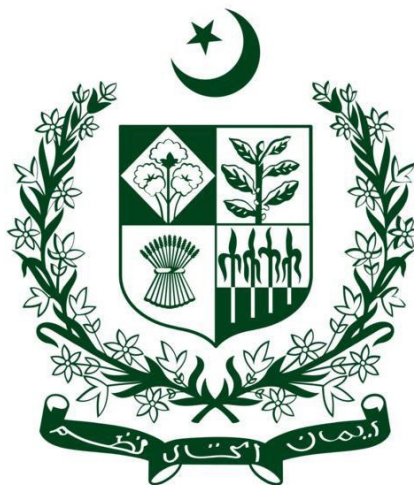


(FREQUENTLY ASKED QUESTIONS WITH ANSWERS/ CLARIFICATIONS)

Request for Proposals Information System (Single Stage)

**Design, Development, Implementation and Support of a
National Unified Digital Government and Public Services
Delivery Platform**

Country:	Pakistan
Project Name:	Digital Economy Enhancement Project
Implementing Agency:	Ministry of Information Technology and Telecommunication
Loan No:	75140-PK
Project ID No:	P174402
RFP/ STEP Ref. No.	PK-MOITT-530157-GO-RFP



Phase-I

Serial No.	Clarification/Query requested by Bidder/ Proposer	Response by Purchaser
1.	In Section VII of the RFP, there are 7 first-level modules, which differ from those shown in the Technical Scoring Matrix of Annex Tech-I, such as the AI Chatbot System. Question: Is there a complete list of functionalities available?	The Platform shall provision requirements mentioned in Section VII sub-section 5 (page-227), however all other associated requirements mentioned in RFP must be complaint/provided such as Section VII sub-section 5. AI Chatbot System page no 154 etc. Please note, Technical Evaluation/marking would be based on Annex Tech-I.
2.	What is the expected overall implementation, delivery, and launch timeline of the project?	Reference to 4(s) (Time Schedule - Financial Evaluation) Section III – Evaluation and Qualification Criteria, the Operational Acceptance shall be achieved not later than 31 May 2029. Proposers are encouraged to propose an accelerated implementation schedule in their proposals.
3.	How these Incoterms be translated in this specific project especially in context of the Human Resources which have been considered as one of the Components defined in Section IV Proposal Forms (Form 3.1 through Form 3.5)?	Reference to 3.1 Grand Summary Cost Table Section IV - Proposal Forms, the price(s) and overall costing for the proposed solution including all the components and sub-components shall be inclusive of all the direct and indirect costs and taxes (as applicable and deductible) as per ITP no. 17.6.
4.	Here VAT refers to GST? Are the Prices to be Quoted without applicable GST?	Reference to 3.1 Grand Summary Cost Table Section IV - Proposal Forms, the price(s) and overall costing for the proposed solution including all the components and sub-components shall be inclusive of all the direct and indirect costs and taxes (as applicable and deductible) as per ITP no. 17.6.
5.	There are fifty-five (55) professional resources have been asked. Following clarification is requested: 1. Are they all going to be available and so the cost of resources asked for the complete duration of Project Implementation. 2. Are they all going to be stationed in Purchaser's country for the complete duration of Project Implementation? 3. There are roles which may be required in different phases of the project. Are they still be required to remain standby for the project?	With reference to Section IV (3.4), HR resources need to be planned by the Supplier as per their Project Rollout, and Implementation Plan. The Supplier needs to identify the required resources and ensure their availability and deployment to fulfill all project deliverables in accordance with the RFP requirements. Preferably located/available locally. With reference to Section IV (3.5), recurring costs need also to be submitted. Supplier need to ensure availability of these resources locally in Purchaser Country.
6.	As per Financial Evaluation Criteria on Page 67 and in context of (a) Time Schedule, the Operational Acceptance Date is defined as 31st May, 2029. Does this mean that the Recurrent Cost for five (05) years will be beyond May 2029 (i.e. a total engagement of eight (08) years). Kindly clarify.	The 31st of May 2029 is the maximum deadline for Operational Acceptance (end of the Implementation Phase). The Recurrent Costs cover two distinct periods that begin after Operational Acceptance: • Warranty Period: 36 months • Post-Warranty Services Period: 24 months Therefore, the total service period from Operational Acceptance is 60 months (5 years). The total engagement from contract signing could be up to 8 years (3 years implementation + 5 years' post-go-live support), depending on the actual acceptance date. The above response and timelines exclude 3.3 Recurrent Cost Summary Table SLA (Support and Managed Services of Complete Solution).
7.	Kindly clarify what does this mean to have Training & Change Management Cost in context of License and price to be Quoted for complete five (05) years.	As reference to page 124, Please provide the cost of training and change management for proposed information systems. With Ref to page 202, 208 & 209 of sub-sections (18.4.8.8) in Section VII of the RFP Proposer have to fulfill all associated requirements in RFP.

8.	Kindly clarify what does this mean to have Training & Change Management Cost in context of Enterprise Wide Licensing and price to be Quoted for complete five (05) years.	As reference to page124, please provide the cost of training and change management for proposed information systems. With Ref to page 202, 208 & 209 of sub-sections (18.4.8.8) in Section VII of the RFP Proposer have to fulfill all associated requirements in RFP.
9.	The Recurring Cost of all the Human Resources have been asked for five (05) years of Warranty Period. This is in addition to the Human Resource Cost as in Form 3.4 Supply and Installation Cost Sub-Table at Page 119-123. Kindly clarify if these Resources are required and so the associated Costs are to be Quoted for the complete duration of Implementation Phase which is three (03) years (Ref. Operational Acceptance by 31st May 2029) and then for five (05) years of Warranty Period (viz. till 31st May 2034).	As explained in the response to query #5, the HR in the Supply and Installation Table (Form 3.4) is for the Implementation Phase. The HR in the Recurrent Cost Table (Form 3.5) is for the post-go-live phases: the 36-month Warranty Period and the 24-month Post-Warranty Services Period. These are distinct teams serving different functions (building vs. supporting). Depending upon the proposed solution, the Proposer must account for and cost for both the tables and teams separately.
10.	This appears in contrast to the Proposal Forms 3.1 through 3.5 in which the Human Resources have been asked both in the Supply and Installation Cost Sub-Table and Recurring Cost Sub-Table. Kindly clarify.	See consolidated responses for queries #5 and #9. Clause 25 of Section VII describes the qualifications and roles of the technical team required for the project. The pricing of this team is split between the Implementation Phase (Form 3.4) and the Post-Go-Live Phases (Form 3.5).
11.	Kindly clarify these additional roles defined in the System Inventory Table in comparison to Form 3.5 Recurring Cost Sub table.	The System Inventory Table (Recurrent Cost Items) on page 224 provides a reference list of typical technical services that may be required during the Warranty and Post-Warranty Periods (e.g., senior analysts, programmers). Form 3.5 is the official pricing schedule where the Proposer must detail and cost its proposed support organization, which may be structured differently than the reference list. The Proposer is responsible for ensuring its proposed team meets all requirements in Section VII.
12.	Kindly specify what documents are required to meet this clause. Since the wording refers to the "Purchaser's satisfaction," further detail will help ensure that we submit all necessary documentation. Please also confirm whether the local representative arrangement must be finalized at the time of proposal submission or can be formalized after contract award.	A Local Representative arrangement does not need to be a legally binding contract at the proposal stage. To meet the requirements of Section III, Clause 1.6, the Proposer must submit: 1. A signed Letter of Intent or Memorandum of Understanding from the proposed Local Representative, confirming their intent to act in that capacity if the Proposer is awarded the contract. 2. Documentary evidence from the Local Representative demonstrating their capability to provide the required services (e.g., company profile, list of qualified staff, physical office address). The final, binding agreement with the Local Representative must be formalized after the contract award and prior to signing the formal contract vis-à-vis commencement of services.
13.	The RFP outlines scalability expectations: could the Purchaser confirm the planning assumptions for total users, peak concurrent load, and target RTO/RPO parameters for architecture sizing and costing?	The Performance & Scalability Requirements are already provided in Section VII sub-section 9 and Section X sub-section 5 on reference page # 165 & 383 The Information systems should comply with these requirements.
14.	The document references compliance and national standards; could the Purchaser confirm the intended deployment model (government cloud, on-premises, or hybrid) and any mandated technology, hosting, or data residency constraints?	Reference to page 141, detail of deployment model and hosting is provided in "Alignment with National and International Initiatives"
15.	The RFP mentions interoperability and integration; could the Purchaser clarify which systems are mandatory for Phase-1 go-live (e.g., National Digital Identity, payment platforms, and legacy government systems)?	With Ref to page 226 as mentioned in section (VII) Background and Informational Materials/ Systems. The Detailed scope and requirements are mentioned furthermore phase wise rollout strategy requirements mentioned in section VII sub-section 20 page no 206 Development testing deployment.

