

**DIRBS RFP QUERIES RECEIVED TILL 04<sup>TH</sup> MAY 2020 AND**  
**PTA RESPONSES PROVIDED ON 7<sup>TH</sup> MAY 2020**

S. No	Query	Response
1	Q1: Is there any difference between the Retention Money and Performance Guarantee in contract?	<p>Response to Q1:</p> <p>Ref Para 5. "BID SECURITY/RETENTION MONEY"</p> <p>of RFP only deals with 10% Retention Money limited to the total bid amount for the terms/periods of three (3) years for the assigned tasks and does not talk about any Performance Guarantee. Hence, the Para 5 along with Revised Annexure "E" of RFP is sufficient to explain the position. Link is given below</p> <p><a href="https://www.pta.gov.pk/en/media-center/single-media/invitation-to-bid-for-hiring-of-services-of-reputed-companyfirm-to-operate-and-maintain-dirbs-of-pta-190420">https://www.pta.gov.pk/en/media-center/single-media/invitation-to-bid-for-hiring-of-services-of-reputed-companyfirm-to-operate-and-maintain-dirbs-of-pta-190420</a></p>
2	Q2: Since all payments are made post service rendered i.e. on per month basis (based on PAC issued by client), it doesn't necessitate any Performance Guarantee.	<p>Response to Q2:</p> <p>Only Para 5 along with Revised Annexure "E" of RFP will prevail. RFP does not require any Performance Guarantee in addition to 10% Retention Money of the total bid amount for the assigned tasks for the terms/period of three (3) years.</p>

3	<p>Q3: As per Bid document, Bid Security of 2% and performance guarantee of 10% is based on 06 years total price, while the contract is for 03 years. Since the later years are not matured, security can't be requested for those years.</p>	<p>Response to Q3:</p> <p>1. Only Para 5 along with Revised Annexure "E" of RFP will prevail. Both the 2% Bid Security and 10% Retention Money would be worked out on the basis of total bid amount of the assigned tasks for term of three (3) years as required in pattern given at Revised Annexure "E".</p> <p>2. The contract agreement will be for the term of three (3) years. However, in case of any extension the quoted rates of 3rd year will be applicable on the mutual consent and on the same terms and conditions and as per the format given in Revised Annexures - "E".</p>
4	<p>Q4: The RFP states minimum resources that are to be provisioned at PTA HQ, however based on the scope of work mentioned in Clause 5 &amp; 5.4, there would be additional requirements of resources like Solution Architects, Product/Module Specialists, Project manager, Project Coordinators and others</p> <p>How PTA advise these people to be addressed? As these number of resources based on initial understanding can vary from bidder to bidder.</p> <p>Q4.1 Is this manpower required for 1x site i.e. PTA HQ and 1x existing data center for DIRBS already in operational state</p> <p>Q4.2 Is there any roadmap of upgradation of hardware, alternative locations and others. In case of yes, how will that impact this SLA</p>	<p>Reply 4: The defined resources with roles is clearly mentioned in RFP in clause 8.1.5. Contractor shall ensure a total of 20 resources are deputed at PTA HQ as per defined roles.</p> <p>Reply 4.1 Yes</p> <p>Reply 4.2 The contractor shall perform all tasks as defined within the scope of work of the RFP and Agreement.</p>

