



## PRE-BID MEETING MINUTES

### **Procurement of General Support Services for SBP BSC, Head Office, Karachi.**

**ITB No. GSD (Proc. II)/GSS-SBP BSC/4388/2023**

1. A Pre-Bid meeting for the captioned procurement was held on **February 07, 2023, at 11:00 AM** via Zoom Cloud Meeting Application.
2. The representatives of General Services Department (GSD-SBP BSC) 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 submission of Bidding Documents:
  - a. The bidders must submit the complete and comprehensive bid as per the requirements outlined in the Bidding Documents. Non-compliance shall result in rejection of the Bid.
  - b. All components of costs must be incorporated in the **Price Schedule (Form II)** considering the Description of the Services, Performance Specification & Terms of Reference.
  - 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 bidders may seek related clarification or modification of the Bidding Documents no later than seven (07) days before the deadline for submission of bids.
  - e. 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 15, 2023** at the following address;

**Joint Director**  
Procurement Division-II  
General Services Department  
4<sup>th</sup> 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](mailto:gsd.proc2@sbp.org.pk)

- f. Bids will be opened on **February 15, 2023, at 11:30 AM** at the Learning Resource Centre/Heritage Meeting Room at State Bank of Pakistan, I.I. Chundrigar Road, Karachi.
  - g. No request for extension in the submission deadline of Bids would be entertained.
  - h. In case of submission of Bidding Documents via courier, an email may be sent at [gsd.proc2@sbp.org.pk](mailto: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.
  - i. 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**

#	Queries/Comments	Responses
1.	What would be the amount of Bid Security?	A Bid Security of <b>Rs. 500,000/- (Rupees Five 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.	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.
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 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 &amp; 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>

**ANNEXURE A**

#	Queries/Comments	Responses															
5.	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 per the formula given in the Bidding Documents. However, the service provider's responsibility is to ensure compliance with applicable labor laws.															
6.	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><b>Yes.</b> 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="692 656 1433 887"> <thead> <tr> <th data-bbox="692 656 724 763">#</th> <th data-bbox="729 656 919 763">Description of Services</th> <th data-bbox="924 656 1066 763">Total Monthly Charges*</th> <th data-bbox="1070 656 1241 763">Applicable SST</th> <th data-bbox="1246 656 1433 763">Annual Charges (Inclusive of SST)</th> </tr> <tr> <td data-bbox="692 770 724 792"></td> <td data-bbox="729 770 919 792"></td> <td data-bbox="924 770 1066 792">A</td> <td data-bbox="1070 770 1241 792">B=Ax13%</td> <td data-bbox="1246 770 1433 792">C=12*(A+B)</td> </tr> </thead> <tbody> <tr> <td data-bbox="692 799 724 822">1.</td> <td data-bbox="729 799 919 822">ABC</td> <td data-bbox="924 799 1066 822">100</td> <td data-bbox="1070 799 1241 822">13</td> <td data-bbox="1246 799 1433 822">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><b>Notes:</b></p> <ul style="list-style-type: none"> <li><i>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.</i></li> <li><i>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.</i></li> </ul>	#	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
#	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													
7.	Is there any requirement for a uniform? Can you please specify the exact pairs of uniforms/shoes?	<p><b>Yes,</b> 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>															
8.	How will SBP BSC ensure that existing or future contractual requirements are being/will be met by the service provider?	<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 5<sup>th</sup> of every month, payment of gratuity, provision of health/life insurance, etc. are being</p>															

**ANNEXURE A**

#	Queries/Comments	Responses
		fully complied by the service provider. In case of any violation, the Bank reserves the right to take punitive measures against the service provider.
9.	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>July 01, 2023</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 <b>Clause 5.2</b> or any other <b>Clause</b> of this Contract) for a period suitable to SBP BSC to call new tenders and award of a new contract.</p>
10.	Do bidders have to submit duly signed Integrity Pact with technical proposal?	No, Integrity Pact will be signed with the Most Advantageous bidder at contract signing stage.
11.	Will Bidder be required to submit deputation plan for execution of services?	Service provider is required to ensure uninterrupted quality services at the service points defined in the Bidding documents against each category. However, the Most Advantageous bidder will submit the services management plan as per the template given at Page - -of the Bidding document. Further, client will share the specific locations of the given service points with the Most Advantageous bidder at contract signing stage.
12.	Does Service provider require to conduct criminal verification and police verification of the resources to be deputed at various service locations of SBP BSC Head Office?	While executing the services, the service provider will have to follow the Bank's security protocol as applicable from time to time.

\*\*\*\*\*

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 <b>seven (7) days</b> 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.

\*\*\*\*\*