



PRE-BID MEETING MINUTES

Procurement of Maintenance Services for IT & Security Equipment of SBP BSC North Cluster Offices (Package 3)

ITB No. GSU (Proc)/GSS-SBP BSC North Cluster/009741/2023

1. A Pre-Bid meeting for the captioned procurement was held on **March 02, 2023 at 03:00 PM (PKT)** via Zoom Meeting Application.
2. The representative(s) of the General Services Unit (SBP BSC Rawalpindi), SBP BSC Peshawar and prospective bidders/service providers participated in the meeting.
3. The meeting commenced with a welcome note. All participants were briefed about the purpose of the meeting, which was to provide an overview of the bidding process, explain the scope and specific services data/scope of services, and clarify relevant queries of the participants.
4. All queries/comments of the participant(s) and relevant responses by the Bank's representatives are given in **Annexure A**.
5. The Bidder/Service Provider must comply with all Labor and other applicable laws, including but not limited to the following:
 - i. Payment of at-least minimum wages/salaries/ remuneration as notified by the respective Government/Authorities/Departments etc.,
 - ii. Ensure EOBI and Social Security registration of its resources and regular payment of contributions,
 - iii. Payment Gratuity (30 days' salary after completion of one year service with service provider),
 - iv. Group Life and Medical Insurance.
 - v. Casual, medical and maternity, or any other leaves as per applicable laws,
 - vi. Any other requirement as applicable under the relevant law
6. The service provider must ensure that all of its resources are in proper uniform during the execution of services.
7. The payment to the service provider may be linked with compliance of all regulatory requirements.
8. An addendum to the Bidding Documents is given in **Annexure B**.
9. Pre-Bid Meeting Minutes and addendum to Bidding documents and subsequent clarification(s), if any, will be part of contract.
10. The bids prepared as per the instructions contained in the Bidding Documents, Pre-Bid Meeting, and subsequent clarifications (if any) thereof must be submitted on or before **March 10, 2023 3:00 PM (PKT)** at the following address;

Chief Manger

1st Floor old building,
State Bank of Pakistan (SBP BSC)
The Mall, Rawalpindi
GSU-Helpdesk-Rwp@sbp.org.pk
051-9273610

11. All Bids will be opened on **March 10, 2023, at 4:30 PM (PKT)** at the bid submission address.

12. For submission of the Bid or attending the Bid opening session, the bidder's representative shall keep his/her original CNIC for entry into the premises of the SBP BSC Bank Rawalpindi. Furthermore, the given details of the representative(s) may also be shared in advance for necessary entry arrangements.

Name	
CNIC#	
Organization & Designation	
Cell No:	
Date & Time:	
Purpose of Visit:	
Vehicle Registration No (if any):	

13. After a detailed briefing, when no more questions came from participants, the meeting was concluded with thanks.

ANNEXURE A

#	Queries/Comments	Responses
1.	What is the number of service points?	<p>Since this is service based model therefore number of service points have not been mentioned. Uninterrupted services will be required as per the official time observed by the Client as follows;</p> <p>Monday to Thursday: 9:00 AM – 5:30 PM</p> <p>Friday: 9:00 AM – 6:00 PM</p> <p>Further, it may please be noted that separate dedicated services are required for all categories of services including CCTV Cameras & allied equipment and Firefighting Equipment, etc. at all offices where these services are applicable.</p>
2.	What is the qualification requirement to be fulfilled by the resources who will be deputed to provide services?	<p>Service Provider will provide services in professional manner by deputing the qualified and experienced resources to ensure quality of services. In case of any service related issue, the service provider will provide necessary replacement of deputed resources to client without any additional cost. Further, service provider will be responsible for payment of all regulatory payments covered within the contract duration.</p>
3.	On Tech form V (B), where undertaking regarding the compliance of applicable law is to be provided by the bidder, is it ok if a bidder only provides EOBI and social security registration since group life and medical insurance are already covered in EOBI?	<p>Besides complying with all relevant and applicable regulatory requirements, the Bank requires the service provider to ensure alternative arrangements for its resources' group life and medical insurance.</p> <p>The Group Medical Insurance must be comprehensive and cover at least three members of the resource family besides the resource him/herself.</p> <p>The Bank (SBP BSC) may ask the Service Provider to submit the insurance-related documents at the contract execution stage; however, related costs must be forecasted and included in the Financial Proposal.</p>
4.	In the minimum eligibility and qualification parameter# 5, the Bank statement has been mentioned as means of verification. What is the period for which a bank statement will be required?	<p>The bidders may submit Bank Statements from (July 2022 to December 2022) to help us assess the monthly cash inflow of at least Rs. 0.5 Million in any one month.</p> <p>Moreover, to demonstrate a sound financial position, the bidders are required to submit the firm's financial statements/FBR Income Tax Returns for the last three years.</p>
5.	Can we visit SBP BSC Rawalpindi office premises to check the equipment details for which services are required?	<p>Yes, the Bank will facilitate the visit. However, the visit request and detail of visitors must be shared in advance via email at GSU-Helpdesk-Rwp@sbp.org.pk</p>
6.	Sales tax on IT equipment/services is 2% in KPK. Why is sales tax of 15% mentioned now?	<p>The applicable sales tax on maintenance services of IT equipment is 15% for KPK and not 2%.</p>
7.	The minimum wage for skilled and unskilled labor differs as per minimum wage laws. Which minimum wage	<p>The bidders are required to comply with all relevant and applicable regulatory/labor law requirements.</p>

