

CONSULTANCY SERVICES FOR DIGITAL CITIZEN SERVICES PLATFORM DEVELOPMENT

Sr.No	Question	Answer/Response
1	Could you provide a breakdown of the specific weighting for technical, financial, and other evaluation components?	Breakup will be available at RFP Stage
2	Are there any planned subsequent phases or budget allocations beyond the initial contract?	This detail would be provided at RFP/contract stage
3	For integrations with NADRA, the National Data Exchange Layer, and other federal/provincial systems, will the necessary APIs, documentation, and test environments be provided by the respective agencies before the project start?	All the pre-requisites will be made available as and when required.
4	What is the decision-making authority and meeting frequency for the Project Steering Committee?	Not relevant at this stage.
5	Could you provide a detailed project timeline with a critical path for all key phases (design, development, testing)?	Phasewise Deliverable/Output is provided in detail in REoI document of clause 5
6	Will we have full access to the source code of the existing "DEEP App Platform" or is integration limited to APIs?	This detail will be provided to selected firm
7	Please clarify the relationship between the "Super App" and "Web Portal." Are they different interfaces for the same backend, or separate deliverables?	They will be just different interfaces only
8	What specific standards are required for the microservice architecture? Is there a mandatory technology stack for containerization (e.g., Docker/Kubernetes)?	Details will be provided at RFP stage
9	Is a specific cloud provider mandated, or can we propose a solution on a private, public, or hybrid cloud?	Details will be provided at RFP stage
10	Could you confirm the exact list of government services to be onboarded in Phase 1 and clarify whether these will be frozen post-contract award to avoid ongoing additions during development?	Details will be provided at RFP stage
11	Are private sector services (e.g., banks, e-commerce) expected to be integrated within the initial scope, or will these be considered future sustainability features?	Details will be provided at RFP stage
12	Could you confirm which services/systems will be part of the MVP/Pilot, and the maximum number of systems to be integrated in this phase.	Details will be provided at RFP stage

13	What is the maximum number of government systems/services expected to be integrated during the project.	Details will be provided at RFP stage
14	Which third-party services (e.g., payments, maps, notifications) should be integrated from day one, and what is the maximum number of these integrations planned for the initial release?	Phasewise Deliverable/Output is provided in REoI document clause 5
15	Are offline channels (USSD, SMS) required at launch or only in later phases?	Phasewise Deliverable/Output is provided in REoI document clause 5
16	The RFP mentions hypercare support for 3–6 months — could you confirm the exact duration, service level expectations, and whether this includes bug fixes only or also feature enhancements?	Details will be provided at RFP stage
17	Should support be available 24/7, during business hours only, or on a different schedule?	Will be finalized with the selected firm
18	Are there defined Service Level Agreements (SLAs) for incident response and resolution times?	Will be finalized with the selected firm
19	Which channels should be used for support (email, phone, ticketing system)?	Will be finalized with the selected firm
20	Can you confirm whether the government-provided cloud infrastructure will be provisioned, configured, and ready before development starts, or should the vendor include environment setup in its scope?	Details will be provided at RFP stage
21	What are the performance requirements (max concurrent users, uptime SLA, average response time)?	Will be informed to selected firm
22	Could you clarify what is meant by government-provided cloud in the RFP – does it refer to a full cloud environment with platform services already available, or only to raw infrastructure resources that the vendor will need to configure and manage?	Details will be provided at RFP stage
23	Are we able to use the same implementation partner for the other EoI (PK-MOITT-502483-CS-QCBS)?	No as there will be Conflict of Interest
24	The main functions mention AI-Powered Assistance & Smart Services. What AI LLM are currently permitted for use by the local government?	Details will be provided at RFP stage

