

**Date: 16<sup>th</sup> July 2021**

**MINUTES OF THE PRE-BID MEETING IN RESPECT OF HIRING OF CONSULTANT  
FOR THE DEVELOPMENT OF CITIZEN FACILITATION PORTAL**

The meeting was held on dated: July 16<sup>th</sup>, 2021 at 10:30 AM under the chairmanship of Managing Director in the office of KPITB Peshawar.

The following members attended the meeting:

1. Dr. Ali Mahmud, Managing Director, KPITB
2. Mr. Muhammad Asim Jamshed, Director (Projects & Technical), KPITB
3. Mr. Muhammad Asad, Director (Legal Affairs), KPITB
4. Mr. Shakir Ullah, Deputy Director (Technical), KPITB

The following bidders participated in the meeting.

1. Representatives of M/S Convo Pvt Ltd
2. Representatives of M/S Systems Limited
3. Representatives of M/S Bazcher & Co. LLP
4. Representative of M/S International Consulting Associates
5. Representative of M/S GENESE Pakistan
6. Representatives of M/S Dice Analytics
7. Representative of M/S LMKT
8. Representatives of M/S CyberVision International (Participated through Google Meet)
9. Representatives of Evamp & Saanga (Participated through Google Meet)

The Managing Director welcomed all the participants and gave a brief introduction of the Citizen Facilitation Portal and the rationale behind the development of this portal. The Deputy Director (Technical) KPITB further explained all the services mentioned in the scope of the assignment that needs to be digitalized and integrated under 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.

1. One of the participants inquired that the number and nature of services are mentioned in the RFP but the workflow for the digitalization of these services has not been explained, which is important for the bidders to make estimates of the subject project.

**Committee Response:**

The Committee explained that all services need to be completely automated with a single integrated interface. KPITB will share all the available data that can be gathered and will be shared in a due considerable time (updated RFP can be downloaded from the [www.kpitb.gov.pk/rfps](http://www.kpitb.gov.pk/rfps) on July 30, 2021) whereas a detailed “As-is” to “To-Be” process analysis shall be made by the consultant.

2. Another clarification was sought that the Mobile APIs of the required services are developed or not?

**Committee Response:**

The forum was apprised that some API’s of the building map approval system has already been developed. However, all other APIs has to be developed by the consultant.

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3. Will the consultant have to integrate & re-model the existing available application(s) or a completely new application shall be developed?

**Committee Response:**

The selected consultant will have to develop a new system from a scratch wherein all the services will be integrated in this system.

4. Is KPITB expecting any GIS Solution for the services of Revenue & Estate Department (Service No. 12-14)?

**Committee Response:**

The GIS solution for the services pertaining to the Revenue and Estate Department are not needed at this very stage and is not the part of the scope, whereas KPITB would only be expecting the scaling up provision in the system for future consideration.

5. Will the scope of consultancy include the provision of the hardware?

**Committee Response:**

The provision of hardware is not the part of the scope. The consultant will only have to propose the nature, number and specifications of the hardware to the KPITB after detailed assessment of each pertinent department and the KPITB will procure the proposed hardware in the later stage. Furthermore D.D Technical added that as the system will be deployed in Data Center therefore the consultant will have to conduct a meeting with the officials of Data Center to ascertain their requirements in order to overcome the compatibility issues.

6. What will be the expected traffic on this system?

**Committee Response:**

The expected traffic varies from district to district and service to service however, no exact figures are available with the KPITB. The consultant will have to make this assessment during the execution of the assignment.

7. The consultant will only have to train the trainers or will have to train all the users throughout the province.

**Committee Response:**

The consultant will only train the trainer who will further train the respective users of each department whereas support of the consultant will be required to the trainers as and when needed.

8. As most of required services are paid services and the citizens have to pay the specified fee, so the digital payment gateway will be required in the application or not?

**Committee Response:**

The bidders were informed that KPITB is already working on a digital payment gateway which will be launched in a shorter run and the consultant will need to integrate that digital payment gateway with this system.

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9. Can the consultant use any off-shelf or open-source applications in the system development?

