

**MINUTES OF THE MEETING “QUERIES FOR TENDER DOCUMENTS OF  
SO(G)/ACCTS/ET&NC/TENDERS/2021-22 RAISED DURING AND AFTER THE PREBID  
TECHNICAL MEETING.**

The following prospective bidders participated in the Prebid meeting scheduled for 16<sup>th</sup> of May 2022 (ANNEXURE-I), the questions raised by vendors in person, through email /letters and the responses by the departmental committee are as mentioned below:

**GENERAL, ALL RFPS**

1. Please provide Scope of all projects. They are not clearly specified in RFPs for software related schemes.

Response: A detailed SRS document is shared for the MVR related tenders, furthermore it was encouraged for all entrusted parties to schedule technical team visits to operation centers located in Karachi, Hyderabad, Sukkur and rest of Sindh to analyses the software functionality in addition to the scope already mentioned the RFP for proposing the best possible solution. The Technology stack and the expected functionality of the software is already mentioned in the RFP documents in detail.

2. Please specify Payment Milestones for each scheme

Response: The payments will be made quarterly as per agreed work break down structure in case of individual firms or Joint ventures (where allowed).

**SERVICES FOR DATA ARCHIVING OF M.R RECORDS.**

1. How many locations are covered under this scheme?

Response: For Data Archiving procurement it is clearly mentioned in the tender documents that all divisional Headquarters including Karachi, Hyderabad, Sukkur, Larkana, Mirpurkhas, Benazirabad and their districts are expected to be equipped with Data Archiving. Making it total of almost 24 Data Archiving Center location (1 in Karachi included).

2. Do you have a recommended number of staff for each site?

The Recommended Staffing are as mentioned below:

- a- Civic Center Karachi = 20 to 25
- b- Hyderabad = 4
- c- Larakana = 4
- d- Mirpurkhas = 4
- e- Sukkur = 4
- f- Benazirabad = 4
- g- All other districts = 2

3. What is the volume of data (number of pages/files), for each site?

Response: The individual sites cannot be determined at this stage however a wholistic figure have been provided in the tender documents for each category, however the billing will be accommodated as per actual Data Archived points.

4. What is the average number of pages per file?

Response:

- a- The Average file papers in new registration is 7 pages including CNIC
- b- The average file size of old vehicles is 20-25 pages
- c- The average box file paper is 20-30 pages

5. Which data is to be entered against each scanned page and file?

Response: The data required to be gathered after scanning the document is registration number of the vehicle, and in some cases date of registration (Mostly for Box files).

6. What is the break-up of the number of files to scan, based on their location? Ref: Annex J, page 49, "Schedule of Requirements".

Response: Same as point No. 3 responded earlier.

7. Integration with MR Tax Collection software: Will you expose the services of MR software, or its database and file storage area, for us to store files there?

Response: The APIs will be exposed, however the provision of Server and SAN in HA is the responsibility of the bidders as per requirements mentioned in the tender document. The ownership of all the Hardware, DMS and other items used in this project will be transferred to the Excise, Taxation & Narcotics Control after maturity of the said contract period.

8. Observation: MVR Software may need to show scanned files in its various screens. For that, we will expose our web services or query interface/DB query/file path, which the MVR software may use to get the required files/images etc.

Response: Yes, Scan files needs to be shown in the MVR application and on the dedicated interface of DMS with all the authorizations and grill down authorities' assignments.

9. Have you reviewed any DMS that suits your requirements?

Response: The department has an open view regarding this proposal, and any appropriate solution can be offered. However, Oracle DMS, MFiles and Omnis were reviewed, and decent functionality was observed.

10. Annex E, page 38, mentions scanner PPM to be 40 IPM and 600 DPI. On the other hand, Resource Requirements section, Page 40, mentions "at least 50 to 60 scans per minute". Please specify the finalized requirement.

Response: For this procurement 40 to 60 IPM can be considered as appropriate scanning for Data Archiving.

11. Paper Thickness, Page 38: 20 g/sq m is very low. Is it a real requirement?

Response: The reason to keeping this thin paper scan capability is the old life span of the paper, we do have papers as old as last 50 years, however, we can consider 20g to 30g as acceptable paper scanning capability for this procurement.

