



## PRE-BID MEETING MINUTES

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### Procurement of Maintenance Services for IT & Security Equipment of SBP BSC Central Cluster Offices

ITB No. GSU /GSS-SBP BSC Central Cluster/ 10362 /2024

1. A Pre-Bid meeting for the captioned procurement was held on **April 23, 2024 at 11:00 AM (PKT)** at 5<sup>th</sup> Floor, General Services Unit, SBP BSC Shakra-e-Quaid-e-Azam Road Lahore.
2. The representative(s) of the General Services Unit (SBP BSC Lahore) and prospective bidder's/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 submitted by 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. 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 the above mentioned factors while preparing their financial bids. Bank will ensure that service providers are complying with all the aforementioned requirements of law and payment of 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 **May 06, 2024, at 11:00 AM (PKT)** at the following address:

**Sr. Deputy Chief Manager**  
 Internal Monitoring Unit (IMU),  
 3<sup>rd</sup> Floor, SBP BSC, 56 Shahrah-e-Quaid-e-Azam, Lahore.  
 Tel: (042) 9902-2503/2282/2291  
 Email: [LHR-GSU@sbp.org.pk](mailto:LHR-GSU@sbp.org.pk)

- h. All Bids will be opened on **May 06, 2024, at 11:30 AM (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](mailto: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 Bid or attending the Bid opening session, the representative of bidder 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.

<b>Name</b>	
<b>CNIC#</b>	
<b>Organization &amp; Designation</b>	
<b>Cell No:</b>	
<b>Date &amp; Time:</b>	
<b>Purpose of Visit:</b>	
<b>Vehicle Registration No (if any):</b>	

- 6. 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.

