer a vendor-neutral RIAC image analysis platform, provided it fully interfaces with existing scanner infrastructure, supports required interoperability, meets performance requirements, and includes all required workstations, monitors, licenses, integration components and tools. Where OEM-native workstations are technically required for a specific scanner integration, the Proposer shall include them or propose an equivalent compliant mechanism.</p>
4	<p>Scanner Inventory within Project Scope: Please provide the scanner inventory included within the Phase-1 RIAC integration scope,</p>	<p>The RFP scope is the establishment of the Central RIAC at Islamabad and Local RIACs at Torkham and Chaman. For Torkham and Chaman, the available information indicates 4 x 6 MeV Smiths Detection cargo scanners at each site integrated with on-site data centers, NLC NTOS and WeBOC. For Karachi, available information is shared for integration/scalability reference: 2 x mobile</p>

Sr. No.	Queries by Firm	Responses and Clarifications by FBR
	including for each scanner: OEM and model; location; operational status; image format/interface availability; and expected RIAC connectivity requirements.	<p>scanners, 4 x pass-through scanners at seaport locations, and 2 x JICA gantry-type scanners at West Wharf and East Wharf functioning under Karachi Local RIAC. Karachi scanner sites are connected with Local RIAC by LAN and the Local RIAC is connected through a secured third-party 50 Mbps link.</p> <p>Scanner-wise OEM protocol, image export format, API/SDK/interface documentation, port/network requirements and exact connectivity status shall be validated during Detailed System Assessment and Detailed Solution Architecture Design under Section VII, Clauses 2.1.1, 2.1.2 and 2.1.3.</p>
5	RIAC Facility and Physical Infrastructure Scope: Please clarify the extent of physical infrastructure works expected under the Contract. Will the Purchaser provide the Central and Local RIAC premises ready-to-occupy, or shall the Supplier be responsible for interior fit-out, electrical works, structured cabling, furniture, fixtures, HVAC modifications and related civil works?	<p>As per Section VII, Clause 1.3 - Hosting Architecture, the RIAC solution shall be implemented as an on-premises infrastructure deployment within facilities provided by the Purchaser. The Purchaser shall provide physical premises/data-center space, rack footprint allocation, utility power availability, environmental readiness and physical access-control infrastructure. The Supplier shall be responsible for infrastructure design, compute architecture, storage architecture, virtualization platform, networking architecture, cybersecurity infrastructure, integration interfaces, redundancy architecture and performance optimization.</p> <p>Section IV, Price Schedule Sub-Table 1 includes rack infrastructure, PDUs, KVM, UPS systems, structured cabling support infrastructure, network infrastructure and other supporting infrastructure required for turnkey delivery. Accordingly, base premises readiness is to be provided by the Purchaser, whereas system-specific installation works, structured cabling/support infrastructure, racks, UPS, network/security equipment, configuration and ICT-related support necessary for RIAC commissioning shall be included in the Supplier's scope. Civil works, furniture, fixtures and HVAC modifications are included only to the extent required for installation and operationalization of the RIAC system. Available site-readiness information is summarized in the Baseline Note.</p>
6	Future Scanner Onboarding and Scalability: Is the proposed RIAC	Yes. The RFP requires scalability beyond the initial sites. Section VII, Clause 1.2 - Business Function Requirements describes RIAC as a national platform for NII imagery generated across seaports, airports, border crossings and

