



PRE-BID MEETING MINUTES

Procurement of Call Center Management Services by SBP Banking Services Corporation for the purpose of the Pakistan Remittance Initiative (PRI)

ITB No. GSD (Proc. II)/CCM-PRI /3781/2023

1. A Pre-Bid meeting for the captioned procurement was held on **February 02, 2023, at 11:00 AM** via Zoom Cloud Meeting Application.
2. The representatives of General Services Department (GSD-SBP BSC), Pakistan Remittance Initiative and representatives of prospective firms attended 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 description 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 of the participants 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,
 - 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. The bids prepared as per the instructions contained in the Bidding Documents, Pre-Bid Meeting, and subsequent clarifications thereof must be submitted on or before **February 13, 2023** at the following address;

Joint Director
Procurement Division-II
General Services Department
4th Floor, BSC House, State Bank of Pakistan
I.I. Chundrigar Road, Karachi
Telephone No: (021) 3311-5420 / 3311-5477
Email: gsd.proc2@sbp.org.pk

- e. Bids will be opened on **February 13, 2023, at 11:30 AM** at the Learning Resource Centre/Heritage Meeting Room at State Bank of Pakistan, I.I. Chundrigar Road, Karachi.
 - f. No request for extension in the submission deadline of Bids would be entertained.
 - g. In case of submission of Bidding Documents via courier, an email may be sent at gsd.proc2@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.
 - h. For submission of Bidding Documents/attending the Bid opening session, the representative of participating firm shall keep his/her original CNIC for entry into the premises of the State Bank of Pakistan (SBP). Furthermore, the following details of the said representative(s) may also be shared in advance for necessary entry arrangements.
 - Name & CNIC#
 - Mobile#
 - Arrival Date & Time
7. After a detailed briefing, the participating bidder was requested to confirm whether all of its queries had been adequately addressed and that no ambiguity remains related to Bidding Documents. Upon acknowledgment, the meeting concluded with a vote of thanks.

ANNEXURE A

Sr.	Queries	Responses															
1.	<p>Would working tariff code (9829.0000) for labor and manpower supply Services, as specified in the Sindh Sales Tax on Services Act, 2011, would apply for the subject procurement?</p>	<p>Yes. Thirteen Percent (13%) Sindh Sales Tax (SST), as specified in the mentioned tariff code, will be applicable.</p> <p>However, for evaluation purposes, the bidders are required to apply 13% SST on the gross amount and follow the price schedule given in the bidding documents.</p> <table border="1" data-bbox="762 517 1385 748"> <thead> <tr> <th data-bbox="762 517 794 663">#</th> <th data-bbox="794 517 954 663">Description of Services</th> <th data-bbox="954 517 1070 663">Total Monthly Charges*</th> <th data-bbox="1070 517 1225 663">Applicable SST</th> <th data-bbox="1225 517 1385 663">Annual Charges (Inclusive of SST)</th> </tr> <tr> <td data-bbox="762 663 794 674"></td> <td data-bbox="794 663 954 674">A</td> <td data-bbox="954 663 1070 674">B=Ax13%</td> <td data-bbox="1070 663 1225 674">C=12*(A+B)</td> <td data-bbox="1225 663 1385 674"></td> </tr> </thead> <tbody> <tr> <td data-bbox="762 674 794 685">1.</td> <td data-bbox="794 674 954 685">ABC</td> <td data-bbox="954 674 1070 685">100</td> <td data-bbox="1070 674 1225 685">13</td> <td data-bbox="1225 674 1385 685">1,356</td> </tr> </tbody> </table> <p><i>*Monthly charges must include Service Fee and all other reimbursable/ non-reimbursable expenses.</i></p> <p>In this regard, the Bank will need a detailed break-up of the price schedules from all participating bidders to ascertain economic/ financial viability and compliance with the regulatory requirements of Bids.</p> <p>Notes:</p> <ul style="list-style-type: none"> The payment shall be made by applying 13% SST against the service fee only in compliance with the existing instructions of the SRB/ Court Order(s), i.e. 3% WHT and 13% SST. The payment shall be made on monthly-basis as per actual utilization of services against the number of service points engaged for that particular period. 	#	Description of Services	Total Monthly Charges*	Applicable SST	Annual Charges (Inclusive of SST)		A	B=Ax13%	C=12*(A+B)		1.	ABC	100	13	1,356
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1.	ABC	100	13	1,356													
2.	<p>Reference clause b of Form – V(b) (Undertaking for Compliance of Applicable Laws), whether service provider will be required to get his resources registered mandatorily with both institutions among EOBI and SESSI? and whether their contributions shall be paid by the Service provider?</p>	<p>Service provider will be required to ensure compliance of all applicable laws including registration with SESSI and EOBI and payment of contributory amounts.</p>															
3.	<p>With reference to Section-VI-Part-1 Specific Services Data/ Scope Of Services; What Tools & Equipment will be required under subject services?</p>	<p>The service provider will be required to bring necessary tools and equipment to make record related to execution of services like biometric/ internet devices etc. or any other tool/equipment, if specified by the PRI without any additional cost. Further, PRI has its own equipment necessary for handling call center operations.</p>															
4.	<p>Would SBP transfer existing employees? If yes, will we get a certificate that due related to EOBI, SESSI, Gratuity are all paid by the existing vendor.</p>	<p>Service Provider will provide call management 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</p>															

