

Tender No. SME 202207

**TENDER NOTICE
HIRING OF COMPANY/FIRM TO PROVIDE SERVICES OF
CLERICAL/ NON CLERICAL STAFF**

SME Bank Ltd intends to hire the services of Private Company/Firm for provision of Clerical / Non Clerical Staff (Security Supervisor, Electricians, Drivers, Dispatch Rider, Messengers, Chowkidar and Sweepers) as third party staff. Relevant Companies/Firms registered with income tax and sales tax department and Active on Tax Payers list of FBR are eligible for provision of services to SME Bank Ltd. TORs and other terms & conditions can be downloaded from the public tender section of PPRA website & tender section of SME Bank's website as given below:

www.ppra.org.pk & www.smebank.org

Last date for submission of sealed tender is 27.06.2022 upto 3:30 pm and will be opened on the same day at 4:00 pm in the presence of bidders who wish to attend.

Sajjad Ahmed
Deptt. Head Services,
SME Bank Ltd,
Head Office,
56-F, Nazimuddin Road,
F-6/1, Blue Area, Islamabad.
Ph.051-9221945
Cell Number: 0308-7773998
Email: sawan@smebank.org

Organization Name	: SME Bank Ltd.
Address	: Head Office, 56-F, Nazim-ud-din Road, F-6/1, Blue Area
City	: Islamabad
Tel No.	: 051-9217000
Fax No.	: 051-9217001
Tender No	: SME:202207
Description	: Hiring of Firm to Provide Clerical/Non-Clerical Staff
Remarks	:
Advertisement Date	: 10.06.2022
Closing Date	: 27.06.2022
Closing Time	: 3:30 pm
Opening Time	: 4:00 pm
Tender Documents	: Attached
Estimated Cost	: Rs.15 million (Annual)
Tender Nature	: National
Earnest Money	: Rs.150,000/-
Bid Validity	: 90 days
	:

Tender Document – Hiring of firm to provide clerical/non-clerical staff to SME Bank Ltd.

A brief introduction of SME Bank Ltd.

SME Bank Limited (the Bank) is a public limited company incorporated on October 30, 2001 under the repealed Companies Ordinance, 1984 having its registered office at 56-F, Nazim-ud-Din Road, F-6/1, Blue Area, Islamabad.

The Government of Pakistan is the major Shareholder of the bank. As part of financial sector restructuring program of the Government of Pakistan, Regional Development Finance Corporation (RDFC) and Small Business Finance Corporation (SBFC) were amalgamated into SME Bank Ltd effective from January 01, 2002.

The Bank is a Scheduled Commercial Bank engaged in the business of banking with the primary objective to support and develop Small and Medium Enterprises (SME) sector in Pakistan by providing necessary financial assistance and business support service on sustainable basis.

1 Invitation to bid

SME Bank Ltd. intends to hire private company/firm to provide clerical/non-clerical staff for SME Bank Ltd as third party staff for the period from 01-08-2002 to 31-07-2024 (two years) extendable for the further period of one year. The rates quoted by the successful bidder may be valid for 2 years with impact adjustment of minimum wage to be announced by the respective government for each year. Contract may be extended for further one year, with mutual consent of the parties. Companies/firms which are registered with Income Tax and Sales tax departments and which are Active on Tax Payers list of FBR are eligible for provision of services to SME Bank Ltd.

Requirements:

- a) The skills/experience/backgrounds of the Security Supervisor, Electrician, Driver, Dispatch Rider, Messenger, Sweeper required are as under:-

<u>Post</u>	<u>Minimum Qualification</u>	<u>Experience</u>
= Security Supervisor	An Ex-army person of the rank of Subedar preferably qualified professional courses relating to security/intelligence	Preferably 3 years post retirement experience of security officer/ security supervisor.
= Electrician	Certificate/Diploma in Electrical	01 year relevant experience

=	Dispatch Rider	Middle	01 year relevant experience
=	Driver	Middle	03 years valid driving license
=	Messengers	Middle	01 year experience
=	Chowkidar	Primary	01 year experience
=	Sweepers	Primary	01 year experience

Note: The required number of persons under any category can increase/decrease during the period. However estimated requirement is as under:

For Head Office Islamabad only

1, Security Supervisor	01 No.
2. Electrician	01 No.
3. Dispatch Rider	01 No.
4. Chowkidar	01 No.

At various location including Head Office

1, Driver	16 Nos.
2. Messengers	26 Nos
3. Sweepers	08 Nos.