25	<p>Statement: “(Financials are not part of the technical evaluation but must be prepared as per World Bank standard forms).”</p> <p>As per World Bank guidelines, the Financial Proposal is not part of the EOI stage and will be assessed during the RFP stage.</p> <p>We kindly request you to omit the requirement to submit the financial proposal at the EOI stage.</p>	Financial proposal will be submitted at RFP stage.
26	<p>We understand that the email ID “deep.info@nitb.gov.pk” provided for clarifications will also be used for the e submission</p> <p>Please confirm</p>	Yes, deep.info@nitb.gov.pk may also be used for submission of proposals.
27	The World Bank process mentions both technical and financial proposals. Should these be included at the REOI stage as well?	The Financial Proposal will be required at the RFP stage
28	Are international firms permitted to lead consortiums in partnership with local companies?	Yes, international firms may lead the consortium by fulfilling other requirements of the EOI
29	Is there a preferred or required cloud platform?	This will be specified at RFP/contract stage
30	Are the Key Team Positions outlined in the REOI required to be on-site long-term?	This will be provided to shortlisted firms at RFP stage
31	Is the development team required to be on-site long-term, developing within an internal network environment (considering data security and information security)?	This will be provided to shortlisted firms at RFP stage
32	What are the main participants and roles from the client's side in this project?	The Ministry of IT and Telecommunication is the sponsoring agency of the DEEP project, while the National IT Board is responsible for integrating citizen-centric services into a single platform via the National Data Exchange Layer and the Digital ID, which will be developed by NADRA. Retained responsibility matrices will be specified at the Contract stage.
33	Is there a template for the Financial Proposal?	The financial proposal template may be provided on RFP stage
34	Is it mandatory to designate a single lead firm in the JV , or would co-leadership between firms be acceptable if clearly defined in the JV agreement?	Single lead firm is required.

35	Can the international firm serve as the lead while the local firm plays a supporting or coordination role? If yes, is there a minimum participation threshold required for the local partner?	Yes, international firms may lead the consortium by fulfilling other requirements of the EOI and subsequent RFP. There is no minimum participation percentage requirement for the local partner
36	Will the technical and financial qualifications of the lead firm be evaluated independently, or will both firms' credentials be jointly assessed?	The qualifications will be combined to assess the JV as a whole.
37	Is there a standard or recommended JV agreement template or content structure that should be followed in the submission?	Template should be followed as per World Bank standard
38	Does the JV agreement need to be notarized or legalized in any specific manner at the REOI stage?	At the REOI stage a notarized/legalized JV agreement is not required. A simple declaration or letter of intent is sufficient. The full notarized/legalized JV agreement may be requested later.
39	Given that the Super App REOI falls under PPRA rules , is it a requirement that the lead firm must be locally registered in Pakistan?	World Bank Procurement regulation are applicable in this case
40	In the case of a foreign firm acting as technical partner, would their experts and portfolio be fully considered under technical evaluation if the local firm is designated as lead?	All partners will be jointly and severally responsible. The qualifications will be combined to assess the JV as a whole
41	Statement: "Provide training to government end-users who will manage content or processes via the new system" Can you please clarify the estimated number of training participants across departments and roles?	Details will be provided at RFP/Contract stage
42	Is the structure and documents that need to be submitted by August 28th as written below or are these documents for the next stage after initial shortlisting?	
43	Proposal Format: The REOI will likely follow a standard structure:	
44	Letter of Proposal: A cover letter with a declaration of intent, project understanding, and summary of qualifications.	
45	Technical Proposal: This should be structured with sections such as: Approach and Methodology, Work Plan/Timeline, Team Composition & Task Assignments, Firm Experience, Project Organization and Staffing, and any other requested information (like quality control measures, risk management approach, etc.).	
		The Proposal must comply all the requirements. The consultancy firm must comply as requested in REOI and submit the required proposals in accordance with their standard template.

46	Curricula Vitae (CVs): Detailed CVs of all key proposed experts, signed by the individuals and the firm's authorized representative.	
47	Financial Proposal: (submitted separately in a prescribed format) including a cost summary, breakdown of costs by phase, remuneration for staff, reimbursable expenses, etc., as per the REOI's instruction. (Financials are not part of the technical evaluation but must be prepared as per World Bank standard forms).	
48	Statement: "Multilingual Support (English, Urdu, and other regional languages)." which "regional languages" are to be supported in the initial phase. Please Specify	The scope of supported regional languages will be clarified in the RFP stage
49	Is there specific format you want us to follow for the Expression of Interest?	The Proposal must comply all the requirements. The consultancy firm must comply as requested in REOI and submit the required proposals in accordance with their standard template.
50	Is this a Lumpsum deliverable or man-month based project.	Details will be provided at RFP stage
51	If a product is ready to pilot but company is new, what preference or relaxation will be provided to such organization?	Firm will be assessed based on all mandatory requirements mentioned in EOI document
52	What if a company already own a product, what the IP rights on Source Code left with the company if Government wants Source Code handed over to them at the end of the project?	Please refer to the relevant REOI section 3 (VII)(b). Further details will be provided at RFP stage
53	Relaxation for a new company on experience with good on technical competency side?	Qualification as requested in the REOI must be fulfilled
54	Can you please clarify whether this 10-year experience can be met collectively by all JV partners, or must the lead firm individually have at least 10 years of experience	Experience requirements are mandatory as per the Qualifications section of the REOI. In case of JV, 10 years of experience must be fulfilled individually for the qualification
55	What's the required solution for the hosting services? Will it be on-premises based and will be provided by NITB OR we need to propose it?	Please refer to the relevant REOI section 3 (V)(c). Further details will be provided at RFP stage