16.	With reference to operational acceptance timelines, could the Purchaser confirm the expected project duration, milestone expectations, and scope of post-implementation support and maintenance?	Reference to page-206 "20.2. Release and Deployment Planning", firm will provide detailed implementation plan, roadmap and phased rollout strategy.
17.	Kindly indicate when the contract award date is expected to be confirmed.	The Purchaser aims to notify the successful Proposer and award the contract in Q3-Q4 2026, subject to the successful completion of the evaluation process and any applicable standstill periods.
18.	RFP Reference: Section VII, Clause f (Page 149) mandates API-first design; Clause 3.3.1 (Page 155) describes container application. Integration approach needs clarification. The Technical Requirements mandate an "API-first design" and a "SuperApp Framework" using a "mini-program container architecture." Does the Purchaser require that all integrated government services be embedded as native mini-programs within the Super App framework, or is it acceptable for some services to be integrated via webviews or by redirecting users to external websites?	Ref. Section VII, Clause 3.3 (Page 149). The Super App platform is required to adopt an open mini-program container architecture, enabling multiple mini-apps/services to operate within a single host application.
19.	RFP Reference: Section VII, Clause 5 (Page 160-164) describes AI Chatbot capabilities. Chatbot integration depth with backend services needs clarification. The Technical Requirements for the AI Chatbot describe deep integration with service workflows, including checking application status and guiding users through complex procedures. Is it the Purchaser's expectation that the chatbot will be integrated with the backend services of the platform to access service-specific data and logic?	The Information systems require deep backend integration for the AI Chatbot. Please refer to Section VII, Sub-section 5, and Page 154.
20.	RFP Reference: Section VII, Clause 5 (Page 160-164). Chatbot technology approach and data security requirements need clarification. Given the requirements for the chatbot to access service-specific data and logic, would utilizing a public, general-purpose Large Language Model (LLM) meet the project's functional, data security, and privacy requirements, or does the Purchaser envision a more tailored, possibly locally-hosted solution?	Proposers may propose an appropriate solution architecture, provided it meets the functional, integration, data security, and privacy requirements outlined in the RFP. A secure, preferably controlled or locally hosted architecture may be required where necessary to safeguard sensitive government data.
21.	RFP Reference: Section VII, Clause 10.1.1 (Page 166). Availability calculation exclusions need clarification. The RFP requires 99.9% availability. Will this requirement explicitly exclude downtime caused by planned maintenance, third-party system failures, government infrastructure issues, or force majeure events that are outside the vendor's control?	This requirement explicitly excludes downtime caused by planned maintenance, third-party system failures, government infrastructure issues, or force majeure events that are outside the vendor's control. The RFP states a 99.9% uptime requirement for all critical services (Section VII, Clause 10.1.1, and Page 166).
22.	RFP Reference: Section VII, Clause 12.2 (Page 174) mentions integration capabilities; Page 232 discusses MDAs. Existing integration infrastructure status needs clarification. The RFP requires integration of services from numerous government departments (MDAs). Does a centralized API gateway, data exchange layer, or other integration infrastructure already exist that this project can leverage, or will the development of the integration layer (including adapters and APIs for each department) be a core part of this project's scope?	The centralized API gateway, data exchange layer, or other integration infrastructure will be developed under the umbrella of DEEP project. (Section VII, Page 226).
23.	RFP Reference: Section VII, Clause 14.1.1 (Page 177). QPS capacity planning needs clarification. Given the projects scale (millions of users), will the Purchaser coordinate with NADRA to secure the necessary increase in QPS (Queries Per Second) limits for the eID interface to handle peak loads?	Based on technical justification requirements the Purchaser can coordinate with Government entity, if applicable/required.

24.	RFP Reference: Section VII, Clause 14.1.6 (Page 180) lists required payment methods. Payment gateway selection and commercial responsibility need clarification. The Technical Requirements mandate integration with multiple payment methods (JazzCash, EasyPaisa, 1Link, RAAST). Regarding the selection of specific payment gateway(s) and service providers, will the Purchaser provide the necessary API credentials, merchant accounts, and contractual access to these services, or is the vendor responsible for establishing these commercial and technical integrations?	Bidders should propose a model where the Purchaser facilitates commercial agreements with payment service providers, while the Supplier handles technical integration. It is to be noted that as part of architecture, Banks may directly integrate or provide their platforms on our information system for related citizen services payments.
25.	RFP Reference: Section VII, Clause 18.1 (Page 191). Data center responsibility and cost allocation need clarification. The RFP requires data storage in Tier-3 or higher data centers within Pakistan. Will the government provide the data center infrastructure, with the vendor responsible only for system deployment? Who bears the costs of hardware, bandwidth, and compliance audits?	Reference to page 141, detail of deployment model and hosting is provided in "Alignment with National and International Initiatives". Costs for compliance audits (e.g., annual third-party security audits required by Annex Tech-1) must be included in the Supplier's bid. Bidders should clearly state their assumptions about government-provided infrastructure
26.	RFP Reference: Section VII, Clause 19 (Page 205). Resource estimation baseline and scoring fairness need clarification. The RFP uses a scoring formula where the bidder with the lowest declared infrastructure resources receives the highest score. This may unfairly penalize vendors with more accurate understanding of complex service requirements. Will the government provide a detailed resource baseline (based on service complexity, number of concurrent users, transaction volumes, etc.) to ensure fair and realistic resource estimation?	Bidders are expected to determine and declare the required infrastructure resources based on the technical requirements, performance targets, and expected usage parameters specified in the RFP (e.g., scalability, concurrent users, QPS, and availability requirements etc.). The scoring methodology specified in the RFP will apply, and the Purchaser reserves the right to verify the adequacy of proposed resources during technical evaluation and implementation, based on submitted documentation.
27.	RFP Reference: Section VII, Clause 21.2 (Page 207) references "outputs from that assessment." Assessment outputs need to be provided. The RFP mentions a prior assessment of government services. Can the Purchaser provide the outputs from this assessment (service lists, gap analysis, and BPR recommendations) to inform the prioritization and design of services to be onboarded first?	Requirements mentioned in Section VII Page 206 & 207 and Anex-Tech 1 related to mini apps/services integration need to fulfill. Purchaser will provide list of Services/MiniApps at later stage.
28.	RFP Reference: Section VII, Clause 21.2 (Page 207). Service prioritization process and timeline need clarification. The RFP states that the implementation firm is expected to prioritize which services are on boarded first. Will the Purchaser provide a finalized and prioritized service list within a defined timeframe (e.g., 20 days of project initiation) to serve as the basis for development planning?	Requirements mentioned in Section VII Page 206 & 207 and Anex-Tech 1 related to mini apps/services integration need to fulfill. Purchaser will provide list of Services/MiniApps at later stage.
29.	Will the network over which these APIs are provisioned shall be provided by the government?	Yes, this would be provided.
30.	RFP Reference: Section VII, Clause 21 (Page 207). Stakeholder engagement frequency and limits need clarification. The RFP requires working closely with a broad range of stakeholders. What is the expected frequency of workshops and meetings? Will there be a limit on the number of mandatory workshops to control costs?	The RFP requires close collaboration with a broad range of stakeholders under Section VII, Clause 21 (Page 207). The Supplier is expected to propose a stakeholder engagement and governance model suitable for the federated government environment (Page 227) & successful delivery of the project. Bidders should include workshops/meetings etc. plan with frequency assumptions in their project plan and cost these within their bid.
31.	RFP Reference: Section VII, Clause 21 (Page 207). Stakeholder decision timelines need specification. What is the time limit for resolving collaboration disputes or obtaining decisions from stakeholders? If decisions are delayed beyond a specified period, will	Such issues will be addressed through the project governance and coordination mechanisms. The vendor's proposed approach will not be deemed automatically accepted in the absence of stakeholder decisions; unless agreed or approved by Purchaser.