- b. The rates quoted by the firm/service provider must not be lower than the minimum salary/wages prescribed by the Government plus all applicable facilities, charges including contribution of EOBI, Group Life Insurance, Gratuity, Social Security charges in accordance with Federal / Provincial Government rules. Accordingly, selected service provider will be responsible to pay all relevant applicable charges including contribution to EOBI, Group Life Insurance, Gratuity and Social Security in accordance with respective Federal/Provincial Government rules.
- c. Selected services provider will ensure access to the relevant documentation and accounting records to bank / State Bank of Pakistan (SBP) official and right to conduct on site visit if required.
- d. Before finalization/selection of any firm, the bank will carry out due diligence process of the service provider.
- e. A comprehensive written agreement will be carried out between the bank and selected service provider clearly spelling out the rights and responsibilities of each party. The companies desirous of participating in bidding process may obtain draft agreement against written request from the bank, free of cost.
- f. The selected service provider will ensure that any violation of statutory / prudential regulation of SBP keeping in view of procedures as per existing laws / rules and regulations will result in discontinuation of the agreement including damages as per applicable law and agreement.

- g. Selected service provider shall ensure meticulous compliance of instruction / relevant applicable clauses mentioned in State Bank of Pakistan (SBP) BPRD Circular No.06 of 2017 dated June 20, 2017 under the title. **“Framework for Risk Management in outsourcing assignment by Financial Institution”**.
- h. Bidder/Firm must have relevant experience, expertise and legal baking under relevant regulations / Laws to provide human resource.
- i. Bidder/Firm registered with income tax, sales tax department, EOBI and relevant department are eligible for provision of services.
- j. The service provider shall ensure that the credentials of staff are verified before providing their services to bank. This verification shall be documented and services provider shall be bound to share the same as and when required.

2 Language of the Bids

The bids prepared by the Tender and all correspondence and documents relating to the bids exchanged by the Tender, shall be written in English language or Urdu provided that any printed literature furnished by the Tender may be written in another language so long as accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

3 Bidders Experience

The bidders must have the requisite experience and expertise in providing staff. The bidder must submit following information in the proposal:

- a) Company Profile.
- b) Company Incorporation Certificate.
- c) Article/Memorandum of association/Partnership deed.
- d) National Tax and Sales Tax Registration Certificates.
- e) Resume of Chief Executive.
- f) Clients' reference letters.
- g) Details of Branch offices along with mailing address, telephone numbers and branch resource persons details. Bidders must have branches in major cities of Pakistan.

4 Financial Strength

The following documents must also be attached with the proposal to demonstrate the financial strength and eligibility on part of the organization:

- a) Banker's certificate / Statement indicating credit worthiness of the firm with bank.
- b) Details of Directors/Partners.
- c) Bank Statement for the period January 01, 2021 to December 31, 2021 Last available financial statement.

5 Earnest Money

Earnest money of Rs.150,000/- shall be submitted by the bidders at the time of submission of the bids, in the shape of call deposit / demand draft / pay order in the name of SME Bank Ltd. Earnest money of unsuccessful bidders shall be returned upon signing of the contract with the successful bidder.

6 Form of Bid (Procedure of Bidding & Evaluation Criteria)

As per PPRA Rule No. 36 (b) i.e. Single stage – two envelope procedure which includes that -

- (i) The bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal;
- (ii) The envelopes shall be marked as “FINANCIAL PROPOSAL” and “TECHNICAL PROPOSAL” in bold and legible letters to avoid confusion;
- (iii) Initially, only the envelope marked “TECHNICAL PROPOSAL” shall be opened;
- (iv) The envelope marked as “FINANCIAL PROPOSAL” shall be retained in the custody of the bank without being opened;
- (v) The Bank shall evaluate the technical proposal as per tender document including attached criteria, without reference to the price and reject any proposal which does not conform to the specified requirements;
- (vi) The financial proposals of bids shall be opened publicly at a time, date and venue announced, which shall be communicated to the qualified bidders separately.

7 Evaluation Criteria:

SME Bank Ltd. shall evaluate the technical proposals and shall out rightly reject proposals that do not conform to the mandatory requirements as mentioned in the tender documents. However, Bank may consider the bid proposal having any minor discrepancy which is not affecting whole evaluation criteria for healthy competition.

Financial proposal of only those companies shall be opened that conforms to the mandatory requirements and get minimum of 70% marks in technical evaluation.

