



PRE-BID MEETING MINUTES

Procurement of Floor Management Services for SBP BSC North Cluster Offices (Package 1)

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) 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, at 03:00 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

11. All Bids will be opened on **March 10, 2023, at 3:30 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 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, the participants were requested to confirm whether all of their queries had been adequately addressed and that no ambiguity remained related to Bidding Documents. Upon acknowledgment, the meeting concluded with a vote of thanks.

ANNEXURE A

#	Queries/Comments	Responses
1.	What is the number of service points?	The number of service points has been specified against each service category in <i>Specific Requirements from Service Provider, Section VI (Part 1) – Specific Services Data/ Scope of Services</i> of the Bidding Documents.
2.	What is the qualification requirement to be fulfilled by the resources who will be deputed to provide services?	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.
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. 1.5 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?	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
6.	The minimum wage for skilled and unskilled labor differs as per minimum wage laws. Which minimum wage should be taken into account by the bidder?	The bidders are required to comply with all relevant and applicable regulatory/labor law requirements.
7.	Will the Bank provide a place/ office/ workstation for onsite engineers/ resources who will be providing services?	Yes , the Bank shall facilitate the service provider with a dedicated service desk/workstation.
8.	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	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.

ANNEXURE A

#	Queries/Comments	Responses
	get security clearance and background checkup; continuous monitoring on site is impossible.	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.
9.	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.
10.	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 document during the contract awarding/execution stage.
11.	Can the bid submission date be extended on request?	Unfortunately, an extension of the bid submission deadline is not possible.
12.	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.
13.	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					
Minimum Eligibility & Qualification Criteria (Parameter# 5, page 35/77)	i. <i>Financial Capability/Cash/ Liquid Assets of the firm (cumulative monthly cash inflow of at least Rs. One (1.5) Million in any one month from July 2022 to December 2022 or availability of credit line facility during the same period.)</i> ii. <i>The bidder's last three years' financial statements/income tax returns must represent sound financial position.</i>				i. <i>Financial Capability/Cash/ Liquid Assets of the firm (cumulative monthly cash inflow of at least Rs. 1.5 Million in any one month from July 2022 to December 2022 or availability of credit line facility during the same period.)</i> ii. <i>The bidder's last three years' financial statements/income tax returns must represent sound financial position.</i>					
Price Schedule (Page 77/77)	#	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.	Floor Support Services				1.	Floor Support Services			
	2.	Care taking/Attendant Services				2.	Care taking/Attendant Services			
	3.	Reception Services				3.	Reception Services			
	4.	Medicine Dispensing Services				4.	Medicine Dispensing Services			
		Total					Total			
Price Schedule (Page 77/77)	--				The following text will be added as para 8 under the Price Schedule Notes. <u>"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."</u>					

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