	the vendor's proposed approach be deemed accepted to prevent project delays?	Any such delay beyond the control of Supplier/Purchaser would be discussed during Project Governance Meetings.
32.	RFP Reference: Section VII, Clause 25 (Page 212). Personnel change approval process and timeline need clarification. The RFP specifies a 1% penalty for unauthorized personnel changes. What is the definition of "key team members" subject to this penalty? What is the approval timeframe for personnel replacement requests?	Key team members are those identified in the Proposal and whose CVs are required to be submitted (e.g., Digital Tribe Leader, Solution Architect, Lead Engineers). The tentative approval timeframe for a replacement request is 10-15 working days from the date of receipt of a complete request with full justification and the proposed replacement CV.
33.	RFP Reference: Section VII, Clause 25 (Page 212). Personnel qualification assessment criteria need specification. What are the specific criteria for evaluating "equivalent or better qualifications" for replacement personnel? Will objective criteria (years of experience, relevant project experience, professional certifications) be used?	Personnel replacements must be 'equal or better qualified personnel, as per standard World Bank contract conditions' (Section VII, Clause 25, and Page 212).
34.	RFP Reference: Section VII, Clause 25 (Page 212) states "unauthorized change → 1 % penalty" without specifying a cap. Penalty cap needs clarification. Is there an upper limit on the cumulative 1% penalty for personnel changes? Will the penalty be capped at a reasonable percentage (e.g., 3-5% of contract value)?	The penalty for an unauthorized change is 1% of the Contract Price (exclusive of Recurrent Costs). The aggregate amount of such penalties is capped at 10% of the Contract Price, as per the standard limit for liquidated damages in GCC Clause 28.2.
35.	RFP Reference: Section VII, Clause 25 (Page 212). On-site work requirements and cost responsibility need clarification. Which key team members are required to be on-site in Islamabad, and who will bear the accommodation and transportation expenses for on-site work?	The required on-site resources will be based on the bidder's implementation approach, subject to Purchaser approval. All related costs, including accommodation, office setup, inter-city travel, and transportation etc. for project purposes, shall be vendor responsibility.
36.	RFP Reference: Section VII, Clause 22.3 (Page 215) specifies training numbers. Trainee qualification requirements need clarification. The RFP requires training for 10 admin resources and 50 development resources. Will the Purchaser provide trainees with the prerequisite technical skills (basic Linux O&M, Java/SQL, etc.) to ensure training objectives can be achieved?	The Purchaser will nominate the trainees for the required training sessions. It is expected that the nominated resources will possess basic technical background appropriate to their roles. The vendor should design and deliver the training program in line with the requirements specified in the RFP and the operational needs of the platform keeping in view government environment.
37.	RFP Reference: Section VII, Clause 22.5 (Page 215). Hypercare support timing relative to acceptance needs clarification. The RFP requires a "hypercare support" period of 6 months. Is this support period considered part of the project or a separate post-acceptance service? Will final acceptance and final payment occur before or after this period?	Section VII, Clause 22.5 (Page 209) describes hyper care support as a post-launch period of 6 months (and Section 23 sub-section c references 3-6 months). The hypercare support period is an integral part of the project deliverables and must be included in the Supplier's proposal. The timing of the final payment will be linked to the successful completion of all project milestones, including hypercare, as defined in the final contract.
38.	RFP Reference: Section VII, Clause 22.3 (Page 215) states training tools/logistics "would be responsibility of bidder." Training logistics cost clarification requested. Who is responsible for training tools, venues, equipment, and logistics? Will these be provided by the Purchaser, or must these costs be included in the vendor's proposal?	Training tools, logistics, and equipment/infrastructure would be responsibility of bidder (Section VII, Clause 22.3, and Page 208).
39.	RFP Reference: Section VII, Clause 23.3 (Page 211). Post-project support duration and funding model need clarification. The RFP requires a transition support period of "at least 6-12 months after launch." Is this a mandatory fixed-term "Joint O&M period," after which a separate O&M contract can be negotiated, or is this support expected to be included within the project budget?	Section VII, Clause 23.3 (Page 211) requires a transition support period of 'at least 6-12 months after launch.' This is presented as a contractual obligation, not a separately negotiated arrangement.

40.	RFP Reference: Section VII, Clause 23.3 (Page 211). Knowledge transfer success metrics need clarification. The RFP states that training must be completed "to the client's satisfaction" and that the client will verify they "can operate the system." Will "capability to operate independently" be defined by quantifiable metrics (e.g., successful execution of a predefined list of operational tasks, assessment pass rates) rather than subjective satisfaction?	Bidders will develop & provide Knowledge Transfer Plan in line with acceptance criteria with Ref Section VII, Clause 23.3, Page 210, 211.
41.	RFP Reference: Section VII, Clause 23.3 (Page 211). Knowledge transfer approval timeline needs clarification. Will the Knowledge Transfer Completion Report have a government review time limit (e.g., 15 working days), after which it is deemed approved if no comments are received?	The Supplier must propose a detailed Knowledge Transfer Plan with measurable acceptance criteria. The final acceptance of knowledge transfer will be based on the successful completion of this plan to the client's satisfaction, as verified by the agreed-upon metrics. There is no "deemed approval" clause for this process.
42.	RFP Reference: Section VII, Page 226-232 discusses third-party integration. Third-party liability and coordination responsibility need clarification. If the integration of a third-party government system is delayed due to that system's provider failing to provide timely support or documentation, will this be considered a delay beyond the vendor's control? Will the Purchaser be responsible for ensuring third-party cooperation and bearing any associated costs?	The project team will liaison with third party for integration the Supplier will be responsible for end-to-end system integration after Liaoning the supplier will be responsible for end-to end system integration including coordination.
43.	RFP Reference: Section VII, Page 226 discusses integration scope. Limitation of liability for third-party systems needs clarification. The vendor's responsibility should be limited to the technical interoperability of its own platform with third-party components. Should the vendor be held liable for the performance, compatibility, or delays caused by third-party systems that are outside the vendor's control?	The Supplier is responsible for end-to-end system integration and must coordinate with third parties. The project team will facilitate liaison, but the Supplier is accountable for the technical integration. Delays caused solely by a third party's failure to provide support may be considered a delay beyond the Supplier's control, subject to the provisions of GCC Clause 38 (Force Majeure) and the project's governance procedures for issue resolution.
44.	RFP Reference: Section VII, Page 236 states "No Deemed Acceptance." Deemed acceptance clause requested to prevent indefinite delays. The RFP states that "Acceptance shall only occur through formal written sign-off." Will the contract include a "deemed acceptance" clause, whereby if the Purchaser does not provide formal sign-off or comments within a specified period (e.g., 30 working days) after successful testing, the acceptance shall be considered final?	As stated in Section VII, there is no "deemed acceptance." Acceptance requires a formal, written sign-off by the Purchaser following successful testing. The project governance structure and agreed-upon project plan will define clear timelines and responsibilities for the review process to mitigate the risk of indefinite delays.
45.	RFP Reference: Section VII, Page 237. Source code delivery scope needs definition. The RFP makes final acceptance "conditional upon delivery of full source code." What is the defined scope of "full source code"? Does this include all custom development code, core framework source code, third-party dependency libraries, configuration files, and deployment scripts?	Reference to section VIII sub-section (xiii) (page-247), "Source Code" means the database structures, dictionaries, definitions, program source files, and any other symbolic representations necessary for the compilation, execution, and subsequent maintenance of the Software typically, but not exclusively, required for Custom Software). However in case of customization of code, supplier will provide customization framework/code.
46.	RFP Reference: Section VII, Page 241, Clause 1.6. Contract vs. World Bank regulations precedence needs clarification. The RFP states that "World Bank Procurement Regulations and DEEP Project objectives shall prevail over bidder interpretations." Will the signed contract and its appendices be the sole binding documents, with World Bank regulations serving only as a procurement compliance framework rather than a mechanism to add new requirements after contract signing?	The signed Contract and its appendices are the sole binding documents between the Purchaser and the Supplier. The Contract is governed by the laws of Pakistan (GCC Clause 5.1). The World Bank Procurement Regulations define the framework for the procurement process and the conditions for the World Bank's financing, which the Purchaser is obligated to follow. The contract will be interpreted consistently with these obligations.