56	Kindly confirm if we need to submit the Financial proposal at the REOI stage as it was part of the standard structure that's required for submission of REOI: Financial Proposal: (submitted separately in a prescribed format) including a cost summary, breakdown of costs by phase, remuneration for staff, reimbursable expenses, etc., as per the REOI's instruction. (Financials are not part of the technical evaluation but must be prepared as per World Bank standard forms).	The financial proposal will be submitted at RFP stage.
57	How many government service mini-applications are planned to be launched?	The details may be provided at RFP stage
58	The development of these built-in mini-application included in this project or not?	The details will be provided at RFP stage
59	Can we provide Tax Returns instead of Audited Financial statements?	Refer to addendum issued on 27th Aug 2025 with updated EOI on NITB and MoITT website
61	Our question is regarding format of REOI, what will be the format for the submission of EOI, On page 28 of TOR a general format is given, which indicates this stage likely requires both a technical proposal (methodology, team CVs, approach) and financial proposal (submitted separately),but notes exact details will be in the official bidding documents. We want to confirm, Is this EOI stage only requesting an Expression of Interest, or does it require submission of a full technical proposal or technical and financial proposal at this time? And at the REOI stage – The approach is required?	The REOI must be submitted in accordance with World Bank guidelines and the instructions provided in the REOI documents. A standard company profile, supporting documents, and compliance with eligibility/qualification criteria are required.
62	We are also will be happy to support with reference visits, should you like to explore and experience first hand some of the e-gov solutions in the countries of Yango Tech presence	Experience requirements are mandatory as per the Qualifications section of the REOI. However, new companies may associate with other firms in joint ventures or sub-consultancies to enhance qualifications.
63	With 18th Amendment, what is the scope of National SuperApp, when each province has their own SuperApp? Why will the provinces agree to this?	The details will be provided at RFP stage
64	Cost of MFA. IDS/IPS is a part of scope?	The details will be provided at RFP stage
65	VAPT tool license will be provided by NITB?	The details will be provided at RFP stage
66	Who will be providing email and SMSC account ?	Details will be provided at RFP stage
67	Plz confirm that cloud infrastructure , OS & DB licenses will be provided by NITB?	The details will be provided at RFP stage

68	Count of Trainees for Training and also mention Destinations where training will be Conducted	The details will be provided at RFP stage
69	Total Implementation Time	Details are provided in relevant REoI section 5. Further details will be provided at RFP stage
70	Plz Mention Payment Gateways (RAAST, 1-LINK)	The details will be provided at RFP stage
71	Preferred Technology for Development both in Web and Mobile Super App?	The details will be provided at RFP stage
72	If a firm participates in the Service Insights/Assessment lot, is it restricted from bidding the Super App lot under WB Regulations 3.14/3.16/3.17 — and if not, what ring-fencing is required	No as there will be Conflict of Interest
73	Is the Government prescribing or short-listing a particular SuperApp framework/vendor, or will any open, standards-based mini-program container that meets requirements be acceptable (including licensing/IP terms)?	The details will be provided at RFP stage
74	What is the current technical interface and SLA for the National Digital Identity and data exchange layer (auth methods, API quotas, message formats, availability)? Any mandated standards we must adopt?	Details will be provided at RFP/contract stage
75	Provide API specs/SLA for NADRA SSO and the national data exchange layer to calibrate MVP scope.	Details will be provided at RFP stage
76	Confirm the government-provided cloud/DC options, required regions/DR, log-retention baselines, and whether any public cloud providers are allowable if contractually guaranteeing in-country residency.	Details will be provided at RFP stage
77	Will independent VAPT by a certified third party be mandated, and can a bidder propose an ISO-certified partner to meet assurance requirements during build and pre-go-live?	Details will be provided at RFP stage
78	Please confirm concurrency/throughput and latency targets for MVP and full rollout (e.g., peak TPS, 95th percentile response), and expected device/browser support matrices.	Details will be provided at RFP stage
79	Which payment gateways (and SBP rails/e-wallets) are preferred/approved, and are there constraints on fee/commission logic for sustainability features?	Details will be provided at RFP stage