Sr. No.	Queries by Firm	Responses and Clarifications by FBR
	<p>solution expected to support future onboarding of additional scanners and sites beyond the current Phase-1 scope, including seaport and border deployments, and will such scalability be considered during technical evaluation?</p>	<p>inland terminals. Section VII, Clause 1.5 - Scalability Requirements requires support for 25% annual workload growth, onboarding of additional scanners and monitoring locations, expansion of analyst workstations and deployment of future AI models without redesign of the core architecture. Scalability is also relevant under the rated technical evaluation criteria, particularly System Architecture & Technical Solution, AI & Image Analytics Capability, Cybersecurity & System Resilience, and Operation & Maintenance Framework as specified in PDS ITP 32.2 and the technical compliance tables. Proposers should clearly demonstrate scalability, future scanner onboarding capability, open architecture and documented APIs.</p>
7	<p>The tender asks suppliers to price a turnkey national platform - compute infrastructure, storage, AI analytics, disaster recovery, and integration with WeBOC, RMS, AEES, and multi-vendor scanner infrastructure across three sites - without providing site surveys, scanner inventories, existing network topology, systems integration documentation, or current operational baseline data.</p>	<p>The procurement is structured as a performance-based turnkey procurement. Reference is made to PDS ITP 1.1 and Section VII, Clause 2.1, which place responsibility on the Supplier for complete design, supply, integration and operational readiness. Section VII, Clause 2.1.1 requires the Supplier to conduct Detailed System Assessment covering existing NII workflows, scanner image generation workflows, WeBOC/RMS integration points, AEES/CCTV/weighbridge requirements, border-station connectivity, infrastructure readiness, DR deployment environment and scalability assumptions.</p> <p>To reduce ambiguity, available baseline information on Torkham, Chaman and Karachi scanners, image sizes, volumes, metadata, historical archives, site readiness and connectivity is summarized at the beginning of this document. The information is indicative and shall be validated during the Detailed System Assessment.</p>
8	<p>Section 0.6 of the Purchaser's Requirements explicitly defers site information to a post-award Detailed Design Phase. The contract then places full responsibility for sizing, performance and integration completeness on the Supplier regardless of</p>	<p>The RFP follows a performance-based turnkey model. The Supplier is required to validate final sizing during Detailed System Assessment and Detailed Solution Architecture Design while remaining responsible for meeting the performance and technical requirements defined in Section VII. This is reflected in Section VII, Clause 2.1, Section VII, Clauses 2.1.1-2.1.3, and Section IV Price Schedule Sub-Tables, which treat component lists as functional infrastructure categories rather than restrictive/prescriptive quantities. Proposers shall state assumptions clearly, identify external dependencies, and include risk mitigation and scalability provisions.</p>

Sr. No.	Queries by Firm	Responses and Clarifications by FBR
	what that design phase subsequently reveals.	
9	Prospective suppliers raised foundational questions covering scanner inventory, historical data volumes and formats, API and integration documentation for existing customs systems, AI detection scope and the definition of an anomaly within this operational context.	<p>The RFP and Annex-A NII Protocol address several items at functional level. The RFP requires UFF-compatible ingestion, multi-vendor scanner compatibility, metadata ingestion, scan-session association and image-availability notification workflows under Section VII, Clauses 1.3 and 2.3. The AI scope includes anomaly detection, object recognition, pattern recognition, analyst-assist workflows, explainability, model update workflows and inference audit logging under Section VII, Clause 2.1.5. The operational meaning of anomaly/HIT is provided in Annex-A NII Protocol, which defines HIT as a significant anomaly, volumetric inconsistency or material mismatch between the NII image and the electronic cargo declaration and provides Green Match/Red-HIT decision logic.</p> <p>Additional operational baseline information available for scanner inventory, file sizes, metadata, scan volumes, historical archives, connectivity and operational modes is summarized in the Baseline Note. Interface and system documentation shall be provided to the extent available and permissible, and remaining details shall be validated during Detailed System Assessment and Interface Design.</p>
10	A supplier who prices this contract without that information is either padding heavily to cover the unknown, or accepting risks they cannot quantify.	The RFP mitigates sizing risk by defining minimum benchmarks, including not less than 5,000 images per 24-hour operational cycle, minimum 100 concurrent analyst sessions, minimum 50 concurrent supervisory/administrative sessions, minimum seven-year storage retention, 25% annual workload growth, DR replication and future scanner onboarding. Reference is made to Section VII, Clause 1.5 - Performance Requirements. The additional baseline information in this document is shared for uniform access by all Proposers and should be used along with the RFP requirements. Proposers shall clearly state sizing assumptions, including image size, compression, metadata, usable capacity, redundancy, backup, DR replication, network throughput and growth headroom.
11	The recommended path is a two-stage approach. The first stage is a	The procurement strategy approved for this assignment is a single-stage two-envelope turnkey procurement. Accordingly, the Purchaser intends to procure the