47.	RFP Reference: Section VII, Page 241, Clause D. Defect classification and acceptance criteria need clarification. The RFP states that failure to meet "any mandatory requirement" results in non-acceptance. Will the contract introduce a defect severity classification (Critical/Major/Minor) with corresponding rectification windows, where only Critical defects can block milestone acceptance and Minor defects can be resolved during the warranty period?	The acceptance process is governed by the Acceptance Criteria and SAT (System Acceptance Testing) Matrix (Section VII, C, Page 233). This matrix, to be agreed upon in the Project Plan, will define the test cases and success criteria. It implicitly establishes the severity of defects. The project governance structure will manage all defects. While the existence of non-critical defects will not automatically halt acceptance, the resolution of all identified defects must be planned and agreed upon. Failure to resolve any defect that fundamentally prevents the system from meeting its core mandatory requirements will constitute a material breach and block acceptance, as per GCC Clause 30.
48.	RFP Reference: Section VIII, GCC Clause 27.3.1(c) (Page 288-289). Trial operation rules need clarification. The RFP states that Operational Acceptance occurs when the system is put into production use for "sixty (60) consecutive days." What are the criteria for determining "consecutive days of use"? Does encountering bugs or issues reset this counter?	The 60-day operational period is intended to demonstrate system stability in a live environment. If a Critical Defect (as defined in the project's issue management process) occurs that renders the system or a core function inoperable, the 60-day counter will be paused until the defect is resolved and then will restart. The occurrence of non-critical bugs that do not impact core functionality will not automatically reset the counter. The specific rules will be defined in the Project Plan.
49.	RFP Reference: Section VIII, GCC Clause 27.3 (Page 288-289). Acceptance testing timeline needs specification. What is the specific process and timeframe for running acceptance tests? Once testing is completed, how many days must the Purchaser provide acceptance comments?	The detailed process and schedule for System Acceptance Testing (SAT) will be defined in the Project Plan. The Purchaser will endeavor to provide comments or sign-off in a timely manner following the completion of testing.
50.	RFP Reference: Section VIII, GCC Clause 39 (Page 306). Change scope definition and pricing mechanism need clarification. What is the definition of the "general scope" of the system to prevent unlimited expansion of change scope? Will a standard pricing mechanism (e.g., unit prices from contract or market-based rates) be established for change orders?	The "general scope" is defined by the entire set of requirements in Section VII. A change falls outside this scope if it introduces new functionality not implicitly or explicitly required for the core platform. The process for change orders (GCC Clause 39, Section X Forms) and the Change Control Board will govern all change requests. Unit prices from the contract's priced bill of quantities may be used to value changes.
51.	RFP Reference: Section VIII, GCC Clause 39 (Page 306). Change proposal timeline and dispute resolution need clarification. What is the time limit for submitting change proposals, and what is the negotiation mechanism if agreement on change price cannot be reached?	The timeline for submitting change proposals will be as specified in the Request for Change Proposal. If agreement on the price or schedule for a change cannot be reached, the change will not be implemented. This is without prejudice to either party's rights under the dispute resolution clause (GCC Clause 43).
52.	RFP Reference: Section VIII, GCC Clause 41.1 (Page 311) allows Purchaser termination for convenience. Vendor termination rights for non-payment need clarification. The RFP allows the Purchaser to terminate "for any reason." Does the contract include the vendor's right to terminate if the Purchaser delays payment beyond a reasonable period (e.g., 90 days), with clear settlement rules for work completed?	Please refer to 41.3 Termination by Supplier 41. Termination under Section VIII – General Conditions of Contract.
53.	RFP Reference: Section IX-SCC, Page 329-330 lists milestone payments with no advance payment. Advance payment request for consideration. The payment structure includes six milestones with no advance payment. Given the significant upfront costs for project initiation, architecture design, and team mobilization, will the Purchaser consider including an advance payment (e.g., 15-30%) tied to the provision of an advance payment guarantee?	The payment mechanism and milestones shall remain the same (as per the issued RFP) and unchanged.
54.	RFP Reference: Section IX-SCC, Page 330 lists milestones but acceptance criteria are not detailed. Milestone acceptance criteria and timeline need clarification. Are the acceptance criteria for	With reference to Section VII sub-section (c) page no 233 Acceptance Criteria and SAT (System Acceptance Testing) Matrix is provided for milestone payments.

	deliverables at each milestone clearly defined? Will a formal sign-off process with defined timelines be established to ensure timely milestone payments?	
55.	RFP Reference: Section IX-SCC, Page 329-330 does not specify payment approval timeline. Payment processing timeline needs clarification. What is the payment approval timeline once an invoice is submitted? Will interest or penalties be applied for payments delayed beyond the specified period?	The Purchaser will endeavor to provide acceptance, approval, and clearance in a timely manner, tentatively not exceeding 4-6 weeks from the receipt of a complete deliverable submission, provided all required documentation is in order. For further details, please refer to relevant clauses and sections of the RFP.
56.	RFP Reference: Section IX-SCC, Page 331 specifies security amount and validity but not refund process. Security refund process needs clarification. What is the process and timeline for refunding the performance security after successful completion of all warranty obligations?	The Performance Security is governed by GCC Clause 13.3 and the corresponding SCC. The discharge and refund process will occur within 60 days following the successful completion of all warranty and performance obligations by the Supplier, as stated in SCC 13.3.4.
57.	RFP Reference: Section IX-SCC, Page 331. Security freeze rules during disputes need clarification. In case of disputes during the warranty period, what are the rules for freezing and releasing the performance security? Will only a portion proportional to the disputed amount be frozen, with the remainder returned?	In the event of a dispute, only a (relevant) portion of the security proportional to the disputed claim may be subject to retention. The remainder will be treated according to the standard discharge process (SCC 13.3.4), which is 60 days following successful completion of all obligations.
58.	RFP Reference: Section IX-SCC, Page 331 specifies bank guarantee but does not mention alternatives. Alternative security forms need clarification. Will alternative forms of security deposit be accepted, such as an irrevocable bank guarantee from a scheduled bank in Pakistan, in lieu of cash retention?	The Performance Security shall be in the form of an unconditional and irrevocable Bank Guarantee from a scheduled bank in Pakistan, as per the format provided and the conditions in GCC 13.3.1 and the SCC. Cash retention is not an accepted form of security.
59.	RFP Reference: Annex Tech-I, Page 381. Resource declaration verification process needs clarification. What verification mechanism will be used to validate resource declarations? Will the government have the right to request detailed resource estimation justifications and disqualify bids with maliciously low or unrealistic resource declarations?	Purchaser reserves the right to verify the adequacy of proposed resources during technical evaluation and implementation, based on submitted documentation.
60.	RFP Reference: Annex Tech-I, Page 410. Encryption certification responsibility and cost need clarification. The RFP requires end-to-end encryption using Signal Protocol/MLS and upgradeability to post-quantum algorithms by 2027. Who is responsible for the cost and process of certifying the encryption algorithm with Pakistan's NITB?	This is Supplier responsibility to attain/fulfill all related certification requirements from concerned authorities.
61.	RFP Reference: Annex Tech-I, Page 410. Post-quantum upgrade scope and costing need clarification. For the post-quantum encryption upgrade requirement by 2027, should the technical upgrade plan be included in the current proposal, with development costs included in the total contract price?	Separate cost line item for post-quantum upgrade may be added as optional requirement in the proposal.
62.	The RFP defines a Post-Warranty Services Period of twenty-four (24) months. While technical performance targets are mentioned, the specific Service Level Agreement (SLA) regime for this period is not detailed in the General or Special Conditions of Contract. Could you please provide the specific SLA requirements (e.g., uptime guarantees, support response/resolution times) that will apply during the Post-Warranty Period? If financial deductions or penalties are associated with SLA failures during this period, will they be subject to an annual or overall contract cap?	The Post-Warranty Services Period is Twenty-four (24) months starting with the completion of the Warranty Period.