5	Q5: Since the project initial commitment is for 3-years so why 06-years of price is considered as total value	<p>Response to Q5 &amp; Q6:</p> <p>Ref Para 9. CONTRACT PRICE</p> <p>1. The Contract Price means the agreement's entire remuneration payable by the Client in accordance with the terms of this Agreement totalling an amount of Rs. (RS. _____ only) for the assigned tasks for the term of 3 years payable in accordance with Revised Annexure "E" subject to such deductions as may be required pursuant to this Agreement or the Laws of Pakistan. However, in case of any extension the quoted rates of 3rd year will be applicable on the mutual consent and on the same terms and conditions and as per the format given in Revised Annexures - "E".</p> <p>2. Only Para 5 along with Revised Annexure "E" of RFP will prevail. Both the 2% Bid Security and 10% Retention Money would be worked out on the basis of the total bid amount of the assigned tasks for term of three (3) years as required in pattern given at Revised Annexure "E".</p>
6	Q6: PTA has not made any recommendation on 06-year projections assumptions like cost of capital, inflation and other factors impacting price. How will these factors get accommodated during evaluation by PTA	<p>3. The contract agreement will be for the term of three (3) years. However, in case of any extension the quoted rates of 3rd year will be applicable on the mutual consent and on the same terms and conditions and as per the format given in Revised Annexures - "E".</p> <p>4. The Quoting of year-wise rates/bids cover the inflationary trends of the market.</p>
7	Q7: Is the presentation part of the technical document?	<p>Response to Q7:</p> <p>Ref Annexure - D (Part B) Brief presentation / demonstration of the proposed solution</p> <p>Brief presentation is the part of technical document and is also the part of technical bid evaluation.</p>

<p><b>8</b></p>	<p>Q8: Audit is completely independent activity for the bidder, so why PTA has made it part of bidder responsibility as its falls under conflict of interest.</p> <p>Q8.1: Bidder can't allow 3rd party access to PTA systems and services</p> <p>Q8.2: 3rd Party quotations are based on the clear definition of scope and understanding of systems, so for the bidder at this stage to quote these audits for future time frame won't make sense</p> <p>Q8.3: Does PTA assumes that bidder will pay Bid Bond and Performance guarantee for 3rd parties work which has no clear scope definition</p>	<p>Reply 8: The understanding is not correct, contractor shall engage a 3rd party in consultation with PTA to carry out security audit of the system.</p> <p>Reply 8.1: Contractor in consultation with PTA shall engage 3rd party to carry out security audits as defined under task 4 only.</p> <p>Reply 8.2 Scope is already defined within RFP under task 4 requiring 3rd party security audit on yearly basis.</p> <p>Reply 8.3 It will be the responsibility of the bidder to manage all expenses within the scope of this project.</p>
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<p><b>9</b></p>	<p>Q.9 The contract period is for 03 years whereas any extension is on mutual consent so 2% Bid Security and 10% Performance Guarantee based on 06 years total price does not hold the principal of fairness as envisaged in PPRA process. We suggest bid security &amp; performance guarantee should be on the basis of price quoted for one year where the contract is renewed on annual basis.</p>	<p>Response to Q9:</p> <p>Ref Para 5. "BID SECURITY/RETENTION MONEY"</p> <p>1. Only Para 5 along with Revised Annexure "E" of RFP will prevail.</p> <p>2. Both the 2% Bid Security and 10% Retention Money would be worked out on the basis of the total bid amount of the assigned tasks for term of three (3) years as required in pattern given at Revised Annexure "E" link given below  <a href="https://www.pta.gov.pk/en/media-center/single-media/invitation-to-bid-for-hiring-of-services-of-reputed-companyfirm-to-operate-and-maintain-dirbs-of-pta-190420">https://www.pta.gov.pk/en/media-center/single-media/invitation-to-bid-for-hiring-of-services-of-reputed-companyfirm-to-operate-and-maintain-dirbs-of-pta-190420</a></p> <p>3. The contract agreement will be for the term of three (3) years. However, in case of any extension the quoted rates of 3rd year will be applicable on the mutual consent and on the same terms and conditions and as per the format given in Revised Annexures - "E".</p>
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<p><b>10</b></p>	<p>Q10: Please clarify Retention Money</p> <p>All payments are made in arrears and on monthly basis after PAC, why does it require any Performance Guarantee.</p>	<p>Response to Q10:</p> <p>1. Only Para 5 along with Revised Annexure "E" of RFP will prevail.</p> <p>2. The purpose of the Retention Money is to ensure the successful execution of contract by the vendor. Therefore, it is received before entering into contract and released after the successful completion of the assignment and expiry of the contract.</p> <p>3. RFP only deals with 10% Retention Money limited to the total bid amount for the term of three (3) years for the assigned tasks and does not talk about any Performance Guarantee. Hence, the Para 5 of RFP read with Revised Annexure "E" is sufficient to explain the position.</p> <p>4. RFP does not require any Performance Guarantee in addition to 10% Retention Money.</p>
<p><b>11</b></p>	<p>Q 11. Does PTA have all the documentation of the current deployed Infrastructure against DIRBS? Can you please share the current deputed infrastructure OR low/high Level design to understand the architecture better?</p>	<p>Prospective bidder may ask all such technical queries in the pre-bid teleconference scheduled to be held on 4th May from 11:00AM to 12:30 PM PST.</p> <p>The link to join is given below</p> <p><a href="https://teams.microsoft.com/l/meetup-join/19%3ameeting_NzKxZDdkM2MtYTg5YS00NGQ5LWlxYzUtMDNkZmVlMDI1NTc1%40thread.v2/0?context=%7b%22Tid%22%3a%22ebc02110-8eca-43bf-a5d5-3b5301c1dfeb%22%2c%22Oid%22%3a%22eb4aeaf1-9a6b-43d6-af21-fd8ea69caf83%22%7d">Join Microsoft Teams Meeting</a>  <a href="https://teams.microsoft.com/l/meetup-join/19%3ameeting_NzKxZDdkM2MtYTg5YS00NGQ5LWlxYzUtMDNkZmVlMDI1NTc1%40thread.v2/0?context=%7b%22Tid%22%3a%22ebc02110-8eca-43bf-a5d5-3b5301c1dfeb%22%2c%22Oid%22%3a%22eb4aeaf1-9a6b-43d6-af21-fd8ea69caf83%22%7d">https://teams.microsoft.com/l/meetup-join/19%3ameeting_NzKxZDdkM2MtYTg5YS00NGQ5LWlxYzUtMDNkZmVlMDI1NTc1%40thread.v2/0?context=%7b%22Tid%22%3a%22ebc02110-8eca-43bf-a5d5-3b5301c1dfeb%22%2c%22Oid%22%3a%22eb4aeaf1-9a6b-43d6-af21-fd8ea69caf83%22%7d</a></p>
<p><b>12</b></p>	<p>Q 12. DIRBS is a product in Qualcomm portfolio. Is it actually developed by Qualcomm or Local Company? Is the product being off the shelf from Qualcomm OR some</p>	<p>The system is an open source application developed by Qualcomm and available at Github. PTA, however has done customization based on their requirements. Prospective bidder may ask all such technical queries in the pre-bid teleconference</p>