Sr. No.	Queries by Firm	Responses and Clarifications by FBR
	focused feasibility and design consultancy.	Detailed System Assessment, Detailed Design, Supply, Integration, Testing, Commissioning and O&M under one integrated contract with single-point responsibility.
12	The second stage should be a genuinely turnkey procurement, with suppliers bidding against known site conditions, known integration requirements, known throughput data, a validated architecture and a security baseline before a single server is specified.	The recommendation is acknowledged. The current RFP requires the Supplier to prepare detailed design, integration architecture, cybersecurity architecture, DR architecture, Central Image Repository architecture, workload distribution logic and interoperability architecture for Purchaser validation before infrastructure deployment. Reference is made to Section VII, Clause 2.1.2 - Detailed Solution Architecture Design. The RFP also includes pre-commissioning, operational acceptance, cybersecurity validation, DR readiness validation, image ingestion validation, AI analytics validation, concurrent-user validation and throughput validation as acceptance controls. The additional baseline information in this document is issued to improve uniform understanding without altering the turnkey responsibility model.
13	The programme objective - a functioning national RIAC that strengthens Pakistan Customs enforcement and revenue collection - is worth doing properly. The current path, in the bidder's assessment, does not reliably lead there.	The concern is appreciated. The Purchaser's intent is to implement RIAC as a secure, scalable, interoperable and operationally sustainable national platform. The RFP includes safeguards through rated technical evaluation, minimum technical responsiveness, cybersecurity plans, O&M framework, performance testing, operational acceptance, SLA obligations and three-year O&M. Reference is made to PDS ITP 32.2, Section III - Technical Evaluation, Section VII - Testing and Quality Assurance Requirements, and Section VII - SLA Framework / O&M Requirements. Additional baseline information is being shared uniformly to support realistic proposals and reduce avoidable uncertainty.
14	Share image file size and frequency of image files per day so storage can be estimated.	<p>Section VII, Clause 1.5 - Performance Requirements requires the RIAC system to support ingestion and processing of not less than 5,000 images per 24-hour operational cycle, seven-year storage retention for raw images, annotations, case metadata, AI inference outputs and operational audit logs, and 25% annual workload growth.</p> <p>For sizing guidance, the available baseline is: Karachi image folder approximately 40 MB per scan; Torkham/Chaman complete dataset approximately 30 MB; Torkham/Chaman indicative volume approximately 1,200 trucks per day, both directions,</p>

Sr. No.	Queries by Firm	Responses and Clarifications by FBR
		24/7; Karachi indicative average around 1,000 scanned containers per day. Proposers shall size storage on the basis of the RFP minimum throughput, retention period, DR replication, backup/archive, indexing, metadata, annotations, AI outputs, audit logs and scalability requirements. The figures are indicative and shall be validated during Detailed System Assessment.
15	Please share image details for all sites so all sites' storage can be designed.	<p>The project sites are Central RIAC Islamabad, Local RIAC Torkham and Local RIAC Chaman. Karachi scanner/Local RIAC information is shared for integration/scalability reference. Section VII, Clause 1.3 requires the Central Image Repository to be hosted at Central RIAC and to securely store NII scan images and associated metadata. Local RIACs must support preliminary image processing, operational supervision, local monitoring workflows, secure forwarding to Central RIAC, local storage components and secure connectivity.</p> <p>Available image-size and format details are summarized in the Baseline Note. Proposers must design central, local, backup/archive and DR storage to meet the RFP throughput, seven-year retention, 25% annual growth and operational continuity requirements.</p>
16	Please confirm that there is a need for three storages, i.e., one at each site.	The RFP requires storage at multiple architectural layers. Section VII, Clause 1.3 requires centralized storage infrastructure at Central RIAC, local storage components at Local RIAC Chaman and Local RIAC Torkham, and replicated storage infrastructure at the Disaster Recovery environment. Price Schedule Sub-Table 1 includes Storage Systems for Central RIAC, Sub-Table 2 includes Storage Systems for Local RIAC infrastructure, and Sub-Table 3 includes DR Storage Systems. Proposers may optimize the storage architecture, but it must satisfy central repository, local processing/continuity, backup/archive and DR replication requirements.
17	Please clarify whether backup storage is required for all three sites.	The RFP requires backup, archive and DR capability for the complete RIAC system. Technical Compliance Table 4 requires backup, archival and retention infrastructure sized for mandatory image retention and DR replication. Section VII, Clause 1.4 - Backup and Disaster Recovery Administration requires automated backup scheduling, restoration verification, failover testing, replication monitoring and recovery documentation. Backup/archive arrangements must therefore cover