63.	<p>We note that payment terms are 45 days from submission of a "valid invoice," and that a "sign-off by Purchaser" on the milestone deliverable is a prerequisite for invoice submission.</p> <p>To assist with our cash flow modeling, could you please clarify the expected or maximum number of days allowed for the Purchaser to review milestone deliverables and issue the required sign-off, following their formal submission by the Supplier?</p>	<p>The Purchaser will endeavor to provide acceptance, approval, and clearance in a timely manner, tentatively not exceeding 4-6 weeks from the receipt of a complete deliverable submission, provided all required documentation is in order.</p>
64.	<p>The RFP specifies the need for a Performance Security and, conditionally, an Advance Payment Security. However, it does not mention a requirement for a Parent Company Guarantee.</p> <p>Please confirm whether a Parent Company Guarantee (PCG) is a mandatory requirement for this tender. If not mandatory, under what specific circumstances (e.g., financial qualification thresholds) might the Purchaser require a PCG from a bidder or a Joint Venture member?</p>	<p>Regarding Parent company and allied areas/ entities, please refer to the following sections and sub-sections: ITP 31.2 Section I – Instructions to Proposers (ITP) 31. Eligibility and Qualifications of the Proposer Form Fin 13.1 - Financial Situation: Historical Financial Performance Section IV – Proposal Forms.</p>
65.	<p>How many legacy government systems and national databases are expected to be integrated under this Super App initiative?</p>	<p>The Super App is envisioned as a federated digital ecosystem that will progressively integrate multiple government systems and national databases. Details are provided in (Section VII, Page 206 reference). Bidders should build a scalable information System capable of accommodating expansions.</p>
66.	<p>Are all identified legacy systems API-enabled and ready for integration? If not, what level of modernization is expected within the project scope?</p> <p>Kindly provide technical details (where available) of existing systems, including:</p> <ol style="list-style-type: none"> 1. Operating systems 2. Technology stack (programming languages, frameworks) 3. Database platforms 4. Architecture type (web-based, client-server, hybrid, etc.) 	<p>The Information System will be fully interoperable with existing legacy systems. For non-API-ready systems, the Supplier will implement integration strategies.</p>
67.	<p>Is there an existing Enterprise Service Bus (ESB) or national integration layer? If not, does the Procuring Agency expect the bidder to design and implement one as part of the scope?</p>	<p>As part of the DEEP project, NADRA will establish the National Data Exchange Layer.</p>
68.	<p>It is understood that APIs will follow REST standards. Is there any anticipated requirement for GraphQL or gRPC interfaces within the integration ecosystem?</p>	<p>Details are already provided in Section VII, Clause 4.6.1, Page 154.</p>
69.	<p>Does the Procuring Agency intend to provide SDKs and/or developer APIs to third parties (e.g., banks, NGOs, utility companies) to build “mini-programs” within the Super App ecosystem?</p>	<p>APIs will be developed by the Supplier as per the requirements.</p>
70.	<p>Considering the mention of RAAST, should financial services integration follow SBP-mandated open banking or fintech standards? Kindly clarify the expected technical scope for financial integrations.</p>	<p>Integration with RAAST, JazzCash, EasyPaisa, 1Link, direct bank gateways, and credit/debit cards is in the scope (Clause 14.1.6). Information System must comply with all applicable standards, policies, regulations etc.</p>
71.	<p>Which technical, interoperability, and security standards are mandated or preferred for this project (e.g., ISO, OpenAPI, OAuth2.0, etc.)?</p>	<p>All applicable technical, interoperability, and security standards including Pakistan Security Standards (PSS) will be required to be followed/implemented to ensure compliance with the information system requirements.</p>

72.	<p>Kindly confirm which legal and regulatory framework shall take precedence in designing and operating the Super App:</p> <ol style="list-style-type: none"> 1. National Cyber Security Policy (NCSP), 2021 2. Personal Data Protection Bill (PDPB) 3. Electronic Transactions Ordinance (ETO), 2002 4. Prevention of Electronic Crimes Act (PECA), 2016 5. PECA (Amendment) Act, 2025 6. Any additional applicable digital governance frameworks <p>In case of regulatory overlap, which authority shall be considered the final compliance arbiter?</p>	<p>The solution must comply with all applicable laws, policies, and regulatory frameworks and security standards including Pakistan security standards (PSS) of the Government of Pakistan. The purchaser, in coordination with relevant regulatory bodies, will provide guidance where necessary in case of overlap or clarity.</p>
73.	<p>Is there an existing government cloud infrastructure where the Super App must be hosted? If yes, kindly share mandatory specifications (e.g., sovereign cloud, hyperscale restrictions, data localization requirements).</p> <ol style="list-style-type: none"> 1. Where is the Disaster Recovery (DR) site expected to be hosted (geographical location and infrastructure type)? 2. What are the official Data Retention and Data Archiving policies applicable to this system? 	<p>Reference to page 141, detail of deployment model and hosting is provided in "Alignment with National and International Initiatives".</p>
74.	<p>Which cybersecurity framework is required for implementation (e.g., NIST CSF, ISO 27001, OWASP ASVS, etc.)?</p>	<p>The solution must comply with nationally & internationally recognized cybersecurity standards and best practices to ensure the confidentiality, integrity, and availability of the platform.</p>
75.	<p>Is the intended architecture based on federated data storage (data remains with originating departments), or is a centralized data aggregation model being considered?</p>	<p>Data remains with the originating government departments. The platform will facilitate secure interoperability and data exchange between systems through defined integration frameworks and APIs. The information system itself will not store or maintain departmental data, except for audit logs required for system functionality, monitoring, and compliance purposes.</p>
76.	<p>Are SBP and PTA frameworks mandatory for authentication mechanisms?</p>	<p>Details regarding authentication are provided in Section VII (14) page no 171 in RFP document.</p>
77.	<p>Is facial recognition-based identity verification and Multi-Factor Authentication (MFA) considered mandatory? If so, what assurance level (e.g., low, substantial, high) is expected for digital identity verification?</p>	<p>Details regarding authentication are provided in Section VII (14) in RFP document.</p>
78.	<p>Considering Pakistan's 2G/3G penetration realities, should the application be optimized for low-bandwidth environments?</p>	<p>Yes, the Information System will be optimized for low bandwidth</p>
79.	<p>Is offline functionality expected for essential services or credentials? If yes, kindly specify which credentials (e.g., digital ID, licenses, utility confirmations, etc.) should be accessible offline.</p>	<p>Offline functionality will not be available in Information System.</p>
80.	<p>Are there mandatory accessibility standards (e.g., WCAG compliance) to ensure inclusion for differently-abled users?</p>	<p>Yes, Accessibility Standards (i.e. WCAG) compliance will be in scope of information System Section VII Page 165.</p>
81.	<p>Will integration with provincial government systems be included within the current scope, or is this limited to federal entities?</p>	<p>Yes, integration with Federal and provincial government systems be included within the current scope.</p>
82.	<p>Could you please clarify the total number of other business platforms that the National Unified Digital Government and Public Services Delivery Platform will need to interface with? And provide the interface protocols for each business platform. This information is crucial for us to prepare an accurate quotation.</p>	<p>The detailed scope of information system is already provided in Section VII of RFP which includes services, payment gateways, 3rd party integrations etc.</p>
83.	<p>Could you please confirm whether the purchase of the bidding documents is mandatory for participation?</p>	<p>The RFP (bidding document) complete in all aspects is readily and freely available (without requiring any fee/charges) on MOITT and NITB websites.</p>

