PRE-BID MEETING MINUTES

Procurement of Services of a Firm for Media Monitoring for the SBP
ITB No. GSD (Proc. II)/ ECD-Media Monitoring Firm /232794/2025

1. A Pre-bid meeting for the captioned procurement was arranged by GSD on **March 27, 2025, at 11:00 AM** via Zoom Cloud Meeting Application.

2. The representatives of the General Services Department (GSD-SBP BSC), External Communication Department (ECD-SBP) and representative of following prospective firm attended the meeting.
    i. M/s Syntax Communications

3. The meeting commenced with a welcome note followed by brief introduction of the participants. At the outset, all participants were briefed about the purpose of the meeting that was to provide an overview of the bidding process, explain the scope, and clarify relevant queries of the participants. Further, it was conveyed that any unanswered questions (if any) would be addressed in the meeting minutes.

4. All queries and relevant responses by the Bank's representatives are given in **Annexure A.**

5. Furthermore, the following guidelines may please be noted for submission of bids:

    a. The firms, who are registered with the PPRA's E-PADS, must submit the complete and comprehensive bids as per the requirements outlined in the Bidding Documents. Non-compliance in this regard shall result in rejection of the Bid.

    b. The firms may write seeking any clarification or modification of the Bidding Documents no later than seven (07) days before the deadline of submission of bid. The response would be provided as soon as possible.

    c. The electronic bids prepared as per the instructions contained in the Bidding Documents, Pre-bid Meeting Minutes, and subsequent clarifications thereof must be submitted through E-PADS on or before **April 14, 2025, at 11:00 AM (PST)**.

    d. No request for extension in the submission deadline of bids would be entertained.

    e. All submitted bids will be opened on **April 14, 2025, at 11:30 AM (PST)** through E-PADS.

    f. Scanned copy of Bid Security of Rs. 300,000/- is to be submitted through E-PADS along with technical proposal and Bid Security in Original is to be dispatched to the following address and the same must reach before Bid submission deadline i.e. **April 14, 2025, at 11:00 AM (PST)**. In case of non-receipt of original Bid Security before the Bid submission deadline will lead to rejection of Bid.

Senior Joint Director
Procurement Division-II
General Services Department
4th Floor, BSC House, State Bank of Pakistan
I.I. Chundrigar Road, Karachi
Tel: (021) 3311-5420/5963
Email: gsd.proc2@sbp.org.pk

    g. In case of submission of Bid Security via courier, an email may be sent at gsd.proc2@sbp.org.pk to enable timely coordination and collection of the document before the submission deadline. Bid Security received after the prescribed deadline via courier or otherwise shall not be entertained and returned unopened.

h. The submission of two different bids by the same firm would result in rejection of the both bids.

i. For submission of Bid Security (in person) /attending the technical bid opening session, the representative of participating firm shall keep his/her original CNIC and proof of vaccination for entry in 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#
   - Vaccination Status (Yes/No)
   - Mobile#
   - Arrival Date & Time:

6. After a detailed briefing, the participants were requested to confirm whether all of their queries had been adequately addressed and that no ambiguity remains related to Bidding Documents. Upon acknowledgment, the meeting concluded with a vote of thanks.

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Annexure A

Sr.	Queries	Responses
1.	Against minimum / eligibility qualification criteria, can we submit evidences in hard copies?	No, all documents related to mandatory / eligibility qualification criteria under Section IV should be submitted through EPADS as part of technical bid. Hard copies are not acceptable.
2.	What is meant by 15% increase or decrease of scope of services as mentioned at BDS Clause 12?	This is explained at ITB Clause 29, "the Bank reserves the right at the time of contract award to increase or decrease scope of services without any change in unit price or other terms and conditions, provided such variation should be in line with the provisions of PPR-2004." The Bank may increase or decrease scope of services by 15 percent.
3.	What entities and financial institutions does SBP aim to track as we have 32 Commercial Banks, 11 Microfinance Banks and other digital banks?	News and social media mentions of SBP and its regulated entities (list of regulated entities may be accessed at SBP website). Reports should be color-coded to highlight importance/ urgency/ topic.
4.	Please explain audience's demographics and behaviors of social media as mentioned at point 4 of Appendix A.	Industry standard demographics as provided by each platform.
5.	Facebook Groups and LinkedIn have limitations in tracking content, and since X is banned, we may face challenges in monitoring it. Please elaborate.	All monitoring activities are subject to platform accessibility.
6.	WhatsApp groups cannot be tracked by any software	Relevant WhatsApp channels and not WhatsApp groups may be tracked.
7.	The agency will not only monitor information but not address any misinformation. SBP will decide on rebuttals, press releases, or corrective messaging and community management on social media on its own. Means, optimization of social media presence and engagement of SBP is not a part of monitoring exercise. Please confirm.	Currently, optimization and engagement are not expected from the service provider as part of this engagement.
8.	Social Listening tools required advance payments for the year (Starting from min. $20K), what will be the payment modalities for these external payments?	Payment modalities as defined in bidding documents.
9.	Please confirm if the provided monitoring tags at Appendix-A are subject to change?	Yes, SBP can change / add / remove tags depending upon trend or situation.
10.	Report at 8AM covers news from the previous day's spillover and available news in the morning. Please confirm if there is flexibility in the reporting timelines?	8AM deadline aims to ensure timely news delivery to senior management.

Sr.	Queries	Responses
11.	Advanced software solutions are not freely available as these are proprietary solutions developed for different clients' needs. If required by SBP, a software house will be looped separately to develop this software solution. In this case, SBP will bear the solution cost.	Payment modalities as defined in bidding documents.
12.	Does SBP has sample reporting format available? What is the pre-desired report format?	Service provider is expected to provide design samples. The same shall be finalized in consultation with relevant stakeholders at SBP.

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