



PRE-BID MEETING MINUTES

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

ITB No. GSD (Proc. II)/GSS-SBP BSC Central Cluster/6651/2023

1. A Pre-Bid meeting for the captioned procurement was held on **February 16, 2023 at 12:45 PM (PKT)** on the 5th Floor, General Services Unit, SBP BSC Shahra-e-Quaid-e-Azam Road Lahore.
2. The representative(s) of the General Services Unit (SBP BSC Lahore) and prospective bidders/service providers participated in the meeting.
3. The meeting commenced with a welcome note. At the outset, 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. Further, it was conveyed that the queries of the participants would be sequentially discussed and unanswered questions (if any) would be addressed in the meeting minutes.
4. All queries/comments of the participant(s) and relevant responses by the Bank's representatives are given in **Annexure A**.
5. An addendum to the Bidding Documents is given in **Annexure B**.
6. Furthermore, the following guidelines may please be noted for the submission of Bids:
 - a. The bidders must submit the complete and comprehensive Bid per the requirements outlined in the Bidding Documents. Non-compliance shall result in the rejection of the Bid.
 - b. All components of costs must be incorporated in the Price Schedule considering the scope of services.
 - c. 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
 - d. Bidders must consider all factors mentioned above while preparing their financial bids. Bank will ensure that service providers comply with all legal & regulatory requirements. The payment to the service provider may be linked with compliance of all regulatory requirements mentioned above.
 - e. Regarding payment of minimum wage, it was clarified that minimum wage means the minimum wage of that specific category for which services are being delivered.
 - f. The bidders may seek related clarification or modification of the Bidding Documents no later than seven (07) days before the deadline for submission of bids.

- g. 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 **February 27, 2023, at 3:00 PM (PKT)** at the following address;

Deputy Chief Manager
 Internal Monitoring Unit (IMU),
 4th Floor, State Bank of Pakistan (SBP BSC)
 56 Shahrah-e-Quaid-e-Azam, Lahore.
 Tel: (042) 9902-2503/2282/2412
 Email: LHR-GSU@sbp.org.pk

- h. All Bids will be opened on **February 27, 2023, at 3:30 PM (PKT)** at the bid submission address.
- i. In case of submission of Bid via courier, an email may be sent to LHR-GSU@sbp.org.pk to enable timely coordination and collection of the documents before the submission deadline. Responses received after the prescribed deadline via courier or otherwise shall not be entertained and returned unopened.
- j. 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 Lahore. 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):	

7. 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 would be the amount of Bid Security?	A Bid Security of Rs. 100,000/- (Rupees One Hundred Thousand Only) in favor of SBP BSC (FTN#9022604-6) shall be enclosed along with the Technical Proposal in the shape of Pay Order/ Demand Draft /Call Deposit/ Bank Guarantee.												
2.	Since the Invitation to Bid (ITB) published in the print media mentioned three procurement in the form of packages, can we submit bids for 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.												
3.	How many and on what basis are resources required for providing maintenance services?	<p>i. Uninterrupted services will be required as per the official time observed by the Client as follows;</p> <ul style="list-style-type: none"> • Monday to Thursday: 9:00 AM – 5:30 PM • Friday: 9:00 AM – 6:00 PM <p>ii. Furthermore, dedicated services are required against each category at each office as delineated below:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>#</th> <th>Description</th> <th>Service Requirement</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Security Equipment Maintenance Services (CCTV, Firefighting & Burglar Alarms etc.)</td> <td>Dedicated services are required <u>for each office</u> for the standard service hours mentioned above. It is pertinent to note that <u>separate</u> dedicated services are required for <u>CCTV Cameras & allied equipment</u> and <u>Firefighting Equipment</u>. Bidders are advised to critically review the equipment list against each equipment in light of the clarification above and prepare their bids accordingly.</td> </tr> <tr> <td>2</td> <td>Maintenance of ED Equipment & General IT Support Services</td> <td>Dedicated services as per daily office timing mentioned above are required for each office.</td> </tr> <tr> <td>3</td> <td>Cash Machines Maintenance Services</td> <td>Dedicated Services as per daily office timings mentioned above are required for Multan Office only.</td> </tr> </tbody> </table>	#	Description	Service Requirement	1	Security Equipment Maintenance Services (CCTV, Firefighting & Burglar Alarms etc.)	Dedicated services are required <u>for each office</u> for the standard service hours mentioned above. It is pertinent to note that <u>separate</u> dedicated services are required for <u>CCTV Cameras & allied equipment</u> and <u>Firefighting Equipment</u> . Bidders are advised to critically review the equipment list against each equipment in light of the clarification above and prepare their bids accordingly.	2	Maintenance of ED Equipment & General IT Support Services	Dedicated services as per daily office timing mentioned above are required for each office.	3	Cash Machines Maintenance Services	Dedicated Services as per daily office timings mentioned above are required for Multan Office only.
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3	Cash Machines Maintenance Services	Dedicated Services as per daily office timings mentioned above are required for Multan Office only.												

