

**TENDER NOTICE FOR HIRING OF FIRM TO PROVIDE ARMED SECURITY  
GUARDS AT SME BANK LTD.**

SME Bank Ltd. intends to hire the services of Security Company(s) approved by the Pakistan Bank's Association to provide security Guards. The Security Guards are required to be deployed at Bank's Head Office Islamabad.

Companies/Firms registered with income tax and sales tax departments and Active on Tax Payers list of FBR are eligible for provision of services of security guards to SME Bank Ltd. TORs and other terms & conditions can be downloaded from Public Tender Section of PPRA website ([www.ppra.org.pk](http://www.ppra.org.pk)) and tender section of SME Bank's website ([www.smebank.org](http://www.smebank.org))

Last date for submission of sealed tenders is 14-12-2023 up to 3.30 pm and will be opened on the same day at 4.00 pm in the presence of bidders who wish to attend.

Rehan Ahmed Siddiqi  
Department Head Services  
Head Office, 56-F, Nazimuddin Road,  
Blue Area, Islamabad.  
Ph.9217000 UAN # 111 11 00 11  
Mobile No. 0334-5023370  
Email: [rsiddiqi@smebank.org](mailto:rsiddiqi@smebank.org)

Organization Name	:	SME Bank Ltd.
Address	:	56-F, Nazim-ud-Din Road, F/6/1, Blue Area
City	:	Islamabad
Tel No.	:	051-9217000
Fax No.	:	051-9217001
Tender No	:	SME-2023001
Description	:	Hiring of Firm to Provide Armed Security Guards.
Advertisement Date	:	21.11.2023
Closing Date	:	14.12.2023
Closing Time	:	3.30 pm
Opening Time	:	4.00 pm
Estimated Cost	:	Rs.450,000/- per month
Tender Documents	:	Attached
Tender Nature	:	National
Earnest Money	:	Rs.50,000/-
Bid Validity	:	90 days
Remarks	:	<ol style="list-style-type: none"> <li>1. Rate must be quoted as per instructions contained in Clause 10 of tender document</li> <li>2. The bidders are requested to properly fill in the attached annexures and signed by the authorized representatives</li> </ol>

## Tender Document

### **Hiring of firm to provide Armed Security Guards 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SME Bank Limited (the Bank) is a public limited company incorporated on October 30, 2001 under the repealed Companies Ordinance, 1984 having its registered office at 56-, Nazim-ud-Din Road, F-6/1, Blue Area, Islamabad. The Government of Pakistan is the major Shareholder of the bank.

The Government has decided for winding down of the bank. The bank is under winding down process from 17<sup>th</sup> March-2023.

#### **1 Invitation to bid**

SME Bank Ltd., intends to hire services of reputed, financially sound and enlisted with PBA firms/companies for providing security guards at SME Bank, Head Office for the period of six months.

#### **2 Requirements:**

- i) Providing Armed Security Guards on 12 hours security service basis. Estimated Number of armed guards required is 07 and one security Supervisor at Head Office, Islamabad and 02 armed guards at SITE Branch Karachi.
- ii) The skills/experienced/backgrounds of the Armed Security Guards required are as under:-
  - a. Retired Armed Forces Personnel.
  - b. Age between 25 to 55 years.
  - c. Healthy Medically Category "A".
  - d. Able to read and write
  - e. Possessing security training certificate.
  - f. Security wise cleared by the police.
  - g. Minimum height 5 feet and 5 inches.
- iii) Rate quoted must be for the entire agreement, during the currency of the agreement no request will be entertained for any enhancement of the rate on any grounds. However, on account of revision of minimum wage the same can be consider by SME Bank Limited to the extent of minimum level of mandatory payments i.e. wages, EOBI etc.
- iv) The security company shall pay wages to the guards in the Bank Account of the respective guard. Selected firms/company shall be bound to share necessary information / document, as asked by SME Bank for verification of salary disbursement to the bank account of the respective guard.

- v) The wages/salary to be paid to the security guards under the rates quoted by the Company 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, and social security charges in accordance with Federal / Provincial Government rules. Accordingly, selected Company 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.
- vi) Selected Company shall ensure meticulous compliance of instructions / relevant applicable clauses mentioned in State Bank of Pakistan (SBP) BPRD Circular No.06 of 2019 dated December 17, 2019 under the title. “Framework for Risk Management in outsourcing assignment by Financial Institution.”
- vii) The company shall be responsible to abide by the all rules/regulation of PBA/SBP as well as Federal / Provincial Governments issued time to time.