	customization has been done as per PTA requirements?	<p>scheduled to be held on 4th May from 11:00AM to 12:30 PM PST</p> <p>The link to join is given below</p> <p><a href="https://teams.microsoft.com/l/meetup-join/19%3ameeting_NzkxZDdkM2MtYTg5YS00NGQ5LWIxYzUtMDNkZmVlMDI1NTc1%40thread.v2/0?context=%7b%22Tid%22%3a%22ebc02110-8eca-43bf-a5d5-3b5301c1dfeb%22%2c%22Oid%22%3a%22eb4aeaf1-9a6b-43d6-af21-fd8ea69caf83%22%7d">Join Microsoft Teams Meeting</a></p>
<b>13</b>	Q 13. Does PTA back up data in certain periods? Any duration details available?	<p>PTA takes back up as per internal requirement. Any further clarification may be asked during pre-bid teleconference scheduled to be held on 4th May from 11:00AM to 12:30 PM PST.</p> <p>The link to join is given below</p> <p><a href="https://teams.microsoft.com/l/meetup-join/19%3ameeting_NzkxZDdkM2MtYTg5YS00NGQ5LWIxYzUtMDNkZmVlMDI1NTc1%40thread.v2/0?context=%7b%22Tid%22%3a%22ebc02110-8eca-43bf-a5d5-3b5301c1dfeb%22%2c%22Oid%22%3a%22eb4aeaf1-9a6b-43d6-af21-fd8ea69caf83%22%7d">Join Microsoft Teams Meeting</a></p>
<b>14</b>	Q 14 . Is there a detailed handover processes determined by PTA for projects whose contractors are changed? As per Bid document t+15 days will be given to check existing system, but we want to know the processes that will be followed to make sure that handover is successful? Or Vendor needs to define the process?	Yes, the transition plan shall be shared with contractor after signing of contract.
<b>15</b>	Q 15. Is the team who currently (or formerly) operated the system a team of Qualcomm personnel or a local company)?	Not relevant
<b>16</b>	Q 16. How do they resolve the clone issues at current configuration of DIRBS - as GitHub files show there is no module regarding clone IMEI issues?	Cloning will be handled by the contractor through the customized module.
<b>17</b>	Q 17. We would appreciate to understand y1-our CDR process - such	The system does not incorporate CDR based mechanism for analysis, therefore stated