Sr. No.	Queries by Firm	Responses and Clarifications by FBR
		Central RIAC, Local RIAC data/components as applicable, and DR replication. The physical placement and architecture may be proposed by the Proposer, provided retention, restoration, continuity, cybersecurity and RPO/RTO requirements are met.
18	Will existing SAN FC switches be used to connect storages or do bidders need to propose new switches?	The RFP does not confirm the availability, capacity, compatibility or permitted use of existing SAN/FC switches. Section VII, Clause 1.3 assigns networking architecture, storage architecture, cybersecurity infrastructure, redundancy architecture and performance optimization to the Supplier. Section VII, Clause 3.2 requires the Supplier to design and deploy networking infrastructure supporting secure connectivity between Central RIAC, Local RIACs, scanner locations, WeBOC, RMS, AEES and DR. Unless the Purchaser formally confirms compatible existing SAN/FC switching infrastructure for use, Proposers shall include all storage networking, switches, cables, transceivers, HBAs, licenses and related components required for their proposed architecture. Existing Karachi image data in scanner servers/Customs RIAC SAN does not imply that existing SAN/FC switching infrastructure is reusable for the new RIAC architecture.
19	What is the available WAN connectivity/bandwidth between Central RIAC and the Local RIACs, relevant to the 15-minute RPO replication? Is connectivity in the Supplier's scope or FBR's?	<p>The RFP requires secure connectivity between Central RIAC, Local RIACs, scanner locations, WeBOC, RMS, AEES and DR. Reference is made to Section VII, Clause 1.3 - Hosting and Interoperability Architecture, Section VII, Clause 3.2 - Network and Communications Specifications, Section VII, Clause 5.2.6 - Disaster Recovery Support Services, and the SLA Matrix requiring RPO not more than 15 minutes and RTO not more than 2 hours for central mission-critical services.</p> <p>Available connectivity information is summarized in the Baseline Note. The Supplier shall design and deploy RIAC-side network/security architecture, VPN/secure communication mechanisms, routing, replication enablement, DR synchronization design and active networking/security components. Existing government/FBR or operator connectivity, where available and approved, may be validated during Detailed System Assessment. If existing connectivity is insufficient for the proposed architecture, the Supplier shall identify the gap and propose required specifications for Purchaser validation.</p>

Sr. No.	Queries by Firm	Responses and Clarifications by FBR
20	Is an advance payment available? ITP 1.2 references contractual advance payments but the percentage is not stated.	The Conditions of Contract provide only those payment arrangements expressly stated in the SCC and the agreed milestone-based payment schedule. No separate advance payment has been specified in the RFP. Accordingly, Proposers shall prepare their Financial Proposals on the basis of the payment provisions contained in the RFP unless modified through an Addendum issued under ITP 8.
21	What is the average raw image file size and resolution to be used as the basis for seven-year retention storage sizing?	Section VII, Clause 1.5 requires seven-year retention of raw images, annotations, case metadata, AI inference outputs and operational audit logs, and requires support for not less than 5,000 images per 24-hour cycle plus 25% annual workload growth. Available image-size information is provided in the Baseline Note: approximately 40 MB per Karachi scan folder and approximately 30 MB per complete Torkham/Chaman dataset. Exact scanner-wise resolution, compression ratios and metadata size shall be validated during Detailed System Assessment. Proposers shall state raw/usable capacity assumptions, compression assumptions, RAID/resilience overhead, backup overhead and DR replication overhead.
22	The 100/50 concurrent-session figure does not state physical seat counts.	Section VII, Clause 1.5 - Concurrent User Capacity requires support for a minimum of 100 concurrent analyst sessions and 50 concurrent supervisory/administrative sessions without performance degradation. This is a system performance and licensing requirement and should not be read as a final fixed physical seating plan unless separately specified. Section VII, Clause 1.3 requires analyst workstations at Central and Local RIAC facilities and the Price Schedule includes workstations, monitors and related infrastructure. Proposers shall propose the workstation, monitor, licensing and user-access capacity required to meet operational workflow and minimum concurrent-session requirements and demonstrate compliance through load testing under Section VII, Clause 4.3.8.
23	Does the 25% annual workload growth compound over the contract term and apply to storage retention as well?	Yes. For proposal sizing purposes, 25% annual workload growth under Section VII, Clause 1.5 - Scalability Requirements shall be treated as year-on-year growth and factored into processing load, storage, metadata, indexing, backup/archive, DR replication, network throughput, analyst workload, future scanner onboarding, monitoring locations and AI model deployment. Proposers may offer a scalable architecture

