



PRE-BID MEETING MINUTES

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

ITB No. GSU/RWP/GSS-SBP BSC North Cluster/77912/2024

1. A Pre-Bid meeting for the captioned procurement was held on **July 08, 2024 at 11:00 AM (PKT)** via Zoom Meeting Application.
2. The representative(s) of the General Services Unit (SBP BSC Rawalpindi), SBP BSC Peshawar, SBP BSC DIK and following prospective bidders/service providers participated in the meeting:
 - i. EGS Pvt Limited
 - ii. Ipath Finder
 - iii. Mansha Brothers
 - iv. Whats Traders
 - v. ACME Systems Engineering Pvt Ltd
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 and have proper service card issued by the service provider.
7. The payment to the service provider may be linked with compliance of all regulatory requirements.
8. 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 **July 23, 2024 11:00 AM (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
051-9273610

9. All Bids will be opened on **July 23, 2024, at 11:30 AM (PKT)** at the bid submission address.

10. 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 Bank Rawalpindi. Furthermore, the given details of the representative(s) may also be shared in advance via email GSU-Helpdesk-Rwp@sbp.org.pk for necessary entry arrangements.

Name	
CNIC#	
Organization & Designation	
Cell No:	
Date & Time:	
Purpose of Visit:	
Vehicle Registration No (if any):	

11. After a detailed briefing, when no more questions came from participants, the meeting was concluded with thanks.

#	Queries/Comments	Responses
1.	As per minimum eligibility qualification criteria point 2.2, The bidder should have minimum 05-years of experience in providing General Support/Maintenance Services. Will a bidder be eligible if the bidder has experience in any one area but not all areas mentioned in the Bidding documents?	The submitted evidence must demonstrate that the bidder has sufficient experience in providing general support/maintenance services. The general services include office boys, driver, tea boys, photocopy operator, record keeper, peon, Qasid/ Naib Qasid, loader/unloader or any similar nature of service which may be titled differently. Whereas the maintenance services are those which are particularly specified in the Specific Requirements from Service Provider, Section VI (Part 1) – Specific Services Data/ Scope of Services of the Bidding Documents.
2.	In the minimum eligibility and qualification parameter# 03, does having 02 different contracts/P.O of 01 public sector organization will be counted as relevant experience or not?	No, experiences/contracts of two distinct public sector organizations will be required against this criteria .
3.	In the minimum eligibility and qualification parameter# 5, Rs. one (01) million cash flow in any one month during the period July 2023 to Dec 2023 is mentioned. Do we need to submit 6 months bank statement?	The bidders may submit Bank Statements from (July 2023 to December 2023) to help us assess the monthly cash inflow of at least Rs. 01 Million in any one month. 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.
4.	If a company has merged in to another company then will the experience of acquiring/merged company be counted as relevant experience or not?	Only experience of the newly established entity will be considered. Previous experience will only be considered in case of change of business name duly accompanied by approval from the relevant authorities.
5.	What is the skill requirement to be fulfilled by the resources who will be deputed to provide services and what will be the minimum wage? How will SBP BSC Office evaluate the bids of bidders if all bidders have quoted different minimum wages?	Service Provider will provide services in professional manner, as mentioned at Section VI (Part 1) – Specific Services Data/ Scope of Services of the Bidding Documents, by deputing the qualified and experienced resources to ensure quality of services and keeping in view the specific categorization of skills mentioned in minimum wages laws/notifications of respective provinces. In case of any service related issue, the service provider will provide necessary replacement of deputed resources to client without any additional cost. The service provider will be required to pay at-least minimum wage (as per relevant category) notified by the Provincial Government(s). In case of any issue in categorization, necessary clarification will be

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		obtained by the Client (if not already available) which will be binding on the service provider.
6.	Can a bidder participate for providing maintenance services for CCTV, Fire Alarm and allied equipment and not for Cash Machine Maintenance and ED and General IT support services?	No, Service provider is required to quote for all scope of services mentioned in the bidding documents. Bids against partial scope of services will not be accepted.
7.	Deductions on account of interrupted services has been mentioned in the general requirements-SECTION VI (PART 1) of bidding documents What does interrupted services mean?	Uninterrupted services will be required as per official time observed by the client as follows: Monday to Thursday 9:00 AM to 5:30 PM and Friday 9:00 Am to 6:00 PM. However, the aforementioned official time is not applicable for round the clock services. Any interruption/non availability of deputed resource (or its replacement) during the above mentioned period will be considered as interrupted services and will be dealt with according to formula mentioned in bidding documents.
8.	Does the Provincial Sales Tax to be quoted in the bid amount has to be calculated on total amount or on profit portion only? Further, whether WHT shall be deducted by SBP BSC on total amount or Administrative cost/Profit only?	Provincial Sales Tax shall be calculated on total monthly amount as per the format for Price schedule. WHT shall be deducted on Administrative cost.
9.	What is the supervisory requirement mentioned in the bidding documents?	At least 01 supervisor has to be deputed by service provider at SBP BSC Rawalpindi office or any other place mutually agreed to fulfill operational requirements, ensure mandatory supervisory visits to all North Cluster offices to ensure compliance in terms of HR duties, compliance of requirements like uniform and ID cards, handling of issues of deputed resources, etc.
10.	As per one of the clauses given in SECTION VI (PART 1) of bidding documents, round-the-clock (24/7) monitoring of IT equipment etc. is required. How will this be managed by the service provider?	The service provider is required to provide 24/7 (three shifts) on-site services keeping in view labor law requirements. Service provider may manage this requirement through various shifts.
11.	Will additional services charges be applicable against the services required on 24/7 basis?	No, since the outlined requirement already covers round the clock services (in three shifts), therefore no additional services charges will be applicable against these services.
12.	What will be the response/reporting time for maintenance in case of any fault in equipment? Is it required of service provider to provide a spare equipment in case the equipment	The service provider is required to report immediately about the occurrence of any related incident/fault and provide repair services. However, if the nature of fault cannot be removed by Service provider then the service provider has to submit a

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	needs to be sent for repair services to the workshop?	technical report on the issue on hand and the resolution mechanism. The service provider is required to provide maintenance service onsite and no equipment will be sent to workshop for repair under this contract.