8 Instructions to bidders:

General Instructions:

- I. Income tax, Sale tax and all other applicable taxes shall be deducted in accordance with the law.
- II. Bids once submitted cannot be withdrawn. If a bidder withdraws from the bidding process after submission of bid the Bank reserves the right to forfeit the earnest money.
- III. Bidder shall be responsible to treat this tender document and information gathered during bidding process as “Private” and “Strictly Confidential”. The bidder shall not publish or disclose any information concerning the task without seeking special written permission of SME Bank Limited.
- IV. Any bidder submitting incomplete information shall be disqualified from the bidding process.
- V. Any bidder submitting false, incorrect or inaccurate information shall be automatically disqualified from the bidding process.

- VI. Any effort by the bidder to influence SME Bank Ltd., directly or indirectly may result in the rejection of the bidder's offer.
- VII. Pages of every section of the bid must be numbered and signed by the Bidders nominated authorized signatory. The representative of the bidding firm shall furnish a proof of authorization to sign the bids, in the form of a written Power-of-Attorney, which shall accompany the Bid.
- VIII. The Bank will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.
- IX. The proposal without earnest money will not be entertained and rejected straightaway.
- X. Bidder must submit an affidavit that the:
 - a) Bidder/Company/Firm has never adjudged an insolvent services/ advisory/ consultancy.
 - b) Bidder/Company/Firm or its directors/partners or individuals have never been declared bankrupt by any court of law.
 - c) Bidder/Firm has never been blacklisted or involved in litigation with any client/organization/government/semi-government/autonomous body.
 - d) Bidder/Company/Firm its directors/partners or individual always fulfilled/obeyed execution of degree or order of any court decree never been dissatisfied against them.
 - e) Bidder/Company/Firm its directors/partners or individuals have not been convicted of a financial crime, banking frauds mortgage frauds, forgery, embezzlement, cheque frauds, credit cards frauds, etc.
 - f) Bidder/Company meets the financial integrity requirement as per applicable Law & Regulations.

9 Clarification for Tender:

In case clarification is needed to the meaning of any portion of the technical specification, vendor may contact Mr. Shaukat Habib Shah, Deptt. Head Training & Development, SME Bank Ltd., at 051-9221934 during office hours

10. Evaluation Criteria:

SME Bank Ltd. shall evaluate the technical proposals as per criteria defined at Annexure-B. Bank may consider the bid proposal having any minor discrepancy which is not affecting whole evaluation criteria for healthy competition.

11 Acceptance of Bids:

The bidder with the most advantageous bid, if not in conflict with another law, rules, regulations or policy of the Federal Government, shall be awarded the procurement contract, within the original or extended period of bid validity and registration of the company must be for provisioning of Human Resource.

12 Rejection of Bid

SME Bank Ltd. reserves the right to reject all the offers / bids as per PPRA Rules-2004 of rule (33)

13 TAX

Quoted rates must be inclusive of all applicable taxes.

14 Confidentiality

All bids submitted to SME Bank and subsequent correspondence and discussion shall be kept confidential and will not be revealed directly or indirectly to any other party, except in the case of any government query by department/organizations monitoring Banks and the Federal Government.

15 Closing Date

The last date for receipt of bids is 27.06.2022 by 3:30 pm. Bids will be opened on the same day at 4:00 pm at SME Bank Head Office, 56-F, Nazim Uddin Road, F-6/1, Blue Area, Islamabad in the presence of those bidders who may wish to attend.

16 Bid Submission

The Bid proposal should be submitted as follows:

Single package containing two separate envelopes. Each envelop contains separately the financial proposal and a technical proposal” along with certificate as per attachment

The Sealed Envelope containing the Technical Proposal should be clearly marked as:

Volume-I Technical Proposal to Provide Clerical/Non-clerical Staff

Sajjad Ahmed
Deptt. Head Services,
SME Bank Ltd,
Head Office,
56-F, Nazimuddin Road,
F-6/1, Blue Area, Islamabad.
Ph.051-9221945
Cell Number: 0308-7773998
Email: sawan@smebank.org

The Sealed Envelope containing the financial proposal should be clearly marked as:

Volume-II Financial Proposal to Provide Clerical/Non-clerical Staff

Sajjad Ahmed
Deptt. Head Services,
SME Bank Ltd,
Head Office,
56-F, Nazimuddin Road,
F-6/1, Blue Area, Islamabad.
Ph.051-9221945
Cell Number: 0308-7773998
Email: sawan@smebank.org

Certificate

I/We agree to abide by the terms and conditions of the Tender and Mr./Ms. is authorized by I/we **to sign the Tender for and on behalf of M/S(NAME OF FIRM IN BLOCK CAPITALS).**

Signature and Designation of the Authorized Official.....