Sr. No.	Queries by Firm	Responses and Clarifications by FBR
		with a documented scale-up/scale-out roadmap, but the proposed solution must preserve non-disruptive expansion without redesign of the core architecture.
24	Is there existing image data to be migrated under Section 2.5? If so, what volume, format and condition?	Section VII, Clause 2.5 - Data Conversion and Migration states that, where applicable, the Supplier shall support migration and onboarding of historical scan imagery datasets into the Central Image Repository, including metadata normalization, indexing, integrity validation, retention classification and DR replication. For Karachi, image data is presently available in scanner servers and Customs RIAC SAN and is readily available for historical search. If historical migration is required, the relevant scanner operator may arrange external media for historical image archive and the Supplier shall include migration/indexing methodology in its proposal. For other sites, historical volume, format, condition, metadata and migration requirements shall be validated during Detailed System Assessment.
25	Is the 5,000-images-per-24-hour throughput aggregate across all scanners, and how is it distributed across sites?	Section VII, Clause 1.5 - Throughput Requirements states that the RIAC system shall support ingestion and processing of not less than 5,000 images per 24-hour operational cycle. This shall be treated as the minimum aggregate RIAC platform throughput requirement, covering ingestion, image storage, AI inference, case-file generation, metadata capture and indexing. Available site volume information is: Torkham/Chaman approximately 1,200 trucks per day, both directions, 24/7; Karachi approximately 1,000 scanned containers per day. Proposers shall design for the aggregate minimum throughput, uneven site loads, peak-hour bursts, queue backlogs, replication delays and future scanner onboarding.
26	The Minutes of the Pre-Proposal Meeting held on 4 June 2026, including questions, responses and any corrigendum subsequently issued, in accordance with ITP 7.6.	The Minutes of the Pre-Proposal Meeting are being shared.
27	If it may be shared, the list of firms/participants who	Query is irrelevant.

Sr. No.	Queries by Firm	Responses and Clarifications by FBR
	attended the pre-proposal meeting.	
28	Completion period: The SCC indicates 32 weeks / 224 days to Operational Acceptance, while the PDS references six months. Please confirm which governs.	32 weeks' timeline as per the SCC and Implementation Schedule
29	Existing NII equipment: Please confirm makes/models of existing scanners to be integrated at the Central site, Local sites (Chaman, Torkham) and ports, and whether they output WCO UFF or require conversion.	The RIAC solution must support integration with multi-vendor scanners across Pakistan Customs inspection infrastructure. The RFP does not restrict the solution to any single scanner make/model. Available scanner information for Torkham, Chaman and Karachi is summarized in the Baseline Note. The architecture must support WCO UFF image exchange, middleware integration layers, scanner-protocol adaptation mechanisms and multi-vendor compatibility. Where an existing scanner does not natively output WCO UFF-compliant images, required conversion, protocol adaptation, middleware, connector or interface mechanism shall fall within the Supplier's turnkey scope. Exact make/model-specific interface details shall be validated during detailed system assessment and integration design, subject to security and operational protocols.
30	Integration interfaces: Will the Purchaser provide interface specifications/APIs for WeBOC, RMS, AEES, CCTV, weighbridge and gate systems, and ensure cooperation of respective system owners, including the scanner operator?	The Purchaser shall facilitate necessary coordination with relevant system owners for integration with existing Customs and operational systems. Under the turnkey model, the Supplier remains responsible for designing and implementing all interfaces required for scanners, WeBOC, RMS, AEES, CCTV, weighbridge, automated gate systems, transit comparison workflows, Central Image Repository replication and DR infrastructure. The RFP places all interface adapters, middleware connectors, protocol converters, APIs and integration services required for interoperability within the Supplier's scope. Available TOS and Customs/PRAL integration documentation may be issued separately to the extent permissible. RMS documentation is controlled by Customs/FBR and may be provided through relevant channels subject to security protocols.
31	Disaster Recovery facility: Will the	The RIAC solution is to be implemented as an on-premises infrastructure deployment within facilities