**Mandatory requirement & Technical Criteria:** As per Annexure- A& B respectively.

### **3 Language of the Bids**

The bids prepared by the tenderer and all correspondence and documents relating to the bids exchanged by the tenderer, shall be written in English or Urdu language.

### **4 Earnest Money**

Earnest money of **Rs.50,000/-** shall be submitted by the bidders at the time of submission of the bids, in the shape of demand draft / pay order in the name of SME Bank Ltd. and to be attached with technical proposal documents. Earnest money of unsuccessful bidders shall be returned after selection of company. The earnest money of selected company will be released after expiry of the contract/agreement as security.

### **5 Form of Bid (Procedure of Bidding)**

**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.

### **6 Instructions to bidders**

#### **General Instructions:**

- i. Income Tax, Sales Tax and all other applicable taxes shall be deducted in accordance with the law.

- ii. The bid should be valid for a period of 90 days from the date of opening. SME Bank Ltd will not be responsible for any delay in submission of bids via mail or courier.
- iii. Proposal shall contain no interlineations or overwriting. Any alteration and modification in tender documents will not be allowed.
- iv. In case of any tender where unit rate of any item/items appear unrealistic, such tender offer will be considered as unbalanced and in case the bidder is unable to provide satisfactory explanation such a tender is liable to be disqualified and rejected.
- v. All bids received after dead line mentioned in tender notice shall be rejected and returned unopened to Bidder.
- vi. On the basis of evaluation, the successful bidder will be informed accordingly. Letter of acceptance /intent will be issued only to successful bidder including terms & conditions. Once accepted, the parties shall enter into a contract by signing agreement. The companies desirous of participating in bidding process may obtain draft agreement against written request from the bank, free of cost.
- vii. SME Bank Ltd reserve the right to reject any or all bids as per PPRA rule 33 ( Rejection of bids)
- viii. 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.
- ix. 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.
- x. Any bidder submitting incomplete information may be disqualified from the bidding process.
- xi. Any bidder submitting false, incorrect or inaccurate information may be automatically disqualified from the bidding process.
- xii. Any effort by the bidder to influence SME Bank Ltd., directly or indirectly may result in the rejection of the bidder's offer.
- xiii. Pages of every section of the bid must be numbered and signed & stamped 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.
- xiv. The Bank will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.
- xv. The proposal without earnest money will not be entertained and rejected straightaway.
- xvi. Bidder shall require to give information relating to court cases with SME Bank and with their other clients during the last three years, so as to assess its impact if any, on the proposed services, keeping in view the principles of fairness, transparency and equality.
- xvii. **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 including SME Bank and rejected/removed by SME Bank Limited.
  - 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 Laws & Regulations.

## **7 SECURITY FORFEITURE:**

Bid Security may be forfeited after opening of bid in following conditions.

- 7.1. In case bidder withdraw his bid during the period of its validity.
- 7.2. In case successful bidder fail to sign the contract and/or Service Level Agreement, violate any clause of the bidding document or bidding document and purchase order.
- 7.3 In case successful bidder fail to fulfill the contractual obligations.
- 7.4 In case successful bidder deviate from any clause of the bidding document, tender Notice and Purchase/service agreement.

## **8 OPENING OF BID**

- 8.1 During evaluation of bids, SME Bank may at its discretion, ask a bidder for clarification of bid. The request for clarification and response shall be in writing and no change in the prices of bid shall be offered or permitted.
- 8.2 In case of arithmetical errors between unit price and total price, obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If the bidder does not accept the correction his/her bid will be rejected.
- 8.3 SME Bank may waive any minor informality, non-conformity or irregularity in bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.
- 8.4 SME Bank will determine whether each bid is substantially responsive to the bidding documents. A substantially responsive bid is one which conforms to all terms & conditions, technical specifications of bidding documents without any deviation.
- 8.5 If the bid is not substantially responsive it will be rejected. However, Bank may consider the bid proposal having any minor discrepancy which is not affecting whole evaluation criteria for healthy competition.

## **9 Evaluation Criteria & Acceptance of Bids**

SME bank shall evaluate the technical proposal and will reject proposal that do not conform to the mandatory requirements and prerequisites. Compliant technical bids shall be marked as per scoring criteria.

Financial proposal of only those organizations shall be opened that conforms to the mandatory requirements and prerequisites and obtain at least 70% marks from technical criteria to qualify for opening of financial bid. Evaluation ratio of technical and financial proposals shall be 70:30. Contract shall be awarded to highest achiever marks as per terms and conditions specified in this document and agreement, if not in conflict with any other law, rules, regulations or policy of the Federal Government, shall be awarded the procurement contract, within the original or extended period of bid validity.