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4.	Should the medical insurance also cover the family (spouse & children or parents)?	<p>Yes, the Group Medical Insurance must be comprehensive and cover at least three members of the resource family besides the resource him/herself.</p> <p>Further, insurance coverage must be obtained from a reputable insurance company to ensure hassle-free claim processing and related facilitation.</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>
5.	In case of an increase in the minimum wage, would SBP BSC also pay the differential gratuity amount?	<p>As per the price schedule, the bidder must foresee and quote all applicable costs, as no claim of additional payments shall be entertained.</p> <p>However, Clause 5.2 of GCC provides for adjustments in the contract price only in case of any change in the applicable law after the execution of the Contract. It is clarified that price adjustments shall only apply to the extent of minimum wage. Any other resource that doesn't fall under the abovementioned category will not be entertained.</p> <p>Moreover, the service provider shall not be reimbursed any additional amount regarding the service charges/fee, insurance premium, or supervisory/ administrative costs such as uniforms, Service & medical cards, trainings, appreciation rewards, meal/travel allowances to the resources, etc. All these costs must be carefully forecasted and made part of the Financial Proposal.</p> <p>Similarly, concerning gratuity, the end of Service or retirement benefits, it is to be noted that the same cannot be addressed by the Bank as services are being procured; however, the individuals/resources will be employed by the service provider.</p> <p>Therefore, the service provider has to ensure the statutory payments under the applicable laws, even in case of changes in the wage rate.</p> <p>Notably, a reference may also be made to Clause 3.7 of GCC (Independent Service Provider Status) and Clause 3.8 of GCC (Compliance with all the Regulatory Requirements).</p>
6.	Since the overtime pay rate is double that of the standard service rate, is there any possibility of revising the formula for the additional services?	Considering the service-based model, the Bank shall only reimburse the additional services as per the formula given in the Bidding Documents. However,

ANNEXURE A

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		the service provider's responsibility is to ensure compliance with applicable labor laws.															
7.	What rate of Punjab Sales Tax will apply for this procurement?	<p>Sixteen Percent (16%) Punjab Sales Tax (PST) will be applicable.</p> <p>Bidders are required to apply 16% PST on the gross amount and follow the price schedule given in the bidding documents:</p> <table border="1"> <thead> <tr> <th>#</th> <th>Description of Services</th> <th>Total Monthly Charges</th> <th>Applicable PST</th> <th>Annual Charges (Inclusive of PST)</th> </tr> <tr> <td></td> <td></td> <td>A</td> <td>B=Ax16%</td> <td>C=12*(A+B)</td> </tr> </thead> <tbody> <tr> <td>1.</td> <td>ABC</td> <td>100</td> <td>16</td> <td>1,392</td> </tr> </tbody> </table>	#	Description of Services	Total Monthly Charges	Applicable PST	Annual Charges (Inclusive of PST)			A	B=Ax16%	C=12*(A+B)	1.	ABC	100	16	1,392
#	Description of Services	Total Monthly Charges	Applicable PST	Annual Charges (Inclusive of PST)													
		A	B=Ax16%	C=12*(A+B)													
1.	ABC	100	16	1,392													
8.	How SBP BSC Lahore will ascertain the viability of financial proposals and whether the quoted price is sufficient to meet all the abovementioned requirements at point no. (c) of the minutes?	Bidders shall provide a detailed break-up of the price schedules to ascertain economic/ financial viability and compliance with the regulatory requirements of Bids.															
9.	Is there any requirement for a uniform? Can you please specify the exact pairs of uniforms/shoes?	<p>Yes, the service provider must ensure that all of its resources are in proper uniform during the execution of services.</p> <p>Further, given the administrative nature of the question, the bidders/service providers may utilize their independent professional expertise in identifying the need according to the scope of services and relevant costs for three (03) years of the Contract.</p>															
10.	How will SBP BSC ensure that existing or future contractual requirements are being/will be met by the service provider during contract execution?	<p>At the end of contract, the Bank will sign a Contract Closure Certificate with the existing/new service provider to ensure all contractual obligations have been satisfactorily met and no claim of whatsoever nature is outstanding at either party's end.</p> <p>Further, the Bank may obtain documentary evidence from the service provider to authenticate and ensure that all contractual requirements, such as transfer of salaries to resources before the 5th of every month, payment of gratuity, provision of health/life insurance, etc. are being fully complied by the service provider. In case of any violation, the Bank reserves the right to take punitive measures against the service provider.</p>															
11.	What is the tentative date of contract execution?	The tentative date for the completion of procurement, followed by contract signing and execution, is July 01, 2023 .															