80	Will there be a developer portal, code-review policy, and storefront governance for third-party mini-programs (including security scanning and monetisation controls)?	Details will be provided at RFP stage
81	For international bidders, in both instants, will JV-by-intent with a Pakistan firm be sufficient at EOI — or must legal registration and active taxpayer status be demonstrated at EOI stage?	At REOI stage there is no such requirement as mentioned in Addendum published on 27th Aug 25 while the details will be provided at RFP stage
82	Should the solution be hosted on local government cloud infrastructure or international platforms (AWS, Azure, GCP)?	Details will be provided at RFP stage
83	Could you please clarify the eligibility criteria for firms (minimum years of experience, financial turnover, working capital, etc.), since these are not explicitly stated in EOI?	Eligibility criteria will be provided at RFP stage while Qualification criteria is already provided in REOI section 6
84	In the case of a JV, if one partner fulfills the experience requirement and another fulfills the financial requirement, will that be acceptable?	Consultants may associate with other firms to enhance their qualifications but should indicate clearly whether the association is in the form of a joint venture and/or a sub consultancy. In the case of a joint venture, all the partners in the joint venture shall be jointly and severally liable for the entire contract, if selected. Refer to section 11 of the REOI and World Bank Procurement Regulations
85	Will the experience of sub-consultants count toward shortlisting, or only lead/JV partners?	Joint Ventures: Joint ventures are allowed (often up to a maximum of 3 partners), but a JV agreement or intent letter should be included, identifying the lead partner. All partners will be jointly and severally responsible. The qualifications will be combined to assess the JV as a whole. Subcontracting: If parts of the work will be subcontracted, details must be provided. However, the proposal should clearly state which portions are subcontracted and to whom, and those subcontractors should not be changed without client approval
86	Will the EOI shortlisting focus more on project experience or financial turnover at this stage?	at REOI stage, Qualifications and Eligibility of firms will be considered for shortlisting as requested in REOI
87	Is there a defined weightage for local vs international experience?	At this stage, there is no defined weightage for local or international experience as it may be discussed at RFP stage
88	How many firms do you expect to shortlist for the RFP stage (5–7 typical, or more)?	As per World Bank Procurement Standards, firms will be shortlisted accordingly

89	Will international experience carry equal weight to local/government sector experience?	At this stage, there is no defined weightage for local or international experience as it may be discussed at RFP stage
90	Will the Super App & Web Portal integrate with existing national platforms (NADRA, FBR, SECP, provincial IT boards), or will integration be phased out?	Details are already provided in REoI section 5. Further details will be provided at RFP stage
91	Is there any preferred technology stack (open-source vs licensed systems)?	Details will be provided at RFP stage
92	Will the selected firm also be responsible for ongoing operations/maintenance after initial deployment, or only development & handover?	Details will be provided at RFP stage
93	Will service design, process re-engineering, and UX fall under this project, or are those considered part of the Consultancy Project (Project 2)?	Details will be provided at RFP stage
94	What is the expected contract duration for the Super App assignment?	Details are already provided in REoI section 5. Further details will be provided at RFP stage
95	Is the scope limited to platform build or will it also include service design & citizen journey reengineering (overlap with Project 2)?	Details will be provided at RFP stage
96	Will the firm be responsible for negotiating third-party API/data access (banks, telcos, NADRA, SECP), or will NITB/MoITT facilitate this?	Details will be provided at RFP stage
97	Is there any budget envelope that can be disclosed at this stage to help firms assess resource allocation?	Details will be provided at RFP stage
98	Need the clarification of EOI proposal format as the given criteria at page-28 is bit confusing and asking for the following: 1. Letter of Proposal 2. Technical Proposal 3. Curricula Vitae 4. Financial Proposal	The Proposal must comply all the requirements. The consultancy firm must comply as requested in REoI and submit the required proposals in accordance with their standard template.
99	The current documentation only outlines the general features of the Super App but does not specify project-specific development requirements. This makes it difficult to prepare an accurate commercial proposal. We kindly request more detailed requirements specific to this project.	Details will be provided at RFP stage
100	With respect to App users, could you please provide clarity on the expected number of users, their composition at the current stage, and the future expansion plan as envisioned by the Authorities?	Details will be provided at RFP stage