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	Will the Service Provider require to depute experienced resources or fresh inductees for provisioning of subject services?	without any additional cost. Further, service provider will be responsible for payment of all regulatory payments covered within the contract duration. Moreover, PRI shall sign the Contract Closure Certificate with the existing service provider to ensure all contractual obligations have been satisfactorily met and that claim of whatsoever nature is not outstanding at either parties end.
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 cannot 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 Client as services are procured and the individual are employed by the service provider. 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>Importantly, a reference may also be made to the Clause 3.7 of GCC (Independent Service Provider Status) and Clause 3.8 of GCC (Compliance with all the Regulatory Requirements).</p>
6.	Is there any specific requirement of uniform for call center support staff? If yes, please provide the specification of required uniforms.	Yes, the service provider will ensure that its resources will wear the proper uniform and employee cards during the service hours. If required, PRI will provide necessary guidance to the successful service provider at the time of award of contract.

ANNEXURE A

Sr.	Queries	Responses
7.	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 Client 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>
8.	Does the bidder require to submit detailed break up of quoted cost along with the financial proposal?	SBP BSC may require break up of financial proposal to ascertain economic viability of the proposal. However, same will be provided by Services Provider if demanded by the Client after opening of financial proposals. While assessing the economic viability, if SBP BSC found that cost quoted by the any technically qualified Bidder is not workable to comply the provisions of contract, SBP BSC reserves the right to reject such bid/s.
9.	Does SBP requires service provider to depute male resources only? Is the requirement gender specific?	There is no such requirement given in the Bidding documents. However, Service Provider will ensure compliance of relevant laws during execution of services which includes but not limited to gender-discrimination, work place harassment, code of ethics/conduct, etc.
10.	Please share location of each service point?	All six service points are located in PRI-Camp office, 4th floor State Bank of Pakistan, Main building, I.I Chundrigar Road, Karachi.
11.	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, the service provider's responsibility is to ensure compliance with applicable labor laws.

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

Reference	Initial Text	Revised Text
<p><i>Tech. Form – V (B) – Undertaking For Compliance of Applicable Laws</i></p> <p><i>and</i></p> <p><i>GCC Clause 3.8.1 (b): Compliance with all the Regulatory Requirements</i></p>	<p><i><u>EOBI/Social Security</u> registration of its resources and regular payment of contributions</i></p>	<p><i><u>EOBI and Social Security</u> registration of its resources and regular payment of contributions</i></p>
<p><i>GCC Clause 5.2.1: Change in the Applicable Law</i></p>	<p><i><u>If, after the date seven (7) days prior, to the latest date for submission of tenders for the Contract there occur</u> 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.</i></p>	<p><i>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.</i></p>

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