The calculation of technical and financial marks is appended below:

**Technical:**

**Financial:**

- |  |  |   |
|--|--|---|
|  | $\frac{\text{Marks obtained by the bidder X 70}}{100}$ | $\frac{\text{lowest gross quoted rate by/among any bidder X 30}}{\text{Gross rate quoted by the bidder being evaluated}}$ |
|--|--|---|
- 10 Tax**  
Quoted rates must be inclusive of all applicable taxes.
- 11 Payment Procedure**  
Payment may be made to the selected company on monthly basis. However, the selected company shall provide month wise detail of the wages paid to each guard along with detail of EOBI, Social Security, insurance, gratuity etc on quarterly basis before 10<sup>th</sup> of subsequent month. Next month salary shall be released on receipt of complete information/proof in this regard.
- 12 Agreement**  
An agreement is to be executed with the selected firm/company.
- 13 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.
- 14 Clarification for Tender**  
In case of any clarification is needed to the meaning of any portion of the specification, vendor may contact Mr. Khalid Mehmood, Officer Services at +92 -051-9206665 during office hours.
- 15 Closing Date**  
The last date for receipt of bids is 14.12.2023 by 3.30 pm Technical Bids will be opened on the same day at 4.00 pm SME Bank Head Office, 56-F, Nazim-ud-Din Road, F-6/1 ,Blue Area, Islamabad, in the presence of the Purchase Committee & those bidders or their representatives who wish to attend. Only one individual per firm/company can 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 bidders are requested to ensure compliance with the requirements mentioned in the tender documents. The formats are filled in correctly along with required documents. Submission of incomplete information and documents may lead to disqualification.

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

**Volume-I Technical Proposal to provide Armed Security Guards for SME Bank ltd.**

Rehan Ahmed Siddiqi  
Department Head Services  
Head Office, 56-F, Nazimuddin Road,  
Blue Area, Islamabad.  
Ph.9217000 UAN # 111 11 00 11  
Mobile No. 0334-5023370  
Email: rsiddiqi@smebank.org

Name of Bidder: \_\_\_\_\_

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

**Volume-II Financial Proposal to Provide Armed Security Guards for SME Bank ltd.**

Rehan Ahmed Siddiqi  
Department Head Services  
Head Office, 56-F, Nazimuddin Road,  
Blue Area, Islamabad.  
Ph.9217000 UAN # 111 11 00 11  
Mobile No. 0334-5023370  
Email: rsiddiqi@smebank.org

Name of Bidder: \_\_\_\_\_



### **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).**

**Name, Signature and Designation of the Official authorized to sign the bid documents:** \_\_\_\_\_

**Telephone No:** \_\_\_\_\_

**Address of the official:** \_\_\_\_\_

**Name & Signature Authorizing Official/Executive:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Complete Address of the Company/Firm:** \_\_\_\_\_

\_\_\_\_\_

**Fax No:** \_\_\_\_\_ **Telephone No.:** \_\_\_\_\_

**Witness:-**

1. \_\_\_\_\_ 2. \_\_\_\_\_

**Mandatory Requirement**

**A Bidders Experience**

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

- a) Company Profile
- b) Company Incorporation Certificate.
- c) Article/Memorandum of association.
- d) National Tax and Sales Tax Registration Certificates.
- e) Profile of Chief Executive along with senior management.
- f) Detail of Directors and latest copy of **Form 29**
- g) Clients' reference letters detailing period of relationship and currently providing guards.
- h) Complete list of company addresses including its registered office, Head Office and Branch office, website address, telephone numbers and branch resource person's details. Bidders must have branches in major cities of Pakistan.
- i) Certificate of registration from Ministry of Interior and Government of Pakistan Home department of respective provinces.
- j) Financial report for the last three years i.e. 2020, 2021 & 2023 along with Bank statement for the year from 01-01-2023 to 31-10-2023 and a certificate indicating financial standing of the company/firm.
- k) Banker's certificate /Statement indicating credit worthiness of the firm with bank.
- l) Copy of letter approved/registered from Pakistan Bank's Association. Company must be registered / enlisted at PBA.
- m) Record of armed guards deployed in different banks.
- n) The company must have valid operating licenses of ICT
- o) Detail of court/litigation with clients for the last years i.e. 2019, 2020, 2021 & 2022 as mentioned in Instructions to bidders, General instructions para No. 6(xvi).
- p) Duly filled in Performa attached at **annexures B & C** on company letter head duly signed and stamped along with required documents as well as pay Order/draft of earnest money mentioned on these annexures.
- q) Financial proposal must be as per **annexure D** on the company letter head.
- r) Any other document /clarification that the company may like to provide in support of their bid.