Signature & Name of Authorizing Official/Executive:

Designation:

Complete Address of the Company/Firm:

Fax No: _____ **Telephone No.:** _____

Witness:-

1. _____ 2. _____

Bidders Experience

The bidder must have the requisite experience and expertise in providing staff. The bidder must submit following information in the proposal:

S.No. Requirement

Enclosed

Yes/No

- a) Company Profile
- b) Company Incorporation Certificate.
- c) National Tax and Sales Tax Registration Certificates.
- d) Profile of Chief Executive along with senior management.
- e) Detail of Directors and latest copy of **Form 29**
- f) Clients' reference letters detailing period of relationship and currently providing staff .
- g) Complete list of company addresses including its registered office, Head Office and Branch office, website address, telephone numbers and branch resource persons details. Bidders must have branches in major cities of Pakistan.
- h) Certificate of registration from EOBI , Social Security, SECP,
- i) Banker's certificate /Statement indicating credit worthiness of the firm with bank.
- j) Instrument of earnest money (demand draft/pay order) in favour of SME Bank Ltd.
- k) Affidavit regarding financial integrity as mentioned at Sr. No. 7 (X) of tender document
- l) Duly filled in Performa of Certificate and Annexure **A , B & C** on company letter head
along with signed and stamped documents required or mentioned on these annexures. Monthly rate against each position may be quoted as per below mentioned format on company letter head pad for the period of two years (01-08-2022 to 31-07-2024) and **Service charges to be quoted as %age of minimum wages and not to quoted in amount because these will automatically stands revised with rise in minimum wages, if any, for next contract year.**
- m) Any other document /clarification that the company may like to provide in support of their bid.

Signature/stamp of authorized official.

Note

- i. The above documents should be placed in the envelop marked as "Technical Proposal"
- ii. The financial bid as per Annexure-C on Company's Letter Head to be placed in Envelop marked as "Financial Proposal"

Technical Criteria for Hiring of Clerical/Non-Clerical Staff.

Annexure-B

S#	Description	Maximum Score	Marks claimed by the Firm	Evidence attached	
				Yes/No	Page Ref.
1	Qualification of Chief Executive	Mandatory			
	Minimum Graduate				
2	Experience of Chief Executive	10			
	Between 5– 10 years (2Marks)				
	Between 10 – 15 years (4 Marks)				
	Between 15 – 20 years (8 Marks)				
	20 years and above (10 Marks)				
3	Experience in handling outsourcing service contracts throughout Pakistan	20			
	Between 3– 5 years (5 Marks)				
	Between 5 – 8 years (10 Marks)				
	Between 8 – 10 years (15 Marks)				
	More than 10 years (20 Marks)				
	(Please provide documents as evidence)				
04	Banking Clients during last 3 years (3 marks for each bank and maximum 12 marks, letter of bank in support of claim be attached)	12			
05	Details of Branch offices along with mailing address, telephone numbers and branch resource persons details. Bidders must have branches in major cities of Pakistan. (02 marks for each SME Bank office location)	16			
06	No of firms /Organization/Companies/Banks where staff is provided by bidder as on 31-12-2021	12			
	Minimum 04 firms & 05 : 4 Marks				
	06 Firms & 07 : 8 Marks				
	08 firms & above : 12 Marks				
07	Staff Provided to firms /Organization/Companies/Banks as on 31-12-2021	20			
	301-500 : 8 Marks				
	501-700 : 12 Marks				
	701-900 : 16 Marks				
	901 - 1100 : 20 Marks				
08	Financial Strength	10			
	Equity/Paid up Capital (Rs)				
	Minimum 3 million : 2 Marks				
	4 Million & above : 4 Marks				
	5 Million & above : 6 Marks				
	6 Million & above : 8 Marks				
	7 Million & above :10 Marks				
	Total	100			

Signature/stamp of authorized official.

Annexure C

Monthly rate against each position may be quoted as per below mentioned format on company letter head pad for the period of two years (01-08-2022 to 31-07-2024)

Sr. No.	Description	Rate for Islamabad							Rate for Punjab		Rate for KPK		Rate for Sindh		Rate for Baluchistan	
		Security Supervisor *	Electrician *	Driver	Dispatch Rider *	Messenger	Chowkidar	Sweeper	Driver	Messenger	Driver	Messenger	Driver	Messenger	Driver	Messenger
1	Minimum Wages															
2	EOBI															
3	Social Security															
4	GLI															
5	Gratuity															
6	Commission in Percentage															
	Total:															

- * **Note: Only at Head Office, Islamabad.**
- * **Service charges to be quoted as %age of minimum wages and not to quoted in amount because these will automatically stands revised with rise in minimum wages, if any, for next contract year.**

Signature & stamp of
authorized official