

MINUTES OF THE PRE-PROPOSAL MEETING IN RESPECT OF HIRING OF
CONSULTANT FOR THE DEVELOPMENT OF CFC SOFTWARE UNDER THE PROJECT
“ESTABLISHMENT OF PILOT CITIZEN FACILITATION CENTER IN PESHAWAR”.

The pre-proposal meeting was held on dated: July 16th, 2021 at 10:30 AM in the office of KPITB Peshawar.

The following members attended the meeting:

1. Dr. Ali Mahmud, Managing Director, KPITB
2. Mr. Muhammad Munaim (Director Finance & Account), KPITB
3. Mr. Imran Khan, (Deputy Director Admin & Procurement), KPITB
4. Mr. Abdul Momin (HOD IT), KPEZDMC
5. Dr. Hafeez ur Rehman (HOD, Computer Science), FAST
6. Mr. Shahab Khan (MIS Manager) Local Govt Department.

The following bidders participated in the meeting.

1. Representatives of M/S CSI Lahore
2. Representatives of M/S Systems Limited
3. Representatives of M/S IT Artificer
4. Representative of M/S The Nerd Camp
5. Representative of M/S Bridge Soft Technologies
6. Representatives of M/S Trav Solution
7. Representative of M/S LMKT/LMKR
8. Representative of M/S SGTH Swat
9. Representatives of M/S Netsol (Participated through Zoom)
10. Representatives of NESPAK (Participated through Zoom)
11. Representatives of Argon Tech (Participated through Zoom)

The Director Finance & Accounts welcomed all the participants and gave a brief introduction of the Citizen Facilitation Center and the rationale behind the development of this software. He further explained all the services mentioned in the scope of the assignment that needs to be digitalized and integrated under the citizen facilitation portal. All the questions and queries of the participated bidders were heard by the Committee and were explained for further clarification. The queries asked by the participants and the response of the Committee are as followed.

| S. No. | Queries asked by Bidders | Response from KPITB |
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| 1 | Does the company necessarily have to be registered with KPRA or does only FBR would suffice as well? | Registration with FBR & KPRA is mandatory |

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| 2 | In the payment milestones section, the delivery of the solution is distributed based on the departments/services, in the case of iterative delivery will the 10% payment of training will also be distributed. | Payment of the training component will be released once the subject component is completed. |
| 3 | Do you have any projects around the expected number of Govt/Business Users and the expected number of public accessing the portal? | The Government Users shall be identified by the consultant in determining the HR and infrastructure requirements, as scope of this project. Number of public users accessing the portal varies department to department and service to service. However, the architecture of the application shall support load balancing and scalability. |
| 4 | Considering the project timelines if the vendor recommends utilizing any proprietary framework, libraries to speed up the delivery do we have to share the source code and ownership of everything, or can we categorize the solution into two proprietary code and custom code for the project and give only the rights over custom code. | The consultant shall provide source code to KPITB. However, using proprietary frameworks or libraries which code could not be provided, in this case prior approval of using such frameworks or plugins shall be sought from KPITB. |
| 5 | <p>Expected number of Business Users for Training?</p> <p>A. Orientation training</p> <p>B. Software Maintenance training</p> <p>C. Source code, user's manual with video walkthrough, APIs, and training</p> <p>D. Location of the training</p> | <p>Followings are the expected users of training:</p> <p>A. 20</p> <p>B.15</p> <p>C.250</p> <p>D. Peshawar and Divisional Headquarters.</p> <p>However, the number of trainings may increase or decrease based on the requirement of the departments.</p> |
| 6 | To adhere to the timelines, it is expected that KPITB has all the relevant resources, business users, existing system knowledge is available to them. | KPITB will facilitate the consultant in getting system integration-related information from the system owner. SOP (Standard Operational Procedure) will be chalked out with responsibilities clearly defined for all stakeholders). |

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| 7 | Does the vendor have to strictly adhere to the technologies or relevant flavor of technologies can be acceptable? e.g., ASP.net is mentioned whereas .Net has a full range of technologies as well as for web front-end AngularJS can be used along with .Net at the backend. | <p>The service provider has to strictly adhere to the technology mentioned in the RFP i.e., ASP.net.</p> <p>Upon prior approval from the KPITB, the service provider can use the web front-end/back-end framework(s) on top of the .Net technology stack.</p> |
| 8 | Would KPITB prefer the go live for all requirements together or iteratively? | The software architecture shall be designed in a way that it can be roll-out all-together. However, based on the directions from the government and future requirements, the system may be implemented in phases. |
| 9 | Why do you need a Complaint response mechanism as a comprehensive CRM is already available in the form of Citizen Portal? | The CRM mentioned in the RFP will be developed specifically for this application and all the queries of the users related to the services or application will be addressed. |
| 10 | Will the Mobile application be required in the form of Native or responsive? | Native (Preferably Cross-platform) mobile app |
| 11 | What is the ratio of taxes that will be applicable? | All the taxes and duties will be applicable as per prevailing rates and shall be included in the financial proposals. |
| 12 | Completion time of the project? | The bidder shall plan all their resources to complete the project within the duration of 08 months. The consultant shall provide WBS, RAM and work plan as mentioned in the RFP. |
| 13 | Bid Security is required or not? | Bid security is not required. |
| 14 | Can the prices be indicated in United States Dollar (USD \$) instead of Pakistan Rupee (PKR)? | Price shall be quoted in PKR only. |
| 15 | Will the procurement and installation of Hardware/ICT equipment (Servers, Switches, Networking, Storage etc.) and 3 rd party system software (Operating system, Databases, Middleware etc.) to run the envisaged system is the part of this bid/procurement or bidder will only provide recommendations? | Bidder will only recommend the hardware and third-party licenses required for their proposed architecture with the consultation of KPITB, keeping in view the support for load balancing, scalability, and high availability. |

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| 16 | Will the qualification requirements be considered for Joint venture partner to establish Qualification of the Bidder? Also, how many JV & Subcontractors will be allowed? | The qualification requirement will be considered for JV whereas one firm can be associated as a JV Partner with lead firm. |
| 17 | Will the SLA be negotiated with KPITB after the consultant has been finalized? | Formal contract/agreement will be signed with consultant in accordance with the terms & conditions in RFP. |
| 18 | How many copies of the Proposals are required? Further, can online submission of the proposal also be allowed? | One copy of original proposal is enough. Whereas online submission is not allowed. |
| 19 | Will the logistics of trainings be handled by the client, e.g., training lab space, required equipment etc.? | The service provider will bear the complete cost of Training. The location for training will be Peshawar and at least one location per divisional headquarters. |
| 20 | As per RFP, source code of the system will have to be provided to KIPTB after delivering final working version of the software. Will the source code be placed in an escrow account, if yes, then who will bear the escrow cost, vendor or KPITB? | The Source code will be placed on the KPITB's version control account. |
| 21 | Is there any preference for bespoke development over COTS? As the RFP has outlined specific technology stack for this application, in case of COTS, is it necessary for the proposed COTS to have the same technology stack? | The service provider has to strictly adhere to the technology mentioned in the RFP i.e., ASP.net. (Complete Source code will also be required) |
| 23 | Licensing 3 rd party tools can be very expensive for a project of this scale, can open-source technologies be proposed? | The service provider has to strictly adhere to the technology mentioned in the RFP i.e., ASP.net. |

The meeting ended with a vote of thanks.