12. Scan File Format, Page 38: For searchable PDF, we may need OCR. Is that a requirement? OCR would not be possible on old pages and handwritten notes.

Response: It is well debated and considered, we will expect only the typed and printed words / numbers to be translated by the OCRs. The committee do well understand the current capabilities of the modern OCRs.

13. What is the average number of files/pages to scan per day, at each site?

Response: As responded at point 3 above.

14. As per technical specification page 38. S.No 03. We will request you for the change of Scan Speed @A4 from 300 dpi to 200 dpi to higher. This will enable wider participation.

Response: This is the least dpi we will consider and it can not be lowered to 200 dpi.

15. As per technical specification page 38. S.No 06. As required scanner speed is 40 IPM or higher so we will request you to modify the paper feeder capacity from 100 sheets to 60 sheets or higher to meet the market standard.



4. What is the average number of pages per file?  
Response:  
  - a- The Average file papers in new registration is 7 pages including CNIC
  - b- The average file size of old vehicles is 20-25 pages
  - c- The average box file paper is 20-30 pages
5. Which data is to be entered against each scanned page and file?  
Response: The data required to be gathered after scanning the document is registration number of the vehicle, and in some cases date of registration (Mostly for Box files).
6. What is the break-up of the number of files to scan, based on their location? Ref: Annex J, page 49, "Schedule of Requirements".  
Response: Same as point No. 3 responded earlier.
7. Integration with MR Tax Collection software: Will you expose the services of MR software, or its database and file storage area, for us to store files there?  
Response: The APIs will be exposed, however the provision of Server and SAN in IIA is the responsibility of the bidders as per requirements mentioned in the tender document. The ownership of all the Hardware, DMS and other items used in this project will be transferred to the Excise, Taxation & Narcotics Control after maturity of the said contract period.
8. Observation: MVR Software may need to show scanned files in its various screens. For that, we will expose our web services or query interface/DB query/file path, which the MVR software may use to get the required files/images etc.  
Response: Yes, Scan files needs to be shown in the MVR application and on the dedicated interface of DMS with all the authorizations and grill down authorities' assignments.
9. Have you reviewed any DMS that suits your requirements?  
Response: The department has an open view regarding this proposal, and any appropriate solution can be offered. However, Oracle DMS, MFiles and Omnis were reviewed, and decent functionality was observed.
10. Annex E, page 38, mentions scanner PPM to be 40 IPM and 600 DPI. On the other hand, Resource Requirements section, Page 40, mentions "at least 50 to 60 scans per minute". Please specify the finalized requirement.  
Response: For this procurement 40 to 60 IPM can be considered as appropriate scanning for Data Archiving.
11. Paper Thickness, Page 38: 20 g/sq m is very low. Is it a real requirement?  
Response: The reason to keeping this thin paper scan capability is the old life span of the paper, we do have papers as old as last 50 years, however, we can consider 20g to 30g as acceptable paper scanning capability for this procurement.
12. Scan File Format, Page 38: For searchable PDF, we may need OCR. Is that a requirement?  
OCR would not be possible on old pages and handwritten notes.  
Response: It is well debated and considered, we will expect only the typed and printed words / numbers to be translated by the OCRs. The committee do well understand the current capabilities of the modern OCRs.
13. What is the average number of files/pages to scan per day, at each site?  
Response: As responded at point 3 above.
14. As per technical specification page 38. S.No 03. We will request you for the change of Scan Speed @A4 from 300 dpi to 200 dpi to higher. This will enable wider participation.  
Response: This is the least dpi we will consider and it can not be lowered to 200 dpi.
15. As per technical specification page 38. S.No 06. As required scanner speed is 40 IPM or higher so we will request you to modify the paper feeder capacity from 100 sheets to 60 sheets or higher to meet the market standard.

Response: As mentioned above the new registration files do have 7 to 10 pages hence it won't be an issue, we can consider 60 to 100 ADF paper feeder capacity.

16. As per technical specification page 38. S.No 09. Paper Thickness is mentioned as 20 g/m2 so we will request you to modify from 20 to 27 g/m2. This will help for wider participation of bidder.

Response: Already responded in Point No. 11.

17. As per Page 39 . Document Management Solution (DMS). Are you required DMS which support on windows or Linux Operating System or both?