**Committee Response:**

The committee clarified that a customized system is required to be developed and the major consideration is that the consultant shall provide source code to the KPITB and it should not have any bottle necks. In future if any scalability is required so that the KPITB does not face any architectural limitations. Furthermore, the committee explained that the consultant may proceed with open source/off-shelf tools in the conditions that it will not raise any scalability or architectural issue. The consultancy shall include licensing cost of the DBMS if any.

10. Who will be responsible for the business process mapping?

**Committee Response:**

Business Process mapping will be the responsibility of the consultant however, KPITB will facilitate the consultant in approaching the concerned departments.

11. All the nineteen services shall be available for citizens on web and mobile app?

**Committee Response:**

Yes, all the nineteen services shall have the accessibility for citizens on web and mobile app.

12. Will the consultant have to develop the dashboards for the government officials?

**Committee Response:**

The consultant will have to develop a dashboard having the multiple layers of visibility options such as the dashboard available with head of any department shall have the access to see the statistics of his respective department only. Similarly, the Chief Secretary/ Chief Minister/KPITB shall have access to see the statistics of all the departments.

13. Will the consultant have to redesign the KIOSK?

**Committee Response:**

Yes, the redesigning of KIOSK is the part of this assignment and shall be done by the consultant.

14. Which languages will be required in the interface?

**Committee Response:**

KPITB prefers to have English & Urdu languages in the user interface as majority of the citizens does not have understanding of English however, the consultant will also have to assess the language requirement at user level.

15. How much post-deployment support will be required from the consultant's end?

**Committee Response:**

The consultant will have to serve post-deployment support for a period of one year and the fair number of human resources shall be dedicated on the field during the transition period/post-deployment support.

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16. Will consultant have to make modifications to the system in the longer run?

**Committee Response:**

KPITB will require the support of the consultant during post-deployment/transition period and the consultant will train the PMU staff of the CFC to make them able to make necessary modifications in the system.

17. Does the assignment require any data migration?

**Committee Response:**

There is no major data migration involved in this assignment.

18. Does KPITB have any physical facility where the system could be tested after development?

**Committee Response:**

The KPITB is already working on establishment of CFC's in multiple districts under brick and mortar arrangement. Some of these will probably be established till the portal is developed by the consultant and can be tested there if required.

19. Does the system require a chatbot?

**Committee Response:**

A basic version of chatbot is required to be developed. A very advance level of chatbot is not necessarily required.

20. Which technology is preferred by the KPITB for the development of this system?

**Committee Response:**

The consultants can use any technology and can structure it anyway that seems fit to the requirements of the scope. However, the source code along with compete documentation and APIs should be made available to KPITB so that in the future, additional services can be added to scale up the system.

21. From whom the consultant has to obtain approvals i.e., from KPITB or from the respective departments?

**Committee Response:**

As KPITB is on the lead role in this project and coordinates with all respective departments therefore, KPITB will provide approval regarding each and every deliverable after consultation with respective department.

22. In the technical evaluation criteria, will the completion certificate and contract both be required as documentary evidence for awarding of score in experience section or any one of them can serves the need?

**Committee Response:**

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Any authentic and verifiable document that proves that the project has been successfully completed and indicates the scope and value of the project is acceptable as documentary evidence for awarding the score in experience section.

23. The timelines for the completion of the project are too ambitious, is there any possibility of time extension for completion?

**Committee Response:**

The committee clarified that the timelines of the project are in line with the requirements of the assignment however, KPITB may consider a time extension in the later stages subject to the genuine reasons.

24. One of the participated bidders suggested that the scoring for the “Experience with Vendor” in the Human Resource section may be revisited as the technology industry mostly have a higher turnover of employees.

**Committee Response:**

The committee apprised that the reason behind the score kept for the “*Experience with Vendor*” lies under the idea that as the project is of a critical nature and the company shall have some committed HR as these employees usually uphold the values of their organization which will ultimately have the effect on the project outcomes.

In the end of the meeting, many of the participants apprised that the proposal preparation require sufficient time and Eid Holidays are also coming in the next week therefore keeping in view the nature and complexity of the project, the participants requested to extend the time for bid submission.

Keeping in consideration the request made by the bidders, the committee decided that in order to ensure a healthy competition and receive quality proposals, the last date for bid submission shall be extended to August 16, 2021.

The meeting ended with the vote of thanks.

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Managing Director, KPITB

**Copy to:**

1. All Participants of the Meeting
2. P.A to Managing Director, KPITB

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