Sr. No.	Queries by Firm	Responses and Clarifications by FBR
	Purchaser provide physical facility (space, power, cooling) for DR as for Central and Local RIACs, or is this to be provisioned by Supplier?	provided by the Purchaser. The Purchaser shall provide physical data-center space, rack footprint allocation, utility power availability, environmental readiness and physical access-control infrastructure for RIAC facilities, including the DR environment. The Supplier shall remain responsible for complete DR infrastructure design and provisioning, including DR application servers, DR database servers, replicated storage, DR management servers, synchronized Central Image Repository replication, compute, storage, networking, cybersecurity, integration interfaces, redundancy architecture and performance optimization. Facility readiness information available for relevant sites is summarized in the Baseline Note.
32	Can FBR provide a list of mandatory documents that must be submitted for this tender?	Bidders are required to submit all documents prescribed in the RFP. The mandatory submission package includes, inter alia: (i) Technical Part documents under ITP 11.2, including Letter of Proposal - Technical Part, Proposal Security, authorization of signatory, eligibility and qualification documents, conformity documents, subcontractor details and intellectual property lists; (ii) additional Technical Part documents under PDS ITP 11.2(j), including Code of Conduct for Supplier's Personnel (ES), Management Strategies and Implementation Plans (MSIP) for ES risks, and cybersecurity management strategies/implementation plans; (iii) Proposal Security in the amount/form specified in PDS ITP 20.1; (iv) Proposal Forms in Section IV, including ELI, CON, EXP, FIN, personnel, technical capability, manufacturer/subcontractor, IP and technical responsiveness/compliance forms; and (v) Financial Part documents under ITP 11.3 and Section IV Price Schedule Forms. Proposers must examine all instructions, forms, terms and specifications and furnish all information required by the RFP in accordance with ITP 6.4.
33	Does item-by-item commentary on Purchaser's Technical Requirements refer to Technical Compliance Tables or Section VII Requirements? If Section VII has no specific table, how	The item-by-item commentary required under ITP 16.2(c) is not limited to the Technical Compliance Tables in Section IV. Proposers shall demonstrate substantial responsiveness to the Purchaser's Technical Requirements contained in Section VII and shall also complete the Technical Compliance Tables provided in Section IV. Where a specific table row is not available for a Section VII requirement, the Proposer should use the Technical Responsiveness Checklist format in Section IV and clearly identify: (1) relevant requirement

Sr. No.	Queries by Firm	Responses and Clarifications by FBR
	should a table be created?	number/heading; (ii) proposed compliance approach; and (iii) cross-references to supporting pages/documents in the technical proposal.
34	For self-developed products, can the proposer be exempted from Manufacturer's Authorization submission for its own product while providing mainstream hardware/software listed in the BOQ?	No blanket exemption from Manufacturer's Authorization is granted. Where the Proposer is the original developer/manufacturer of its self-developed RIAC solution/software, the Proposer may provide documentary evidence/self-declaration establishing ownership, authority and responsibility for the self-developed component. For all active hardware and proprietary commercial software components not produced by the Proposer, Manufacturer's Authorizations or other documentary evidence required under Section III, Clause 1.5 must be provided. The Proposer shall also comply with ITP 16.4 and ITP 16.5 regarding proposed subcontractors/manufacturers and eligibility of goods and services.
35	Please provide detailed instruction on how to fill the technical table.	The Technical Responsiveness Checklist shall be filled item-by-item. For each requirement, the Proposer should: (i) mention the relevant requirement number/heading from Section VII or the relevant Technical Compliance Table; (ii) provide an abbreviated description of the requirement; (iii) explain how the proposed solution complies, including architecture, functionality, configuration, performance, security and implementation approach; and (iv) provide exact cross-references to supporting pages/sections in the technical proposal, brochures, diagrams, certifications, OEM letters or other evidence. A simple Yes, Complied or Will do response is not sufficient.
36	The integration scope entails risks due to incomplete API documents, compatibility issues and reliance on third parties. Can FBR reduce integration scope to scanners and one major system such as WeBOC?	The requested reduction of integration scope is not accepted. The RFP requires implementation of all interfaces necessary for integration with scanner systems, WeBOC, RMS, AEES, CCTV monitoring systems, weighbridge systems, automated gate systems, transit comparison workflows, Central Image Repository replication and DR infrastructure, as specified in Section VII, Clauses 2.1.3 and 2.3. Under the turnkey model, the Supplier remains responsible for interface adapters, middleware connectors, protocol converters, APIs and integration services required for end-to-end interoperability. The Purchaser will facilitate coordination with relevant system owners/technical teams; however, Proposers must plan integration

