

**RESPONSE OF QUERIES TO BIDDERS AGAINST TENDER NO. PITC/G-224(111)/01-2025**

<b><u>E-Ocean (Pvt.) Ltd.</u></b>					
<b>Sr. #</b>	<b>Section / Page No.</b>	<b>Clause</b>	<b>Description</b>	<b>Question</b>	<b>PITC Response</b>
1	Section-I Introduction to Bidder	Clasue-11 Price Escalation Clause	prices shall remain firm and final with no escalation allowed	The RFP states that quoted prices shall remain firm and final with no escalation allowed. However, as Meta controls the conversation pricing for its services, future rate changes are beyond our control. Could you please confirm how such adjustments would be handled if Meta revises its conversation rates after the contract is awarded?	As per RFP
2	Section-IX: Bidder Response Forms		Clarification on AI Voice & Chat Agents	Under Serial No. 2 - Contact Center Technology Setup, it is mentioned that 10 AI voice agents are required. However, point number 1 already specifies 10 AI voice agents. Could you kindly confirm whether Serial No. 2 refers to 10 chat agents instead, or if this is a typographical error? We would appreciate clarification before the pre-bid session.	PITC requires 10 AI Voice Agents with technology setup at PITC premises
<b><u>Transworld Associates (Pvt.) Ltd</u></b>					
3	Page-8		Background and Project Introduction	The solution must also incorporate WhatsApp Business API integration or similar platform needs to be incorporated for solution.	As per RFP

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4	Page-15		Category Field	<ul style="list-style-type: none"> <li>• Minimum resume count that needs to be submitted with 05-year experience. It is requested to change it to 3 years.</li> <li>• Tender extension requested for preparation.</li> </ul>	<ul style="list-style-type: none"> <li>• 03 years request accepted</li> <li>• Tender date is final</li> </ul>
<b><u>M/s Ufone</u></b>					
5	Section-IV Page No.15+		General Scope & Deployment On-Premises Deployment	<ul style="list-style-type: none"> <li>• What are the infrastructure requirements for on-prem deployment (hardware, network, security)?</li> <li>• Are there any preferred technology stacks or existing infrastructure constraints?</li> <li>• Will the vendor be responsible for procuring hardware, or will it be provided?</li> </ul>	Vendor will provide necessary hardware or any allied equipment for deployment of on-prem Solution