Response: It is expected the DMS should support both Linux and Windows. However, it is preferred to have Linux as all the production workload is based on Oracle Linux.

18. As per page 39. Document Management Solution. Can you please guide the supporting Data base of Document Management system i.e SQL, Oracle, My SQL or all.

Response: It can be any supporting database however Oracle is preferred.

19. Are you have Server, O.S and DB license for the deployment of DMS, If no can you please guide either vendor will quote the required number of Server, O.S and DB license for the deployment of DMS.

Response: The vendor needs to include all the required licenses for deployment of the DMS system, including servers, SAN, connectivity, OS, and DB licenses if required.

20. Will you require DR site of DMS Software also?

Response: DR functionality will also be required to be configured.

21. Annexure J, Schedule of requirements what is item No. 3 (Record / Box file)? How is it different from Item No.2.

Response: The Record / Box file mentioned on item No. 3 is the legacy files those are lying in our different regional offices and these files are never scanned. It is different to item No. 2 due to its fragility of the paper and availability of the job.

22. It is not clear if the Scanning and archiving is required at Divisional level or District level too? Do we need to supply IIR and equipment at District level too? If activity will be done at Divisional level, then who will shift files between the Districts and Division?

Response: The Data Archiving Activity will be performed at Divisional and District level, the scanning Data needs to be saved in Servers in Karachi in real-time, most preferred method of SD-WANs. It is defined in detail in the bidding documents that a high-speed link and Karachi and appropriate links at district will also be provided by the bidder for real-time data movement. No files will be moved from Divisional to district level, all the files will be scanned at corresponding District level in collaboration with the concerned ETO.

23. Page 50 it is mentioned that data connectivity will be provided by the bidder. How would it connect to the private Network?

Response: It is expected that CIR links at All divisional Head Quarter and shared links at district level will be provided by the bidder, an effective SD-WAN preferably from Fortinet / Sangfor / or Cisco be proposed.



## **MVR LOGGING & REPORTING MODULE UPGRADE.**

1. Evaluation Criteria, Pg 39, Technical Solution: Understanding of ETNC Application Architecture. Can you show us the MVR application?  
Response: As discussed during the meeting, all participants are encouraged to visit Civic Center and other functional branches to understand the functionality of the software and discuss the requirements with our technical and operational teams.
2. Can you give us the design documents and any other overview documents of MVR application, so that we could understand it?  
Response: An SRS document is already share with all the participants, further it is much encouraged to visit the Civic Center Branch to improve the understanding of the software.
3. Evaluation Criteria, Pg 39, Team Qualifications: Are Cisco, Fortinet and other network related certifications relevant for this project?  
Response: The Team Qualification is mandatory of all participants as per bidding documents.
4. Annex J, Pg 46: Scope of work is not mentioned. How many reports are required?  
Response: The rough estimate is like 150 reports, however time and again reporting requirements do change. It is expected from the bidding firm to align the reporting tools with dynamic reporting functionalities to tailor the requirements in the future. Predictive and responsive report generation mechanism is expected.
5. Do you want a new reporting system? Or do you want new reports made in the existing application?  
Response: After analyzing the requirements bidder may propose a new reporting tool or Oracle BI may also be used as reporting tool however audit and logging solution must also be considered very critically in this procurement.
6. If you want the reports to be integrated in the existing MVR application, how will it happen?  
Response: The reporting tool will be connected to the existing MVR application using Oracle middleware / APIs.
7. Would you expose data from existing MVR application via Views, SPs, Web Services, or direct database access?  
Response: Web Services will be exposed for data acquisition and reports.
8. Please specify your user and data security requirements which we should adhere to.  
Response: At least 300 users need to be catered for reporting and logging tool, highest security standards are expected for data security and insuring data integrity, SSO (Single Sign On) approach be adopted for securing the data and application.
9. Are all users going to be from within Excise dept? Or will report interfaces be exposed to external entities as well?  
Response: The Internal user base is 300 and the external entities do also connect with this data, for this purpose specific APIs be made available and customized reports will also be required for external entities. Some of the entities are also mentioned in the bidding document for better understanding for the bidders.

