

QUERIES BY IBEX AND RESPONSE FROM NBP:

Below are some questions against the RFP (Procurement of Services Provider for HR Services at NBP Call Centers (Karachi & Islamabad)

Question# 01- We have worked with microfinance bank with 350+ headcount so would that be sufficient to fulfil the requirement as per clause 1.5?

Response: We have asked for experience with financial institution, please check on State Bank Website does microfinance bank fall under the category of financial institution or not.

Question# 02- Clause 25 state that minimum wage effect will be adjusted in pricing if applicable whereas clause 35 states that minimum wage effect will be borne by service provider.

Response: Adjustment in the minimum wages is negotiable and if agreed by NBP management then they will be adjusted (again it's the sole discretion of NBP management not a binding factor) and till that time all these raise in minimum wages will be borne by the vendor. There is no clause #35.

Question# 03 As per RFQ NBP require only 6 sups and 4 QAs to be billed for about 250 to 400 heads. but as per industry standard the ratio is much lower and the required billable Supervisor and QA would not be sufficient, so kindly confirm if NBP will manage with low management resources or would service provider need to arrange non billable resources as per industry standard on its own. Same goes with Floor Manager and other support staff.

Response: This point was discussed in detail in the pre bidding meeting, Numbers in Bid Document is based upon the consideration that Bank's own resource will also be deployed at the Call Centre with the assigned role of Supervisors, Quality Assurance Officers and Support Staff

Question 04 Would service provider be raising two different invoices one for Islamabad and one for Karachi due to difference in applicable Sales tax?

Response: It has been clarified in the pre bid meeting that just 1 invoice be raised for both Karachi & Islamabad call centers.

Question 05- Please confirm the KPIs the clause 28 states that LDs will be applicable due to underperformance of services so what will be the SLAs

Response: Response: That will be communicated at the time of signing of agreement with successful bidder, no need to respond at this point.

Question 06- Would SLA be applicable if the actual work load /call volumes increase with respect to the forecasted volume and over the planned headcount?

Response: Response: It will be responded at the time of signing agreement.

Mandatory Requirement

Point # 1.02 Please guide us about legal paper value as its not mentioned in Mandatory requirement # 1.02 of RFP.

Response: Legal paper of minimum of RS: 100/= or more.

Point # 1.07 Our office locations are already mentioned on our letter heads. Is undertaking on both sites letter head and an undertaking on Legal paper is enough or it is mandatory to provide tenancy agreements copy.

Response: Undertaking is enough no need to provide tenancy agreement copy.

Point # 2.00 Point # 2.01 to Point # 2.24 requires undertaking on company letter head. Is it Okay to cover all the points in one letter head or separate letters for all the points are required.

Response: Its purely your discretion to give undertaking separately or all together on company's letter head duly signed by relevant signing authority and stamped.

- As you are aware that TAX calculation for both the Sites (Karachi & Islamabad) is different and can't combine in one invoice on FBR system. Therefore, rates for Taxes may differ for both the sites and will be accounted separately. Likewise, with our quote we will provide you quote for both the sites accordingly.

Response: This point was discussed in the pre bid meeting too and we asked for a single rate for both the sites, so the bidder should calculate the rates for both sides before tax and after tax and then club them together in as one rate per resource for the quote.

- Also, please note that the approved HC including Support team will be eligible to take OFFs and Leaves according to the Local Law of employment and shrinkages will be the part of total HC.

Response: At this point it has nothing to do with the bid. This can be discussed at the time of signing the contract with the successful bidder.

- With Reference to the pre-bid meeting dated 06th March 2023, following requirement mentioned under Mandatory Evaluation Requirement 1.05 on page 42 of the attached bid document needs to segregate both requirements

Response: Bank's call Centre management requirements are explicit and these have been based Bank's endeavor of having a service provider that has a proven track of performance, capabilities and experience for meeting the Bank's call Centre scale of operations, complexities and present/future need as stipulated in bidding document.