Sr. No.	Queries by Firm	Responses and Clarifications by FBR
		approach, dependency matrix, risk mitigation and implementation sequencing in accordance with the RFP.
37	Please specify responsibility for premises, power supply and communication networks between Islamabad RIAC, backup center, Local RIAC nodes at Chaman/Torkham and on-site scanning equipment.	The Purchaser shall provide physical premises/data-center space, rack footprint allocation, utility power availability, environmental readiness and physical access-control infrastructure for RIAC facilities as stated in Section VII, Clause 1.3 - Hosting Architecture. The Supplier shall be responsible for infrastructure design, compute, storage, virtualization (if applicable), RIAC-side networking, cybersecurity, integration interfaces, redundancy and performance optimization. The Supplier shall also provide/configure RIAC-side switches/routers, firewalls, VPN/secure connectivity components and related network infrastructure as provided in Section VII Clauses 3.0 and 3.2 and the Price Schedule Sub-Tables. External telecom/WAN links or third-party network services shall be coordinated with relevant operators, with Purchaser facilitation where applicable. Available site and connectivity information is summarized in the Baseline Note.
38	Please confirm if Disaster Recovery is only for Central RIAC.	The Disaster Recovery environment is primarily intended to protect Central RIAC, Central Image Repository and mission-critical national RIAC services; however, it must support continuity of the integrated RIAC platform, including replication of relevant databases, metadata, image repository, configuration and integration services necessary for continued operation. The RFP requires DR application servers, DR database servers, replicated storage infrastructure, DR management servers and synchronized Central Image Repository replication. A full duplicate of each Local RIAC is not separately prescribed, but the proposed DR architecture must ensure recovery and continuity of mission-critical national RIAC services within approved RPO/RTO requirements.
39	Please confirm if the implementation schedule of this project is 32 weeks.	32 weeks' timeline as per the SCC and Implementation Schedule
40	Please provide detailed work process for Central RIAC and Local RIAC. Will image first be analyzed by Local RIAC and then by	The RFP defines a distributed national architecture. Local RIACs at Chaman and Torkham support preliminary image processing, operational supervision, local monitoring workflows and secure forwarding of imagery to Central RIAC. Central RIAC functions as the national command center for image analysis, operational

Sr. No.	Queries by Firm	Responses and Clarifications by FBR
	Central RIAC as secondary analysis?	monitoring and the Central Image Repository. The workflow is expected to enable local preliminary review/processing and forwarding to Central RIAC for centralized repository, supervision, national-level analysis, escalation, transit comparison and auditability. The RFP does not prescribe mandatory two-stage analysis of every image. Exact workflow, routing rules and escalation logic shall be finalized during Detailed System Design in line with Purchaser-approved SOPs. The existing Customs RIAC setup supports real-time image transmission, batch upload and offline synchronization modes.
41	Please provide detailed description for local monitoring workflows.	Local monitoring workflows refer to Local RIAC capabilities for supervising RIAC-related activities at the local inspection environment. These include, as applicable: monitoring image ingestion/queue status from local scanners; preliminary image processing; local analyst workstation activity; local video wall display; status of local processing servers, storage and connectivity; secure forwarding of images/metadata to Central RIAC; local scanner/AEES/CCTV/weighbridge/gate monitoring feeds where integrated; alerts for connectivity, queue processing or system health issues; and escalation of suspicious consignments or operational incidents to Central RIAC. The Supplier shall propose detailed workflow design in the System Design Document under Section VII, Clauses 1.3, 1.4, 2.1.2 and 2.1.3.
42	Please provide detailed description for environment monitoring capability.	Environment monitoring capability means monitoring of the operating environment required for stable RIAC service delivery. It includes centralized dashboards and automated alerts for infrastructure health, server/service availability, CPU/memory/storage utilization, database status, application services, network connectivity/latency, queue-processing status, workflow latency, backup and replication status, cybersecurity events/log export readiness, DR replication/failover readiness and related system-health indicators. Where environmental sensors or facility systems are available/integrated, it may also include monitoring of power/UPS status, temperature/humidity and other data-center indicators. This shall be implemented in accordance with Section VII, Clauses 1.4, 1.6, 3.2, 3.4 and 4.3.5.
43	Please provide detailed description for overlay	Overlay support means the ability of the image analysis platform to display additional information layers over,

Handwritten signatures and initials are present at the bottom of the page, including a large signature on the left, and several smaller initials or signatures in the center and right.