**B 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 above. 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. Weightage of Technical and Financial proposals will be 70% and 30% respectively.

Performa to be submitted with technical bid.

Name of company\_\_\_\_\_

(The bidders are requested to mention the marks claimed, confirm attachment of documentary evidence in support of marks claimed by writing Yes or No and also to mention the page number of supporting documents being provided by them in support of claimed marks).

### Technical Criteria

S.#	Description and list of required documents	Maximum Score	Marks Claimed	Documentary Evidence Enclosed (Yes/ No)	Supporting Document is attached at Page No.
1	<b><u>Company Profile</u></b> Business Operation Period 4-8 year : 03 Marks 9-12 years : 06 Marks 13-16 years : 09 Marks 17-20 years : 12 Marks 21 and above: 15 Marks (certificate of incorporation and commencement of business)	15			
2	<b><u>Profile of Chief Executive:</u></b> Retired Maj. or equivalent : 05 Marks Retired Col or equivalent : 10 Marks Retired Brig or equivalent & Above : 15 Marks (please attach evidence of present CEO of the company showing Name and designation at the time of retirement from armed forces or equivalent services and date of appointment in security company i.e. Form 29 or Form A )	15			
3	Banking Clients 3 marks for each bank (reference letter from banks for the year, 2021, 2022, & 2023 are acceptable. The letters to be Attached must bear date of issue	24			
4	Details of Branch offices along with mailing address, telephone numbers and branch resource Persons. (02 marks for each SME Bank/branch location). Rawalpindi and Islamabad shall be treated as one location	16			
5	<b><u>Total Staff Strength as on 30.06.2023)</u></b> 1-000 : 2 Marks 501-1000 : 4 Marks 1001-1500 : 6 Marks 1501-2000 : 8Marks 2001 & Above : 10 Marks	10			

	Certificate on company letter head confirming number of guards to be attached				
6	Financial Strength Equity/Paid up Capital (Rs) as per last audited report <b>(2022)</b> Minimum 4 million : 2 Marks 6 Million & above : 4 Marks 7 Million & above : 6 Marks 8 Million & above : 8 Marks 9 Million & above :10 Marks Relevant pages of the report to be signed and stamped must be attached.	<b>10</b>			
7	<b><u>Number of Guards provided to Banks ( as on 30.06.2023)</u></b> 300-500 : 2 Marks 501-800 : 4 Marks 801-1000 : 6 Marks 1001-1500 : 8Marks 1501 & Above : 10 Marks (Certificate as per below format to be attached.)	<b>10</b>			
8	Compliance with condition mentioned at para No. 6 (xvi) regarding litigation with SME Bank and details of litigation cases is mandatory.	mandatory			
9	Evidence of valid registration with PBA & respective Provincial/Federal Government as on the date of bid submission is mandatory.	mandatory			
	<b>Total</b>	<b>100</b>			

Note the bank may require additional information/documents as evidence

Signature of the authorized representative & stamp

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone number: \_\_\_\_\_

Mobile Number: \_\_\_\_\_

Email: \_\_\_\_\_

Date: \_\_\_\_\_

Name of firm/company \_\_\_\_\_

Performa for submission of certificate regarding Number of Guards provided to Banks (As on **30.06.2023**)

Sr. No.	Name of Bank	Name & Designation of contact person along with address & contact number of the bank official.	Number of guards provided to the bank as on <b>30.06.2023</b>
		<b>Total</b>	

Signature of the authorized representative &amp; stamp

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone number: \_\_\_\_\_

Mobile Number \_\_\_\_\_

Email \_\_\_\_\_

Date: \_\_\_\_\_

## Annexure-D

Performa for submission of financial bid on company letter head.

Province /ICT	Rate per armed security guard per month (Rs). with out GST <b>A</b>	GST (as per applicable rate of respective province) <b>B</b>	Total rate per armed security service (person) per month (Rs) (i.e including GST) <b>C= (A+B)</b>
Islamabad			

Signature of the authorized representative & stamp

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone number: \_\_\_\_\_

Mobile No \_\_\_\_\_

Email \_\_\_\_\_

Date: \_\_\_\_\_