## **MVR APPLICATION MV TAX MANAGEMENT MODULE UPGRADE.**

1. What are the main issues in the existing app that require tax module to be upgraded?  
Response: Some of the reasons to upgrade the software are as mentioned below:
  - a- Optimization of Workflows
  - b- Eradication Slow Response
  - c- Old Technologies used that needs to be phased out
  - d- DB Optimization and Migration to Oracle from DB-II
  - e- Architectural improvements required as per new requirements.
  - f- Technology Stack upgrades.
  - g- Requirement of Micro services Architecture
  - h- Improvements in Security required
  - i- Single Sign On implementation
2. What is the actual scope of the tax module upgrade, against which we must estimate and propose a cost?  
Response: Already responded on above referred point 4.
3. Do you require complete re-write of the existing application?  
Response: The actual proposal needs to come after complete analysis for the current software, however it is expected that most parts of the software application will need a rewrite on new technology stack.
4. Can you give us access to existing application to understand the functionality to build?  
Otherwise, we cannot correctly estimate the scope, team size required, and cost.  
Response: Already responded on above referred point 4.
5. If re-write is required then which technologies (J2EE, PHP etc.) and application servers do you need for the new application?  
Response: As mentioned in the bidding documents it is expected to write the new software on Oracle technology Stack and migrate the Database from IBM DB-II to oracle data base.
6. What are the payment milestones?  
The payments will be made Quarterly and as per agreement with the successful bidder.
7. Do you want to change the app server, database, and platform as well?  
Response: As already mentioned in the bidding documents it is expected to rewrite the software and migrate the Database to new platform.
8. What are the bugs that need to be fixed in the existing app?  
Respond: As mentioned above a rewrite of the software is expected, hence the old lacking the software as mentioned in the above point 1 won't count towards impact to bidders costing estimates.
9. What are the feature requirements to be added to existing app?  
Response: Please do through the SRS document, also refer point 8 as mentioned above.
10. Do you require changing the database to Oracle in the scope of this project?  
Response: Yes
11. Will you give access to the source code of the existing application to the successful bidder?  
Response: Yes, however the code understanding and based on the existing system, an improved, stable and delivery of a better system will be responsibility of the bidder.



12. Provide your required security requirements for the application, network, server OS, database etc.

Response: It is expected that your team will extract the requirements and propose an optimal solution, however detailed security recommendations will be shared with the successful bidders.

## **MVR APPLICATION IDENTITY AND ACCESS MANAGEMENT MODULE UPGRADE**

1. Have you evaluated any IDM solutions that you like?

Response: Any appropriate IDM can be offered for this procurement; however, Oracle IDM and Fortinet IDM is highly recommended.

2. Which applications do you want to be connected with the IDM solution?

Response: Motor Vehicle Tax Collection system and in future there may be several more.

3. Do you need Single Sign-on (SSO) as not required, optional, or must-have?

Response: Single Sign On (SSO) is a must.

4. Do you want to manage users via central LDAP based user directory?

Response Yes it can manage using LDAP or IDM embedded functionality.

5. If LDAP is required, where will you host it? Windows or Linux?

Response: Oracle Linux

6. Do you need centralized user management, and roles and rights management?

Response: Yes

7. Do you want on-prem or cloud-based IDMs?

Response: On-prem

8. Which features do you need in the IDM solution? RFP doesn't mention any required features, so we cannot suggest the right solution to fit your needs.

Response: As mentioned in point 1.

9. What are your requirements for customizing the IDM solution as per your needs?

Response: As mentioned in point 1, basic requirement is Single Sign on with Two factor Authentication and session management, however details requirement in addition will be shared with the successful bidders.

10. Vendors of existing and new applications will be responsible to communicate their IDM related requirements to us, so that we could configure IDM solution accordingly. Integration will be done with mutual understanding (based on features of all participating applications and IDM solution).

Response: The access to existing code will be provided, however the integration and configurations will be the responsibility of the bidding firm.

11. Application vendors would be responsible to make any changes to their systems.

Response: All IDM related changes will be the responsibility of the bidder.

the market and can be offered off the shelf. JV is not allowed in this procurement due to the size & nature of the project.