84.	<p>The RFP specifies the inclusion of a Low-Code Service Development Platform for rapid service configuration and workflow management.</p> <p>Please clarify whether the Supplier is expected to develop a new low-code platform as part of the project deliverables, or whether the deployment and configuration of an existing enterprise-grade low-code platform is acceptable within the scope of this procurement.</p>	<p>Details are already provided in relevant section. Section VII, Pages 169 (Section 13 Low Code No Code specifications).</p>
85.	<p>How many government services are expected to be available at the initial launch of the Super App, and can MOITT/NITB provide a list of priority services or participating ministries for the Phase-1 rollout?</p>	<p>Details are already provided in Section VII, Page 206.</p>
86.	<p>Which national identity and authentication infrastructure should be used for citizen login and verification within the Super App (for example, NADRA digital identity services or another national authentication framework)?</p>	<p>Details regarding authentication are provided in Section VII (14) page no 171 in RFP document.</p>
87.	<p>For ministries or departments that do not currently have digital systems or integration interfaces, should the platform support platform-native service workflows, allowing such services to be fully implemented and processed within the Super App environment?</p>	<p>Details are already provided, Section VII, Page 168.</p>

Phase-II

Serial No.	Clarification/Query requested by Bidder/ Proposer	Response by Purchaser
88.	Has a formal business capability map and operating model been defined for the Super App, or is this expected from the Supplier during inception?	Requirements have already been mentioned in RFP. However, further information would be provided during project phase accordingly.
89.	How will federated governance work between MOITT, PMU, and participating MDAs in terms of decision rights and service ownership?	Service/data ownership will remain with MDAs.
90.	Is there a defined service onboarding framework for ministries (approval process, compliance checks, SLA definition)?	These may be defined when required during the course of project.
91.	What is the defined MVP scope for Phase 1, and which ministries or service clusters are prioritized? Please identify pilot services portfolio, pilot institutional scope, and minimum launch threshold.	Details are provided in RFP document Section VII page 206 & 207.
92.	Has an inventory been prepared of legacy systems and API readiness across participating Ministries, Departments, Agencies (MDAs)?	Requirements mentioned in Section VII Page 206 & 207 and Anex-Tech 1 related to mini apps/services integration need to be fulfilled. Purchaser will provide list of Services/MiniApps at later stage.
93.	Is there a government-wide canonical data model or data ownership framework already established?	Information System must comply with all applicable frameworks, standards, policies, regulations etc.
94.	How will consent management and cross-ministry data sharing be governed operationally?	National Data Exchange Layer and Consent Management System for data sharing across departments will be developed in DEEP project
95.	The RFP provides a reference architecture but allows alternatives. What degree of architectural deviation is acceptable?	As referred to in Section VII Clause 2. System Architecture Overview page 147, Supplier can suggest alternate architecture.
96.	Are there predefined constraints regarding cloud hosting environment, open-source usage, or vendor neutrality requirements?	Details regarding the cloud environment provided on page 142 B. (b) Super App Framework Integration.
97.	What is the long-term platform ownership and sustainability model post go-live (technical, financial, governance)?	Please refer to page 200 - Integration and operation support capabilities, technical fit, sustainable design.

98.	How will scope evolution and onboarding of new services or ministries be managed contractually during and after Phase 1?	This would be referred to prioritized services list which will be provided by Purchaser. This can be finalized when required during the course of project.
99.	Can the AI Bot use external LLMs (e.g., Gemini, etc.)? And if it is required to use only LLMs hosted within Pakistan - are such models available for integration?	Proposers may propose an appropriate solution architecture, provided it meets the functional, integration, data security, and privacy requirements outlined in the RFP. A secure, preferably controlled or locally hosted architecture may be required where necessary to safeguard sensitive government data.
100.	The TOR outlines a project team comprising more than 50 personnel across various roles (p. 216). Are the bidders expected to propose the full set of roles and the specified number of personnel as listed, or is there flexibility for bidders to adjust the team composition and number of experts based on their proposed methodology, and resource management approach?	With reference to Section IV (3.4), HR resources need to be planned by the Supplier as per their Project Rollout, and Implementation Plan. The Supplier needs to identify the required resources and ensure their availability and deployment to fulfill all project deliverables in accordance with the RFP requirements. Preferably located/available locally. With reference to Section IV (3.5), recurring costs need also to be submitted. Supplier need to ensure availability of these resources locally in Purchaser Country.
101.	System Interfacing: Could you please clarify the total number of other business platforms that the National Unified Digital Government and Public Services Delivery Platform will need to interface with? And provide the interface protocols for each business platform. This information is crucial for us to prepare an accurate quotation.	Requirements mentioned in Section VII Page 206 & 207 and Anex-Tech 1 related to mini apps/services integration need to be fulfilled. Purchaser will provide list of Services/MiniApps at later stage.
102.	Please clarify at which stage of the project bidding process the POC demonstration will be conducted. Is there a detailed list of required demonstration contents? The current attachment list is relatively vague: some items are marked for POC, while others are not.	The POC requirements and demonstration methodology are fully specified in Annex Tech-I of the RFP, which forms part of the evaluation criteria. Proposers must address these requirements comprehensively within their submitted technical proposals. The evaluation of proposals will be based entirely on the documentation submitted in accordance with the RFP.
103.	Please clarify whether this project involves the migration of historical data from existing systems. If yes, please specify the scope and scale of the data migration.	Data migration details are provided in Section VII clause 4.5.3 page 154.
104.	Is it required that all service content (department releases, announcements, etc.) be multilingual? Will translation be done automatically by the platform or provided by the departments?	Details are provided in Section VII Purchaser's Requirement Page 143.
105.	Is the use of Pakistan regions of international cloud vendors (such as AWS/Azure local nodes) permitted? Must disaster recovery also be deployed within the territory?	Reference to page 141, detail of deployment model and hosting is provided in "Alignment with National and International Initiatives".

106.	Is the handover of source code a mandatory requirement?	Details are provided in Section VIII sub-section (xiii) (page-247), Furthermore, in case of customization of code, supplier will provide customization framework/code.
107.	Can public network large model APIs be used for AI large models, or is local private deployment required?	Proposers may propose an appropriate solution architecture, provided it meets the functional, integration, data security, and privacy requirements outlined in the RFP. A secure, preferably controlled or locally hosted architecture may be required where necessary to safeguard sensitive government data.
108.	Regarding the delivery period, the bidding document states that the operational acceptance will be completed by May 31, 2029. Is there a detailed delivery plan or key milestones covering a 3-year delivery cycle	Reference to Section VII, Clause 20.2 (Release and Deployment Planning), the successful proposer will be required to provide a detailed implementation plan, roadmap, and phased rollout strategy, which will be approved by the Purchaser. This plan will define the key milestones for the project.
109.	Bidding Documents: Could you please confirm whether the purchase of the bidding documents is mandatory for participation?	The RFP (bidding document) complete in all aspects is readily and freely available (without requiring any fee/ charges) on MOITT and NITB websites.
110.	Issue: The development effort required for 50 Mini-Apps varies exponentially depending on their complexity. Question: Could you please provide a detailed list or complexity breakdown (e.g., Simple Info vs. Complex workflows with payment/3rd-party integration) of the initial 50 services to be developed by the Supplier? Alternatively, is the Supplier only responsible for providing the Low-Code platform, while the respective ministries develop the 50 apps themselves?	The detailed list will be provided to the selected bidder. Details of Low Code requirements are provided in Section VII Clause 13. Low Code No Code platform
111.	Question: Will the Purchaser provide the officially translated texts and content for all government services in English, Urdu, and Punjabi, or is the Supplier expected to hire certified translators to translate all platform UIs, forms, legal terms, and service descriptions?	This will be the responsibility of Bidder Reference Section VII 18.4.6 multi-dimensional inclusive design page 195.
112.	What are the requirements of Pakistani law for personal data (storage, processing, residency, transfers)? The RFP references this in multiple sections.	Please refer to page 164 & 165, details are provided.
113.	For information materials + video instructions (Urdu): what is the customer's responsibility vs ours?	Please refer to page 209, 23. Training and Training Materials.
114.	Is there an approved software list (whitelist) we must use, or can we use standard reliable open-source libraries? Any blacklist / forbidden components?	Please refer to page 96 INTELLECTUAL PROPERTY FORMS.
115.	What are the information security requirements (infrastructure, application/code, operations)? Any mandatory standards and evidence expected?	Details are provided in Section VII Purchaser's Requirements.
116.	What are the implementation deadlines beyond 31 March, and is there a schedule of events / review gates?	The Purchaser aims to notify the successful Proposer and award the contract in Q3-Q4 2026, subject to the successful completion of the evaluation process and any applicable standstill periods.

