

Minutes of Pre-Application Meeting

Pre-Qualification for Onboarding of Business Processing Outsourcing Firm/Company

Punjab Skills Development Fund

Date: March 3, 2026

The Pre-Application Meeting for “Pre-Qualification for Onboarding of Business Processing Outsourcing Firm/Company” was held on Tuesday, March 3, 2026, at 11:00 a.m. at PSDF Office, Lahore.

Agenda: Pre-Application Meeting and Submission of Applications on EPADS portal Punjab

Ten (10) prospective applicants attended the pre-bid meeting:

1. Mr. Fahad Azam from IBEX
2. Mr. Major Asif Hameed (R) from Transglobal Services
3. Ms. Sumaira Tabassum from Mature Resources Global Technologies
4. Mr. Habib Nawaz from KBM Group
5. Mr. Muhammad Hussain from Touchstone Company (Pvt.) Limited
6. Mr. Ali Bin Nadeem from 360 Lead Solutions
7. Mr. Arshad Mahmood from Centre for Skills & Learning
8. Mr. Afzaal from Leather Product Development Institute
9. Ms. Tania Ainy from Empowerment through Creative Integration
10. Mr. Raazi Shakil from Pak Telecom Mobile Limited – Ufone

PSDF team provided a brief introduction to the pre-qualification document’s instructions and requested the prospective applicants to ask any queries they may have.

Following questions were asked during the meeting by the representatives:

1. **Question:** How should we submit our response for pre-qualification—via email or through EPADS?

Reply from PSDF Team: Applications must be submitted through the **EPADS Punjab portal**, as specified in the pre-qualification document.

Additionally, certain documents are required in original hard copy as well, as outlined in the pre-qualification document:

- i. Original affidavit for non-blacklisting (Annex – E)
- ii. In case of a consortium, the original Consortium Agreement (Annex – G)
- iii. Original Power of Attorney (Annex – F)
- iv. Bank Drafts of **Evaluation Costs**
 - a. The first bank draft amounting to **Rs. 10,900** (*Ten thousand, nine hundred Rupees only*) shall be submitted for evaluation of eligibility by every applicant who is applying for the project.
 - b. The Second bank draft amounting to **Rs. 9,900** (*Nine thousand and nine hundred rupees only*) shall be submitted for evaluation of responsiveness of bids by every applicant who is applying for the project.

2. **Question:** What is the passing score for technical qualification?

Reply from PSDF Team: Applications securing 65% in the technical evaluation will be considered for the issuance of RFP. However, this 65% will be awarded based on

a thorough evaluation of the required headcount, past training capacity and experience, and financial capability.

3. **Question:** If a BPO wants to select multiple trades and multiple clusters for pre-qualification, can they include all of them in one Annex – H (Pre-Qualification Form) under a single application?

Reply from PSDF Team: Yes, applicants may apply for multiple trades & clusters under a single pre-qualification application. They must clearly specify their proposed clusters and corresponding trades in Annex – H at the time of submission.

Subsequently, the RFP shall be issued only for the respective clusters and trades in which the applicant has been declared pre-qualified at this pre-qualification stage.

Applicants shall not be eligible to participate in the RFP for any cluster or trade other than those for which they have been declared pre-qualified.

4. **Question:** One Project Manager and one Placement Officer are required as part of the technical criteria. Will PSDF require additional resources at a later stage?

Reply from PSDF Team: Yes, for pre-qualification, only one resource per criteria point is required. If additional resources are needed, PSDF, at its sole discretion, may request them at the RFP stage.

5. **Question:** Is providing Form C/D, as mentioned in the eligibility criteria, mandatory to submit?

Reply from PSDF Team: Yes, if your organization's legal status is a firm, it is mandatory to submit the Partnership Deed / Form C / Form D.

6. **Question:** What will be the procedure after the pre-qualification of BPOs? Will PSDF issue RFPs afterwards?

Reply from PSDF Team: Yes, PSDF will issue RFPs in specific trades/clusters in the future, where there is demand as per business requirements, to the pre-qualified BPOs, based on the trades and clusters for which they have been pre-qualified.

Afterwards, the procurement team inquired as to whether there were any other queries. All the representatives replied that the queries have been addressed successfully and confirmed that they don't have any further queries and provided detailed tutorial of application submission of EPADS portal. PSDF team requested to ensure the submission on **EPADS Punjab portal** by the submission deadline **i.e., March 10, 2026**, on or before **02:00 PM**.

At last, the meeting concluded with a vote of thanks and no further questions/objections on the tender document were raised by the prospective applicants.

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On behalf of PSDF
Procurement

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