## **SERVICES FOR RESOURCES OUTSOURCING AT VARIOUS OFFICES OF EXCISE, TAXATION & NARCOTICS CONTROL THROUGH SINDH**

1. What will be the billing cycle?

Response: Quarterly

2. Which applications, tools and technologies will the provided resources work on? Please give role-wise requirements. (e.g. Java and PIIP for software developers, Linux for system admin, etc.).

Response: All the requirements of the resources are mentioned in the bidding document.

3. Annex J, Pg 45: Field Support Engineers/Data Entry Operators are 60. Isn't it too high of a number?

Response: These technical resources are required in field offices to facilitate the Challan generation and troubleshooting the routine work hurdles.

4. How many Field Support Engineers and DEOs do you need per district?

Response: As per tender documents.

5. Are all Senior Software Developers, System Developers and Application Developers to be based in Karachi?

Response: All the developers will be based in Karachi, all the equipment, seating space, or software requirements by these resources will be the responsibility of the bidder.

6. There seems to be an overlap of these resources with the ones required in other RFPs, such as Property Tax, MV Tax, MV Tax Reporting and Identity & Access Management. How will you ensure separation of duties and billing of these resources with those separate RFPs?

Response: There is no overlap of responsibilities, the resources required under this provision needs to avail for all taxes including excise duty, Infrastructure cess, professional tax and property tax, MV custom developments.



## SERVICES FOR PROPERTY TAX COLLECTION SOFTWARE MAINTENANCE.

1. What are the features of this application?

Response: As discussed in the meeting all the possible details are mentioned the tender document, for further understanding the UIPT system please refer to this link <https://excise.gos.pk/taxes/property-tax/> furthermore Sindh Urban Immovable Property Tax Act, 1958 may be referred.

2. Will you give us access to the application and its code in the bidding and after bidding (in case of winning bid)?

Response: Sure, the access of the application and architecture will be provided to the successful bidder.

3. If not, then proper scoping and costing would not be possible.

Response: As responded in point 2.

4. Please provide SUIPT 1958

Response: The summary of the act can be downloaded on the link provided in the point 1, however a hard copy may also be acquired from the market.

5. Do you want complete re-write of existing system? Or changes and additions to existing system?

Response: A complete Rewrite is recommended; however, the bidders can offer an optimal solution after thoroughly studying the existing system.

6. Do you want to stick to CodeIgniter and PHP, in case you want a re-write of the system?

Response: Not necessary, it can be on Oracle Technology stack.

7. Pg 50, Various required tools: Some of these are licensed products. What's your required quantity, version and names of modules of such products (such as SolarWinds).

Response: All the licensed products mentioned in the BOQ needs to be included in the bidding cost of the project. It must not be mentioned separately but in technical solution, however the cost must be considered in the financial proposal collectively.

8. Migration of Data from current or Sukkur survey / GIS mapping is also included in the scope?

Response: The migration of Sukkur Data and the current system is included in the scope of the project; it is presumed that once a latest technology stack-based application is put into production data integrations from different sources will not be major hurdle anymore.


9. Migration to Oracle Database is required?

Response: It is expected that the data base of the property application will also be migrated to Oracle Database from Maria DB.

10. Any other Data entry is needed in the application apart from the PT-1.

Response: No. however the system needs to be capable of handling all the notices and mechanism defined in the SUIPT 1958 act / subsequent Rules.

The same is submitted for you information and further necessary action.

  
(SHAKEEL AHMED)  
DEPUTY DIRECTOR  
DIRECTORATE OF (COMPUTER)  
KARACHI

Copy forwarded for kind information to: -

1. P.S to Secretary, Excise, Taxation & Narcotics Control Govt of Sindh
2. The additional Secretary (ADMN-II), Excise, Taxation & Narcotics Control Govt of Sindh
3. The Director General, Excise, Taxation & Narcotics Control Govt of Sindh
4. The Director (ADMN / MVR), Excise, Taxation & Narcotics Control Karachi
5. The Deputy Director (MVR), MR Wing, Civic Center Karachi
6. The System Analyst, MR Wing Karachi
7. All prospective Bidders
8. Mr. Maaz, System programmer (with directions to upload this document on Website for all prospective bidders).
9. Office Record file

DEPUTY DIRECTOR  
DIRECTORATE OF (COMPUTER)  
KARACHI