117.	Three primary portals (Citizen, Publisher, Admin) — a large web platform with publishing/admin capability (often compared in complexity to enterprise CMS platforms).	The information Systems’ Requirements are already provided in Section VII Purchaser Requirements, and it must be complied accordingly.
118.	iOS/Android mobile — likely needs “super app” patterns and support for low connectivity / device constraints.	The information Systems’ Requirements are already provided in Section VII Purchaser Requirements, and it must be complied accordingly.
119.	Design requirements (“must look good”).	The information Systems’ Requirements are already provided in Section VII Purchaser Requirements, and it must be complied accordingly.
120.	Architecture — modular/microservices, micro-frontends, integration layer, reporting/data layer (DWH), separate AI components.	The information Systems’ Requirements are already provided in Section VII Purchaser Requirements, and it must be complied accordingly.
121.	AI conversational interface (chat/search).	The information Systems’ Requirements are already provided in Section VII Purchaser Requirements, and it must be complied accordingly.
122.	Integration framework for existing department systems	The information Systems’ Requirements are already provided in Section VII Purchaser Requirements, and it must be complied accordingly.
123.	Analytics + monitoring capabilities	The information Systems’ Requirements are already provided in Section VII Purchaser Requirements, and it must be complied accordingly.
124.	Security & compliance references (e.g., GDPR, WCAG 2.1) plus local requirements.	The information Systems’ Requirements are already provided in Section VII Purchaser Requirements, and it must be complied accordingly.
125.	Prototype: ~20 working days (rapid prototype + architecture framing)	The information Systems’ Requirements are already provided in Section VII Purchaser Requirements, and it must be complied accordingly.
126.	Discovery: dedicated phase before development	The information Systems’ Requirements are already provided in Section VII Purchaser Requirements, and it must be complied accordingly.
127.	MVP: separate workstreams (Web, Mobile, Backend/Integration), with CVP/scale/support/infra priced separately once unknowns are clarified	The information Systems’ Requirements are already provided in Section VII Purchaser Requirements, and it must be complied accordingly.

128.	<p>We note that the Recurrent Cost Sub-Table requires bidders to provide resource-wise costs. In this regard, we would like to seek clarification on the rationale and intended use of this requirement.</p> <p>As the resulting agreement will be based on a lump-sum price, the bidder will be responsible for the maintenance and support of the complete delivered system, rather than allocating specific resources for a defined duration. In this context, we request clarification on the following: Since the maintenance and support services will cover the complete system, providing resource-wise pricing may not be necessary. The allocation and management of resources should remain the supplier’s responsibility, allowing the supplier to determine how best to deploy resources for maintenance and support during the warranty and post-warranty periods.</p> <p>This clarification will help bidders structure their proposals in a manner that accurately reflects industry practices and ensures realistic pricing and resource planning.</p>	<p>The Price Schedule Forms, including the Recurrent Cost Sub-Table, are to be submitted as per the RFP requirements. The lump sum price should be based on the proposed resource plan for the defined periods. The detailed breakdown assists the Purchaser in evaluating the adequacy of the proposed support organization and ensures transparency in pricing. Please also refer to the consolidated responses to S# 5, 9, 10, 26, and 35 for further context regarding resource planning and costing.</p>
129.	<p>We note the RFP clauses regarding taxes for foreign and local suppliers (Clauses 14.1 and 14.2). However, clarification is requested regarding the tax treatment in the case of a Joint Venture (JV) where one partner is a local entity and the other is an international entity. In such a scenario, please clarify:</p> <ol style="list-style-type: none"> Whether the tax treatment will be applied separately based on the origin of the goods/services provided by each JV member (i.e., local taxes applicable to the local partner and foreign supplier provisions applicable to the international partner); or Whether the JV will be treated as a single supplier, and if so, which tax regime (local or foreign supplier provisions) will apply to the overall contract. <p>Additionally, if payments under the contract are transferred to a single designated bank account for the JV, how will the applicable taxes be treated in that case? This clarification will help ensure that bidders structure their price schedules and tax assumptions correctly in compliance with the RFP requirements.</p>	<p>The tax treatment for a Joint Venture (JV) will be applied in accordance with the laws of Pakistan, which will consider the nature of the supply (goods or services) and the residency status of the JV member providing it. For the purpose of this Contract, the JV members are jointly and severally liable. Unless the JV is formally registered as a separate legal entity, which is not a requirement of this procurement specifically, it is not a distinct taxpayer for income tax purposes; the tax liability falls on the individual members based on the portion of the contract they execute. For payments made to a single designated JV account, the Purchaser will withhold taxes as per applicable Pakistani law on the gross payment. The JV members will be jointly and severally responsible for the appropriate apportionment and discharge of the final tax liability with the tax authorities. Please also refer to the responses to S# 3, 4, and 64 above regarding the overall inclusivity of prices.</p>
130.	<p>The Price Schedule requires pricing under both ‘Licensing’ and ‘Enterprise Wide Licensing’, however, the sub-line items under these sections appear to be identical. Additionally, the schedule further splits these items across implementation components. Kindly clarify the rationale for both segregating the same system components under multiple licensing categories and splitting them across implementation phases, as under standard industry practice, such systems are typically licensed and priced under a single system model without duplicative breakdowns.</p>	<p>The Price Schedule Forms are designed to capture the full cost of the solution based on the proposed licensing model. The two sections, i.e., 'Licensing' and 'Enterprise-Wide Licensing', represent different licensing approaches:</p> <ul style="list-style-type: none"> • 'Licensing' refers to standard licensing models, such as per-user, per-device, or term-based subscriptions. • 'Enterprise-Wide Licensing' refers to a broader, potentially unrestricted usage license covering the entire Government ecosystem without per-unit limitations. <p>Proposers are required to quote their proposed licensing model only. It is not mandatory to quote both sections; rather, Proposers should complete only the section(s) that reflect their actual proposed licensing approach. If a Proposer's solution incorporates a hybrid model (e.g., standard licensing for certain components and enterprise-</p>

		<p>wide for others), they should populate the relevant/ both sections accordingly.</p> <p>Proposers must clearly define the terms of their proposed licenses in their proposals, including:</p> <ul style="list-style-type: none"> • License Term: Whether the license is perpetual (one-time purchase) or term-based (e.g., annual subscription, renewable). • Usage Scope: Whether the license is per-user, per-device, per-core, enterprise-wide, or otherwise. • Post-License Support: Whether technical support and software updates are included in the license or require separate renewal, and whether the software continues to function after the support period or license term expires. <p>The splitting of costs across implementation components allows the Purchaser to understand the cost structure associated with phased deployment and to evaluate the total cost of ownership over the full contract period. This approach ensures transparency and facilitates fair evaluation of different licensing models. Proposers should also refer to the Intellectual Property Forms in Section IV (page 96) and the relevant provisions in Section VIII (GCC) and Section IX (SCC) regarding software licensing, source code handover, and post-warranty support obligations.</p>
131.	Kindly confirm whether the specific experience requirement stated in the RFP must be fulfilled solely by the Lead Bidder in JV, or if it may be met by another member of the Joint Venture, even if that JV member is not designated as the Lead Bidder?	As per the relevant sections of the RFP (Section III, Sub-Factor 1.4.2), subject to meeting all the other requisites, the specific experience requirement for a JV is an aggregate of the experience of all members. It is not required to be solely fulfilled by the Lead Bidder, provided the total aggregate experience meets the specified threshold.
132.	Statement 'The plan should also consider a phased rollout strategy – for instance, deploying an initial set of high-impact services as a pilot, then gradually onboarding more services and users (at least 50 services/ MiniApps). This phased approach will help manage risk and change effectively.' What is the detailed phase-wise rollout plan (Phase 1 vs future phases)?	The bidder will provide the phased wise rollout plan as mentioned in section 20. Development, Testing, and Deployment. page 206.
133.	For clarity, the required cloud infrastructure, IT hardware, and third-party software will be provided by the purchaser. The bidder's responsibility is limited to defining the required IT infrastructure sizing in their bid so purchaser can arrange the required. Kindly confirm.	Reference to page 141, detail of deployment model and hosting is provided in "Alignment with National and International Initiatives"
134.	We note that the RFP requests CVs for all 55 resources across 22 roles, including multiple junior and supporting staff. Typically, in industry practice, CVs are required only for key personnel responsible for critical project deliverables (e.g., Project Director, Solution Architect, Lead Business Analyst etc.). Requesting CVs for all resources: 1. Is operationally challenging, particularly for junior and support staff. 2. Limits flexibility, as many resources may be assigned on	Please refer to page 216 (Team composition note), requirements of the Team CVs are mentioned.