101	The EoI mentions several existing systems (e.g., NADRA's Digital ID) that the proposed App should integrate with. We would appreciate some introductory details and interface conditions of these systems to enable us to assess feasibility and workload.	Details will be provided at RFP stage
102	Regarding security standards such as GDPR, OWASP Top 10, and Pakistan PDPA mentioned in the EoI, could you please provide references or guidelines to follow?	Details will be provided at RFP stage
103	The EoI requests a "risk management strategy." Could you clarify what specific information, documents, or format you expect in this regard?	Details will be provided at RFP stage
104	Furthermore, considering that responding to these queries and preparing a comprehensive proposal based on the clarifications will require additional time, we sincerely request your kind office to extend the	The proposal submission deadline is being extended by one week
105	Infrastructure Status: An assessment of government IT infrastructure, including network capabilities and security frameworks.	Details will be provided at RFP stage
106	Clarification on data storage solutions across departments, specifically the existence of a centralized big data center.	Details will be provided at RFP stage
107	Confirmation on whether government service API interfaces exist and are publicly accessible.	Details will be provided at RFP stage
108	A detailed list of which services from which government departments are available online for:	Details will be provided at RFP stage
109	Individuals (Natural Persons): e.g., ID card applications—including the process for online applications, document submission, and status tracking.	Details are already provided in REoI section 3. Further details will be provided at RFP stage
110	Businesses (Legal Entities): e.g., the application process for various business permits and licenses.	Details are already provided in REoI. Further details will be provided at RFP stage
111	API Integration for Services: Determination of whether the aforementioned services for both individuals and businesses are supported by functional APIs.	Details will be provided at RFP stage
112	Financial proposal at the REOI stage as it was part of the standard structure that's required for submission of REOI:	Financial proposal will be submitted at RFP stage.

113	Financial Proposal: (submitted separately in a prescribed format) including a cost summary, breakdown of costs by phase, remuneration for staff, reimbursable expenses, etc., as per the REOI's instruction. (Financials are not part of the technical evaluation but must be prepared as per World Bank standard forms).	Financial proposal will be submitted at RFP stage.
114	Elaborate regarding the financial proposal and its capacity for submission along format.	Financial proposal will be submitted at RFP stage.
115	Please confirm the Financial Proposal to be submitted at the EOI or RFP stage?	The Financial Proposal will be submitted at the RFP stage
116	Also no qualifying marks are provided so what would be the firm's Selection criteria?	At the EOI stage, firms are shortlisted based on qualifications and experience.
117	Please confirm whether the consultant has to prepare the Framework of SuperApp , or if the development of the entire SuperApp is the sole responsibility of the consultant?	Details are already provided in REOI section 3.
118	Please confirm the QCBS-rated criteria, it's 80%/20% or 70%/30%	QCBS will be followed while details will be discussed at RFP stage
119	Since the scope of the project is not very clear, can the EOI shortlisted bidder include a new JV partner at the RFP stage?	New joint venture partners cannot be added at the RFP stage.
120	Since it is mentioned to use the World Bank template while preparing the EOI, please include the relevant templates that are required to be used in the EOI	Firm will follow the REOI, World Bank guidelines and template for proposal
121	seek clarification on whether subject matter experts are permitted to participate in this bid in collaboration with more than one company.	Details are provided in relevant REOI section 11.
122	When do you intend to conclude the EOI stage and publish the RFP/tender?	The proposal submission deadline is extended till 5th September 2025. The RFP will be published with the shortlisted firms accordingly
123	what is the deadline to submit our queries regarding EOI via email ?	The queries must be submitted till Monday 25th Aug 2025
124	Please share email to send our questions and the time till when we must submit all of our questions?	The email address for queries is "deep.info@nitb.gov.pk" The queries must be submitted till Monday 25th Aug 2025