SMART OFFICE PRE-BID MEETING QUERIES / CLARIFICATIONS DATED 10-01-23

S. #	Queries/Questions by the Bidders	Response by the Members
1.	Please help to explain what is App-To-Peer Chat	Please read the clause as Peer-To-Peer Chat within Android and iOS App. If live chat for support is happening then its app-to-peer where NITB will have a desktop support agent module and user will be on app. If voice/video call is happening then it can be Web (App)-to-App and vice versa. (For illustration purpose: Facebook Messenger, WeChat)
2.	Please help to explain what is the meaning of 'Unlimited'.	Organization Admin will have admin rights to open subject based discussion groups. Any app user can join that group from within the organization. Joining request will come to Admin for approvals and whitelisting. Unlimited channels can be defined and without any restriction users can join that channel (For example: WhatsApp has a rule of 256 users can join a Group)
3.	Please help to explain what is the feature of 'show reactions'	By selecting any message, a user can show reaction in a form of Emoji (For example: In WhatsApp you can select a message and react to it via emoji to show emotions). (For Illustration Purpose: Facebook Messenger, WeChat, WhatsApp)
4.	Please help to explain what is the meaning of 'retrieve chat history from backup'. Does it mean user could check chat history in the backup?	Yes. All data to be maintained. User will be able to make backup of all chats in private storage space provided by NITB (For example: In WhatsApp you can back up all chats on google cloud etc...) (For Illustration Purpose: Facebook Messenger, WeChat, WhatsApp)
5.	Please help to explain what kind of 'multi-task' should be supported	Multi-Task means from App-To-Web, Web-To-Web, Web-To-App. Any combination. In future to add Screen share, chats, reactions and Video/Voice on/off tools. (For Illustration Purpose: Zoom)
6.	Please help to explain what is the feature of 'push to talk'	Push to Talk is another term used for Voice Notes. (For Illustration Purpose: WeChat, WhatsApp)

7.	These two descriptions are inconsistent. Whether the chat history should be stored on user's mobile?	All data shall be saved on server provided by NITB. Backups will be maintained on NITB provided cloud storage. Data in encryption format can be stored on handset but synced with server. If access of user is blocked or blacklisted then App should get disfunctional and any data on handset should be deleted where possible.
8.	The description of '16. Network Admin' is all about tag. Does the '16. Network Admin' means tag management?	16. Network Admin and 17. Network Administrator is a same thing. It should be read as 17. Network Admin and Administrator. Points in front of 16. Network Admin can be clubbed to 15. Tagging Features i.e., Tagging Feature, Hash Tag, Mentions, Trend.
9.	Please confirm if only hosting/Infrastructure requirements need to be shared. I,e Compute, Storage & Network requirements OR Vendor need to propose hardware also?	Only network architecture (Topology) with requirements for computing to run 500,000 users. Infrastructure shall be provided by NITB at NTC.
10.	Could the quotation currency (contract signing currency) be in USD or we can only quote in PR pls?	Complete prices quoted should only be in Pak Rupee (PKR). No other currency is allowed.
11.	Can we suggest and supplement payment terms? Furthermore, we noticed that there is no payment method description for the SUPPLY	No. Payment schedule is final which is on the basis of deliverables I and II in percentage terms of proposed solution against RFP.
12.	Could you pls help clarify this point more? Especially what does the "shall be covered in the deliverable-1 and II" mean here.	Complete requested Instant Messaging dn Communication Application is covered in Deliverables I and II.
13.	Can we supplement and provide our own template Price Schedules? Or should we only and just follow and fill in the price list in this Financial Proposal? Or do we must to provide quotation according to schedules in the Financial Proposal template but can also supplement the add our own templates, Price Schedules?	Only use provided template for fair comparison. No other model is acceptable.
14.	Can the performance guarantee be provided after signing the contract? In addition, we hope that the deadline for the	No. Performance Guarantee needs to be submitted within 14 days from receipt of LOA.

	submission of the letter of guarantee can be negotiated.	
15.	Can the template of the Performance guarantee be negotiated and slightly adjusted? We would like to advise following comments or conditions: i. The final version of the Bank Guarantee to be submitted by the bidder shall be subject to the legal review and official comments by the Bank which will issue this Bank Guarantee. ii. Format and contents of the Performance Bond meet the related requirement of URDG758. The performance bank guarantee be valid from the date of issuance up to the date of issuance of Provisional Acceptance Certificate (PAC).	No.

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