	<p>an as-needed basis across multiple projects.</p> <p>3. Increases administrative effort without materially enhancing technical evaluation. We request clarification on whether the Purchaser would consider requiring CVs only for key personnel.</p>	
135.	<p>Does MoITT have a preference or shortlist for the Low-Code and/or Workflow Engine technology? Is the Purchaser open to the Proposer selecting the platform, or is a specific product already envisioned? If a specific product is preferred, please identify it so Proposers can assess licensing and integration feasibility.</p>	<p>Requirements are provided in Section VII Purchaser Requirements</p>
136.	<p>The RFP requires the Low-Code Platform to support horizontal scaling, high availability, auto-failover, and multi-tenancy. Will the Purchaser accept a commercially licensed Low-Code platform (e.g., Joget, Mendix, OutSystems, Appian) that meets these requirements, or must the platform be fully open-source / source-code-deliverable to comply with the No Proprietary Lock-In clause (C.1.2)?</p>	<p>Please refer to sub-section 13 - Low code No code platform page169.</p>
137.	<p>Which specific SuperApp Framework is being referenced? (The RFP describes a “mini-program container architecture” — this points to a specific product such as FinClip, mPaaS, or similar.) Is the use of this specific framework mandatory, or may the Proposer offer an alternative mini-program architecture?</p>	<p>As referred to in Section VII Clause 2. System Architecture Overview page 147, Supplier can suggest alternate architecture and compliant with requirements mentioned in RFP.</p>
138.	<p>Does an existing Government of Pakistan Enterprise Architecture framework exist that must be integrated, or will the EA be created from scratch as part of this project?</p>	<p>This will be developed under the umbrella of DEEP Project.</p>
139.	<p>What is the integration status with RAAST? Are there existing agreements with JazzCash / EasyPaisa / 1Link, or must the Proposer establish these independently? What are the fees and SLA?</p>	<p>Payment gateways integration will be in the scope of the RFP.</p>
140.	<p>Is there any possibility of separating the Messaging Module into a distinct lot or contract? If not, is subcontracting the messaging component to an OEM provider (e.g., Element/Matrix) permitted?</p>	<p>The scope of the RFP is defined as a single, unified platform in Section VII. Separation into distinct lots is not envisaged. Subcontracting is permitted but is governed by the relevant provisions of the Instructions to Proposers, including ITP Clause 11.2(h) (Documents Comprising the Proposal) and other such/ relevant sections, sub-sections and clauses of the RFP requiring identification and details of subcontractors. The Supplier remains fully responsible for all deliverables and for ensuring that any subcontractor meets the qualification and eligibility requirements of the RFP, where and as applicable and required.</p>
141.	<p>Is the requirement for optional XMPP/Matrix federation for G2G communication mandatory or desirable (nice-to-have)? Which protocol is preferred</p>	<p>Please refer to page 191 - Sub-section 18. Messaging Module.</p>

142.	What is the regulatory status of the digital wallet within the messaging module? Is a State Bank of Pakistan e-money license required? Who is responsible for obtaining it?	Please refer to page 200 sub-section 2 payment module linkage and page 174 payment integration.
143.	Who bears the cost of cloud infrastructure (compute, storage, bandwidth) for scaling to 50M DAU? Is there a budget ceiling for infrastructure?	Reference to page 141, detail of deployment model and hosting is provided in "Alignment with National and International Initiatives"
144.	What is the expected scope and duration of the pilot launch? How many users, which services, which geographic region?	Details are provided in RFP document Section VII Clause 20.7 page 207
145.	The RFP mentions the possibility of an accelerated schedule. What specific bonuses or preferences are offered for early completion?	Proposers are encouraged to propose an accelerated implementation schedule in their proposals, as noted in response to S# 2. While the evaluation methodology in Section III does not include a specific "bonus" point for acceleration, a shorter, credible, and well-justified implementation schedule would be highly appreciated. The proposed accelerated schedule, if awarded, would be formally incorporated into the Contract.
146.	What are the SLA terms and penalties for the post-go-live Support and Managed Services period? What is the duration of managed services?	The Service Level Agreement (SLA) requirements, including performance targets, response times, uptime guarantees, and any applicable penalties for non-compliance during the Support and Managed Services period (including both Warranty and Post-Warranty periods), are specified in Section VII (Technical Requirements) and Annex Tech-I of the RFP. The duration of the Recurrent Costs period is defined in Section IV (3.5). Proposers must confirm compliance with these specified SLA requirements and price their proposals accordingly. No alternative SLA terms will be accepted for evaluation purposes.
147.	Is an advance payment provided? What is the milestone-based payment schedule?	The payment schedule is as per Section IX-SCC, Page 329-330. No advance payment is provided.
148.	What is the Supplier's liability cap? What is the Liquidated Damages amount per milestone? Is there an aggregate LD cap?	Reference to the response to S# 34 above and the provisions of the General Conditions of Contract (GCC). The aggregate liability of the Supplier is generally limited to the Contract Price (GCC Clause 33.1). The liquidated damages for delay in achieving Operational Acceptance are applied as a percentage per week, with an aggregate cap of ten (10) percent of the Contract Price (exclusive of Recurrent Costs), as per GCC Clause 28.2. The payment milestones are not subject to individual liquidated damages provisions.
149.	The RFP mentions freemium, subscriptions, and in-app advertising as future revenue channels. Does the Supplier participate in any revenue share, or is this exclusively the Government's domain?	This is a future consideration for the Government. The current procurement is for the development, implementation, and support of the platform.
150.	What is the current legislative status of the Pakistan Personal Data Protection Bill? If it has not been enacted, against which specific standards will data protection compliance be evaluated?	Detail regarding Data protection are provided in Section VII Page 204 and in other sections of RFPs
151.	Who conducts the annual penetration testing and source-code audit? Is this the Supplier's or the Purchaser's obligation? Who bears the cost?	Costs for compliance audits (e.g., annual third-party security audits required by Annex Tech-I) must be included in the Supplier's bids
152.	What is the procedure for World Bank review rights on technical decisions? Can WB issue design-blocking comments during the project that affect timelines?	The World Bank's role is defined in the applicable Procurement Regulations. The Purchaser will manage the project in accordance with these regulations.

153.	We seek clarification regarding the eligibility criteria for past project experience: If a single project has a value exceeding USD 7 million, will that be considered sufficient to meet the requirement, or is it mandatory to have experience in two separate projects regardless of their individual values? This clarification will help bidders ensure compliance with the RFP requirements when demonstrating their eligibility.	The requirement, as per Section III, Sub-Factor 1.4.2, is for at least two (2) contracts of a similar nature and complexity, each with a value of at least 3.5 Million USD. A single contract, irrespective of its total value exceeding USD 7 million, does not fulfill the requirement of having demonstrated experience in two separate and completed projects. The mandatory condition is the completion of a minimum of two (2) distinct contracts meeting the specified criteria.
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