	as: is the analysis module located at the PTA premises or mobile operators, regulation limitations on CDR details etc.	understanding in your query is not correct. Furthermore, system is installed at PTA premises for all analysis.
<b>18</b>	Q 18. Would the PTA be interested in a revenue sharing alternative offer besides the required business model in the RFQ? Can we offer alternative technical commercial solutions besides the mandatory solution described - which may be more fruitful technically and commercially.	Query is not relevant as PTA shall proceed in light of scope defined within the published RFP.
<b>19</b>	Q 19. Project scope contains operation, maintenance and development works to be performed within the project duration. As per RFQ there is Task 3” Development and Enhancement of DIRBS Core”. We want to know which features PTA is expecting to be Implemented in Future. Is this possible to share the current list of feature, so if possible we can advise some more features with this RFP.	All customization in DIRBS based on any future requirements shall be discussed as and when needed for development and implementation.
<b>20</b>	Q 20. Also is there budget assigned to each Tasks (Task 1- Task 6) mentioned in the RFQ? OR the new features will be handled separately as separate RFP/PO?	Contractor shall perform all task and scope listed within the agreement.
<b>21</b>	Q 21. Is the vendor also responsible for the hardware? Or the hardware contract and maintenance are handled directly by the client?	Contractor shall perform all task and scope listed within the agreement.