Sr. No.	Queries by Firm	Responses and Clarifications by FBR
	support and synchronized multi-view workflows.	or in association with, the scan image, such as annotations, measurements, suspicious-area markings, AI detection indicators, risk flags, metadata, comparison markers and analyst/supervisor review information without altering the original image. Synchronized multi-view workflows mean the ability to view two or more related images/views simultaneously with synchronized zoom, pan, scroll, image enhancement and comparison, such as origin-versus-destination transit scans, multi-angle scans, previous/reference scans from the image library, or analyst/supervisor comparison views. Proposers may propose equivalent or superior implementation satisfying Section VII, Clause 2.2.1 and related image visualization, comparison and analyst workflow requirements.
44	We request for arranging second pre-proposal conference	<p>To facilitate prospective Proposers, the Purchaser will conduct a Second Pre-Proposal Conference on 23 June 2026 at 4:00 PM (Pakistan Standard Time). The meeting link for attending the meeting is given below:</p> <p>Topic: 2nd Pre-Proposal Session Meeting for Design, Development, and Establishment of a Central Remote Image Analysis Centre (RIAC) at Islamabad and 2 x Local RIACs at Chaman and Torkhum</p> <p>Time: Jun 23, 2026 04:00 PM Islamabad, Karachi, Tashkent</p> <p>Join Zoom Meeting</p> <p>https://zoom.us/j/97085653327?pwd=JYGAOxqmx5bL2WrO5Y30BaHw9lxJb.1</p> <p>Meeting ID: 970 8565 3327</p> <p>Passcode: 345083</p>

5. The meeting ended with a vote of thanks.



Annex - I

Table - a: List of FBR's Participants-

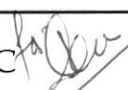

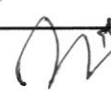


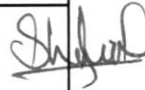

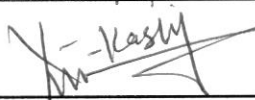
Sr. #	Name	Designation
1	Muhammad Ali Asad Khan	Program Director NTC 
2	Muhammad Akbar Jan	Project Director CTS 
3	Mr. Ali Asad	Project Director RIAC 
4	Mr. Salman Javaid	Project Director CAP AI 
5	Mr. Syed Zafar Ali Shah	Procurement Specialist, PRRP 
6	Mr. Shaor Javaid Alvi	Assistant Procurement Specialist, PRRP 
7	Muhammad Islah Ud Din	Procurement Associate, PRRP 
8	Muhammad Kashif Nazir	Program Assistant 

Table - b: List of Firms' Participants-

Sr. #	Firms' Name	Representative Name	Designation
1	M/s Jaffer Business Systems (Pvt.) Ltd.	Rizwan Hussain	Key Account Manager
2	M/s Maersk Global Trade & Customs Consulting	Strahinja Ivanovic	—
3	M/s LMKR	Mohammad Rehan/ Zeeshan Elahi	Regional Business Manager - North Pakistan/Proposal Manager
4	M/s Sapphire Consulting Services (Pvt.) Ltd.	Ishfaq Kiyani	—
5	M/s JazzWorld	M. Osama Khan	—
6	M/s Guidepost Solutions LLC	Eddie Koh	Regional Director APAC
7	M/s ISSM Labelling Solution Pvt. Ltd.	Haider Shafiq	Senior Vice President - Business Development
8	M/s Betacodes Pakistan	Muhammad Ahmad Jawad	Key Account Manager
9	M/s DWP Technologies	Raheem Khan	

		Adnan Javaid	
10	M/s Nucotech Company Limited	Chaudhry Bilal Nazim Khan	Marketing Manager
11	M/s Ceo Smart Corporate Solutions Pvt Ltd	Haider Bajwa	
12	M/s Steuermarken Solutions (Pvt) Ltd	Zubeer Tariq	Director
13	M/s ViztroTech Business Solutions (Pvt.) Limited	Dr. Rahmatulah Vistro	CEO
14	M/s Comtech Associates	Adnan Gul	Head of Sales - North
15	M/s MetricsLed	Lucy Martin-Patrick	Head of Partnerships and Delivery

(Handwritten mark)

(Handwritten initials)

(Handwritten signature)

(Handwritten mark)

(Handwritten mark)

(Handwritten initials)