ANNEXURE A

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		The initial duration of the Contract shall be one year, further extendable to two more years on a yearly basis and on the same rates, terms and conditions (subject to Clause 5.2 or any other Clause of this Contract) for a period suitable to SBP BSC to call new tenders and award of a new contract.

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

Reference	Initial Text	Revised Text
GCC Clause 5.2.1: Change in the Applicable Law	<u>If, after the date seven (7) days prior, to the latest date for submission of tenders for the Contract there occur changes to any Federal and/or Provincial Law or any regulation or bye-law, notification of any local or other duly constituted authority, or the introduction/ revision of any such Federal and/or Provincial Law, regulation or bye-law especially labor laws regarding revision in minimum wage or any other statutory benefits for the labor force, notification which causes addition or reduction in the cost of Service such additional or reduced cost shall be added to or deducted from the Contract Price.</u>	If a change occurs to any Federal and/or Provincial Law or any regulation or bye-law, notification of any local or other duly constituted authority, or the introduction/ revision of any such Federal and/or Provincial Law, regulation or bye-law especially labor laws regarding revision in minimum wage or any other statutory benefits for the labor force, notification which causes addition or reduction in the cost of Service such additional or reduced cost shall be added to or deducted from the Contract Price.
Section VI (Part 1) – Specific Services Data/Scope of Services B. Specific Requirements from Service Provider Equipment Details: Details of Equipment for Security related Equipment Maintenance:	Faisalabad Office: 231 IP Cameras, 45 Analoughe/Digital Cameras, 05 Server Storages, 11 NVRs, 07 DVRs, 110 Hard Drives, 28 LED/LCDs, 10 Hand Held Metal Detectors, 01 Security Radio Communication Systems and allie Walkie Talkies and any other equipment procured/installed during services contract	Faisalabad Office: 231 IP Cameras, 45 Analogue/Digital Cameras, 05 Server Storages, 11 NVRs, 07 DVRs, 110 Hard Drives, 28 LED/LCDs, 10 Hand Held Metal Detectors, 01 Security Radio Communication Systems and allied Walkie Talkies, 01 Burglary Alarm System, 120 Fire Extinguishers, 14 Smoke Detectors
	Multan Office: CCTV cameras (234 Nos.) DVR (08 Nos.) NVR (09 Nos.) LED/LCD (15 Nos.)	Multan Office: CCTV cameras (234 Nos.) DVR (08 Nos.) NVR (09 Nos.) LED/LCD (15 Nos.) Hydraulic road Blocker (02 Nos.) Centralized Fire Alarm System (01 Nos.) with smoke detectors (52 Nos.) Fire extinguishers water type, DCP, Halotron, CO2 and AFFF (119 Nos.)
Section IV – Qualification Information and Bid Evaluation Criteria 2.2 <u>Minimum Eligibility & Qualification Criteria No. 3</u>	The bidder must have provided general support services to at least 02 Public Sector Enterprises OR The bidder must have provided general support services to at least 05 organizations	The bidder must have provided maintenance support services regarding IT/Security Equipment to at least 02 Public Sector Enterprises OR The bidder must have provided maintenance support services regarding IT/Security Equipment to at least 05 organizations

ANNEXURE B

Reference	Initial Text	Revised Text
Section IV – Qualification Information and Bid Evaluation Criteria 2.3 <u>Minimum Eligibility & Qualification Criteria No. 5</u>	<i>Financial Capability/Cash/ Liquid Assets of the firm (average cash inflow of at least Rs. One (01) Million in any one month from July 2022 to December 2022 or availability of credit line facility during the same period)</i>	i. <i>Financial Capability/Cash/ Liquid Assets of the firm (cumulative monthly cash inflow of at least Rs. One (01) Million in any 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 a sound financial position.</i>

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