<p><b>22</b></p>	<p>Q. 22 This is with reference to the RFP by PTA issued on 20th April, 2020. The following important issue in the RFP is being highlighted and we hope to get a very prompt response as time is running out for participation in the bidding:</p> <p>RFP Clause 5. BID SECURITY/RETENTION MONEY          Bid Security and Performance Bond is required as guarantee i.e. 2% &amp; 10% of the total bid amount. The bid amount as per the RFP Document is shown as a total of 6 years whereas the contract period is 3 years (the extended 3 year after initial 3 year is an optional term based on mutual consent) . First, this is against PPRA Rules for a just and fair RFP Process that is never followed in any Government Organization. Secondly, all payments are made in arrears on a monthly basis, we does see any reason why Performance Band is required at all. Even if it is to be demanded it should either be for one month or at the maxim for one year period. Third the principal of Retention money is not well explained, please clarify the same.</p>	<p>Ref Para 5. "BID SECURITY/RETENTION MONEY"</p> <ol style="list-style-type: none"> <li>1. Only Para 5 along with Revised Annexure "E" of RFP will prevail.</li> <li>2. Both the 2% Bid Security and 10% Retention Money would be worked out on the basis of the total bid amount of the assigned tasks for the term of three (3) years as required in pattern given at Revised Annexure "E".              Link is given below  <a href="https://www.pta.gov.pk/en/media-center/single-media/invitation-to-bid-for-hiring-of-services-of-reputed-companyfirm-to-operate-and-maintain-dirbs-of-pta-190420">https://www.pta.gov.pk/en/media-center/single-media/invitation-to-bid-for-hiring-of-services-of-reputed-companyfirm-to-operate-and-maintain-dirbs-of-pta-190420</a></li> <li>3. The contract agreement will be for the term of three (3) years. However, in case of any extension the quoted rates of 3rd year will be applicable on the mutual consent and on the same terms and conditions and as per the format given in Revised Annexures - "E".</li> </ol>
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23	<p><b>Q 23. RFP Clause 9.2.1 PAYMENT METHOD</b></p> <p>The request for payment to the PTA has been pegged with Provisional Acceptance Certificate (PAC). Since, payments are made in arrears and on monthly basis, the requirement of PAC is a very time consuming process. PTA should either cap the time for issuance of PAC (to 2 days) or it would be better to scrap the monthly payments attachment with PAC as this made in arrears already.</p>	<p>Requirement of PAC is due to consideration of satisfactory performance, if the performance has not been satisfactory PTA will not be able to make payment or consider deduction from payment, therefore, same has been built in RFP</p> <p>Any further clarification may be asked during pre-bid teleconference scheduled to be held on 4th May from 11:00AM to 12:30 PM PST.</p> <p>The link to join is given below  <a href="https://teams.microsoft.com/l/meetup-join/19%3ameeting_NzkxZDdkM2MtYTg5YS00NGQ5LWlYzUtMDNkZmVIMDI1NTc1%40thread.v2/0?context=%7b%22Tid%22%3a%22ebc02110-8eca-43bf-a5d5-3b5301c1dfeb%22%2c%22Oid%22%3a%22eb4aeaf1-9a6b-43d6-af21-fd8ea69caf83%22%7d">Join Microsoft Teams Meeting https://teams.microsoft.com/l/meetup-join/19%3ameeting_NzkxZDdkM2MtYTg5YS00NGQ5LWlYzUtMDNkZmVIMDI1NTc1%40thread.v2/0?context=%7b%22Tid%22%3a%22ebc02110-8eca-43bf-a5d5-3b5301c1dfeb%22%2c%22Oid%22%3a%22eb4aeaf1-9a6b-43d6-af21-fd8ea69caf83%22%7d</a></p>
24	<p><b>Q 24. Kindly let us know whether our bid has to be submitted only as hard copy or if we could also submit a softcopy.</b></p>	<p>Technical proposal has to be submitted in both hard and soft format. Whereas, the financial proposal along with other documents shall be submitted in hard form only in sealed envelope. The same is listed under clause 1 of RFP.</p> <p>Any further clarification may be asked during pre-bid teleconference scheduled to be held on 4th May from 11:00AM to 12:30 PM PST.</p> <p>The link to join is given below  <a href="https://teams.microsoft.com/l/meetup-join/19%3ameeting_NzkxZDdkM2MtYTg5YS00NGQ5LWlYzUtMDNkZmVIMDI1NTc1%40thread.v2/0?context=%7b%22Tid%22%3a%22ebc02110-8eca-43bf-a5d5-3b5301c1dfeb%22%2c%22Oid%22%3a%22eb4aeaf1-9a6b-43d6-af21-fd8ea69caf83%22%7d">Join Microsoft Teams Meeting https://teams.microsoft.com/l/meetup-join/19%3ameeting_NzkxZDdkM2MtYTg5YS00NGQ5LWlYzUtMDNkZmVIMDI1NTc1%40thread.v2/0?context=%7b%22Tid%22%3a%22ebc02110-8eca-43bf-a5d5-3b5301c1dfeb%22%2c%22Oid%22%3a%22eb4aeaf1-9a6b-43d6-af21-fd8ea69caf83%22%7d</a></p>
25	<p><b>One more question the HW/SW installed for DIRBS do you have maintenance support Contracts with actual OEM?</b></p>	<p>Financial aspect of hardware/ software maintenance support contracts with OEMs through third party will be handled by PTA.</p>

	For Servers/Switches/Routers/ SW? Etc?	
26	<p>i. Page 7 of RFP: The bidder shall carry out white box and Black box security audit through third party of the system as per international standards e.g. NIST, OWASP etc. once every year.</p> <p>ii. Page17 of RFP: The Contractor shall carry out white box and Black box security audit through third party of the system as per international standards e.g. NIST, OWASP etc. twice a year.</p> <p><b>Question: Is the 3rd party audited to be carried out once or twice. Two different statements on page 7 and 17</b></p>	Security Audit as per RFP is to be performed once in a year.
27	<p>Page 19</p> <p>KPIs</p> <p>Trouble shooting and fault resolution time for any system level module, hardware, software, IT connectivity etc. with all stakeholders</p> <p><b>Question: Kindly elaborate on hardware level of support that is expected</b></p>	The contractor shall provide all sort of operation and maintenance of hardware which require as a routine matter for performance/ execution of the contract.