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**ANNEXURE A**

#	Queries/Comments	Responses															
1.	What would be the amount of Bid Security?	A Bid Security of <b>Rs. 100,000/- (Rupees One Hundred Thousand Only)</b> 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.	How many dedicated resources are required in offices and on what basis resources 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"> <li>• <b>Monday to Thursday:</b> 9:00 AM – 5:30 PM</li> <li>• <b>Friday:</b> 9:00 AM – 6:00 PM</li> </ul> <p>ii. Furthermore, dedicated services are required against each category at each office as delineated below:</p> <table border="1" data-bbox="755 640 1401 1913"> <thead> <tr> <th data-bbox="755 640 808 699">#</th> <th data-bbox="808 640 1057 699">Description</th> <th data-bbox="1057 640 1401 699">Service Requirement</th> </tr> </thead> <tbody> <tr> <td data-bbox="755 699 808 989">1</td> <td data-bbox="808 699 1057 989"><b>Security Equipment Maintenance Services for CCTV systems</b></td> <td data-bbox="1057 699 1401 989">Dedicated service as per timeline mentioned above is required for each office. Bidders are advised to critically review the list of equipment prepare their bids accordingly.</td> </tr> <tr> <td data-bbox="755 989 808 1278">2</td> <td data-bbox="808 989 1057 1278"><b>Security Equipment Maintenance Services for Firefighting &amp; Burglar Alarms etc.)</b></td> <td data-bbox="1057 989 1401 1278">Dedicated service as per timeline mentioned above is required for each office. Bidders are advised to critically review the list of equipment prepare their bids accordingly.</td> </tr> <tr> <td data-bbox="755 1278 808 1589">3</td> <td data-bbox="808 1278 1057 1589"><b>Maintenance of ED Equipment &amp; General IT Support Services</b></td> <td data-bbox="1057 1278 1401 1589">Dedicated service as per daily office timing mentioned above is required for each office. Bidders are advised to critically review the list of equipment prepare their bids accordingly.</td> </tr> <tr> <td data-bbox="755 1589 808 1913">4</td> <td data-bbox="808 1589 1057 1913"><b>Cash Machines Maintenance Services</b></td> <td data-bbox="1057 1589 1401 1913">Dedicated Service as per daily office timings mentioned above is required for Multan Office only. Bidders are advised to critically review the list of equipment and prepare their bids accordingly.</td> </tr> </tbody> </table>	#	Description	Service Requirement	1	<b>Security Equipment Maintenance Services for CCTV systems</b>	Dedicated service as per timeline mentioned above is required for each office. Bidders are advised to critically review the list of equipment prepare their bids accordingly.	2	<b>Security Equipment Maintenance Services for Firefighting &amp; Burglar Alarms etc.)</b>	Dedicated service as per timeline mentioned above is required for each office. Bidders are advised to critically review the list of equipment prepare their bids accordingly.	3	<b>Maintenance of ED Equipment &amp; General IT Support Services</b>	Dedicated service as per daily office timing mentioned above is required for each office. Bidders are advised to critically review the list of equipment prepare their bids accordingly.	4	<b>Cash Machines Maintenance Services</b>	Dedicated Service as per daily office timings mentioned above is required for Multan Office only. Bidders are advised to critically review the list of equipment and prepare their bids accordingly.
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3.	Should the medical insurance also cover the family (spouse & children or parents)?	<p><b>Yes</b>, 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>						
4.	In case of an increase in the minimum wage, would SBP BSC also pay the differential amounts?	<p>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 as per following procedure:</p> <ul style="list-style-type: none"> <li><b>i. Adjustable Portion of Bid Price (AP)</b></li> <li>ii. Monthly wage</li> <li>iii. Employees Old Age Institution Contribution (EOBI)</li> <li>iv. Punjab Employees Social Security Institution Contribution (PESSI)</li> <li>v. Annual Leave Amount</li> <li>vi. Gratuity</li> <li>vii. Sales Tax on Services</li> <li><b>viii. Non-adjustable Portion of Bid Price (NAP)</b></li> <li>ix. Group Life Insurance</li> <li>x. Withholding Tax</li> <li>xi. Medical Insurance</li> <li>xii. Cost of Equipment</li> <li>xiii. Cost of Uniform</li> <li>xiv. Overheads</li> <li>xv. Profit</li> </ul> <p>The price adjustment will be made only on adjustable portion as per following equation:</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;"> <math display="block">P1 = Mr + Sr + Er + Gr + AL(r) + STr + NAP</math> </div> <p><b>Where:</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">P1 (Revised monthly amount)</td> <td>Payable to the Service Provider.</td> </tr> <tr> <td>Mr (Revised Wage)</td> <td><math>Mx + (Wn - Wo)</math></td> </tr> <tr> <td>Sr (Revised Social security)</td> <td>will be calculated as per applicable law</td> </tr> </table>	P1 (Revised monthly amount)	Payable to the Service Provider.	Mr (Revised Wage)	$Mx + (Wn - Wo)$	Sr (Revised Social security)	will be calculated as per applicable law
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		AL(r) Annual Leave amount	will be calculated as per applicable law															
		STr (Sales Tax on Services)	will be calculated as per applicable law															
		<b>Base Price Indices</b>																
		Mx is Rate quoted by bidder																
		Wo is Base minimum wage at the time of bid submission																
		<b>Current Price Indices</b>																
		Wn is Revised monthly minimum wage rate																
5.	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" data-bbox="732 764 1404 926"> <thead> <tr> <th data-bbox="732 764 764 869">#</th> <th data-bbox="764 764 938 869">Description of Services</th> <th data-bbox="938 764 1068 869">Total Monthly Charges*</th> <th data-bbox="1068 764 1235 869">Applicable PST</th> <th data-bbox="1235 764 1404 869">Annual Charges (Inclusive of PST)</th> </tr> <tr> <td data-bbox="732 869 764 900"></td> <td data-bbox="764 869 938 900">A</td> <td data-bbox="938 869 1068 900">B=Ax16%</td> <td data-bbox="1068 869 1235 900">C=12*(A+B)</td> <td data-bbox="1235 869 1404 900"></td> </tr> </thead> <tbody> <tr> <td data-bbox="732 900 764 926">1.</td> <td data-bbox="764 900 938 926">ABC</td> <td data-bbox="938 900 1068 926">100</td> <td data-bbox="1068 900 1235 926">16</td> <td data-bbox="1235 900 1404 926">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
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1.	ABC	100	16	1,392														
6.	How SBP BSC Lahore will ascertain the viability of financial proposals that whether the quoted price is sufficient enough to meet all the requirements mentioned above at point no. (c) of the minutes.	Bidders shall provide detailed break-up of the price schedules to ascertain economic/ financial viability and compliance with the regulatory requirements of Bids.																
7.	Is there any requirement for a uniform?	<b>Yes</b> , the service provider must ensure that all of its resources are in proper uniform during the execution of services. Service Provider shall provide uniform after obtaining approval from Client for different categories. Bidders shall prepare their financial bid accordingly.																
8.	What is the tentative date of contract execution?	<p>The tentative date for the completion of procurement, followed by contract signing and execution, is <b>August 01, 2024</b>.</p> <p>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.</p>																

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