ANNEXURE A

#	Queries/Comments	Responses
	should be taken into account by the bidder?	
8.	Will the Bank provide a place/ office/ workstation for on-site engineers/ resources who will be providing services?	Yes , the Bank shall facilitate the service provider with a dedicated service desk/workstation.
9.	As per one of the clauses of the bidding document, the bidder will insure the building against any losses. Please clarify.	<p>As per page 42 point 02 of Specific Requirements from the Service Provider, the Service Provider will make good all losses, if caused to any equipment, Materials, Systems, Banks' building, or property due to Service Provider's negligence. For clarity, the negligence on the part of the service provider's resources would be termed as negligence by the service provider.</p> <p>Further, as per clause 3.5.2 of obligations of the service provider, <i>"the Service Provider may, to protect themselves, obtain "Contractual Liability Insurance" to cover all claims related to Negligence /Fraud/ theft if any, committed by the Service Provider or its employees but this is not obligatory."</i></p>
10.	As per one of the clauses, round-the-clock (24/7) monitoring of IT equipment etc. is required. How will this be managed by the resource being present at the location 24/7 or on call after duty hours?	The service provider is required to provide on-site services. Virtual support in this regard would not be acceptable.
11.	What will be the response/reporting time for maintenance in case of any fault in equipment?	The service provider is required to report immediately about the occurrence of any related incident.
12.	As per most contract terms, the Service Provider shall be held responsible for all acts of its employee. Why will resources not be held individually responsible, but the service provider is held responsible? The most service provider can do, is to get security clearance and background checkup; continuous monitoring on site is impossible.	<p>Since the contract will be signed between the Bank and the Service Provider, the Bank shall hold the latter responsible for any undesirable conduct/action of the service provider's employees.</p> <p>Besides implementing internal controls, conducting due diligence, background checks, and antecedent character verification, the Service Provider may consider obtaining Contractual Liability Insurance to safeguard and indemnify.</p>
13.	As per minimum eligibility qualification criteria point 2.2, The bidder should have minimum 05-years of experience in providing General Support Services. Will a bidder be eligible if the bidder has experience in any one area but not all areas of a package?	The submitted evidence must demonstrate that the bidder has sufficient experience in providing general support services that have been particularly specified in the Specific Requirements from Service Provider, Section VI (Part 1) – Specific Services Data/ Scope of Services of the Bidding Documents. Though the past contract may have a varying scope, the pre-dominant description of services/contract should relate to the Bank's requirements.
14.	If a bidder has one province's social security registration certificate, is it sufficient to bid for all provinces?	Yes, the bidder is eligible to participate. However, it is reiterated that the bidder/service provider is solely responsible for ensuring compliance with all relevant and applicable laws, regulatory requirements, guidelines, etc. The Bank may obtain any related

ANNEXURE A

#	Queries/Comments	Responses
		document during the contract awarding/execution stage.
15.	Can the bid submission date be extended on request?	Unfortunately, an extension of the bid submission deadline is not possible.
16.	Can a service provider participate in more than one package?	Yes , interested bidders are welcome to participate in more than one procurement package. However, a separate bid must be submitted against each package as evaluation would be carried out independently/ separately. A bid containing partial /incomplete requirements shall be declared non-responsive.
17.	Do we have to submit the original Bid or a copy of a Bid?	Bids in original will be submitted.

ANNEXURE B

Addendum# 01

All participating bidders are advised to consider the revised text of the Bidding Documents as follows;

Reference	Initial Text				Revised Text					
Price Schedule (Page 82/82)	#	Description of Services	Total Monthly Charges	Applicable Sales Tax/s (Indirect)	Annual Charges (Inclusive of applicable indirect taxes)	#	Description of Services	Total Monthly Charges	Applicable Sales Tax/s (Indirect)	Annual Charges (Inclusive of applicable indirect taxes)
			A	B	C=12*(A+B)			A	B	C=12*(A+B)
	1.	Security Equipment Maintenance Services (CCTV, Firefighting & Burglar Alarms etc.)				1.	Security Equipment Maintenance Services (CCTV, Firefighting & Burglar Alarms etc.)			
	2.	Maintenance of ED Equipment & General IT Support Services				2.	Maintenance of ED Equipment & General IT Support Services			
	3.	Cash Machines Maintenance				3.	Cash Machines Maintenance			
	Total					Total				
Price Schedule (Page 82/82)	--					<p>The following text will be added as para 8 under the Price Schedule Notes.</p> <p><i>“Sales tax @ 16% will be applicable in Punjab, ICT and Azad Kashmir whereas 15% tax rate is applicable in KPK. Bidder must consider the applicable tax in the given jurisdiction of all the offices where services will be executed and incorporate the same in the total quoted cost by the bidder.”</i></p>				
Bid Data Sheet (BDS) Clause 7.3 (Page	The Pre-Bid meeting shall be held online on March 02, 2023, 10:30 am (PKT) via Zoom Meeting Application.				The Pre-Bid meeting shall be held online on March 02, 2023, 03:00 pm (PKT) via Zoom Meeting Application					

The rest of the Clauses and Terms & Conditions of the Bidding Documents shall remain intact.
