

Minutes of Pre-Bid Meeting

**Onboarding of Business Processing Outsourcing
Firm/Company (Round – III)**

Punjab Skills Development Fund

Date: October 1, 2026

The pre-bid meeting for the tender titled “Onboarding of Business Processing Outsourcing Firm/Company (Round – III)” was held on Thursday, October 1, 2026, at 3:00 p.m. at the PSDF Office, Lahore.

1. Meeting Details

Tender	Onboarding of Business Processing Outsourcing Firm/Company (Round – III)
Date and Time	Thursday, October 1, 2026, at 3:00 p.m.
Venue	PSDF Office, Lahore
Participants	Thirty-two (32) prospective bidders and the PSDF team
Agenda	Pre-bid clarifications and submission of bids on the e-Procurement Portal

2. Proceedings

The PSDF team gave a brief introduction to the instructions in the tender document and invited the prospective bidders to raise any queries they might have.

The following queries were raised by the bidders’ representatives during the meeting, and the PSDF team responded as recorded below.

3. Queries and Responses

- Query: In the Financial Bid Form / Price Schedule, under “Per Trainee Per Month Cost (PKR) (including all direct and indirect taxes)”, should bidders enter their own per-trainee per-month cost inclusive of all applicable taxes, or the estimated amount (inclusive of taxes) mentioned in the bidding document?**

PSDF Response: Bidders are required to enter their actual per-trainee per-month cost, inclusive of all applicable direct and indirect taxes, based on their own financial assessment. Taxes (direct and indirect) will be deducted in accordance with the applicable Government rules, as amended from time to time.

However, upon evaluation, PSDF will offer the price of the lowest evaluated bidder to the successful bidders, in accordance with Clause 23, Sub-clause 2.5.8 of the Bid Data Sheet of the bidding document.

- Query: Is registration with PBTE a mandatory requirement for all BPOs participating in this project?**

PSDF Response: No, registration with PBTE is not a mandatory requirement for BPOs. PBTE is the examination body responsible for assessing trainees upon completion of their training. PSDF will facilitate the BPOs in arranging and conducting the trainees’ examinations.

- Query: If BPOs form a consortium, which partner should submit the bid documents for this project: the lead partner or the consortium partner?**

PSDF Response: The consortium process is outlined in Clause 3, Sub-clause 2.1.3 (iv) of the Bid Data Sheet of the published bidding document. In addition, bidders should carefully review the requirements of each eligibility and technical evaluation criterion

before submitting the relevant supporting documents.

4. Query: Are multiple consortia allowed for this project?

PSDF Response: No, multiple consortia are not allowed for this project. As stated above, the consortium process is outlined in Clause 3, Sub-clause 2.1.3 (iv) of the Bid Data Sheet of the published bidding document.

5. Query: Can a BPO run multiple classes for different trades at the same location?

PSDF Response: Yes, a BPO may conduct multiple classes for different trades at the same location. However, each class must maintain separate trainee check-in/check-out or biometric attendance records. In addition, each class must have separate tools and equipment in accordance with the requirements of its trade.

6. Query: Can a BPO combine the financial turnover, sales or revenue of the lead partner and the consortium partner to meet the technical evaluation criterion of PKR 250 million to PKR 300 million?

PSDF Response: No, the combined financial statements of the lead partner and the consortium partner will not be considered. Bidders should carefully review the proof of evidence required against this criterion before submitting their supporting documents.

7. Query: If a BPO has the capacity to train 100 trainees and is ranked first, will all 100 trainees be allocated to it at the time of award?

PSDF Response: The complete mechanism for allocating trainees at the time of award is outlined in Clause 23, Sub-clause 2.5.8 of the Bid Data Sheet, and bidders are advised to review it carefully. Furthermore, each BPO's capacity, tools and equipment will be verified during field visits conducted by a third party.

8. Query: Should a BPO state its actual trainee capacity in the financial quotation and provide trainee rates on both a monthly and a yearly basis?

PSDF Response: Bidders should follow the format of Form 8.9 (Financial Bid Form / Price Schedule) provided in the published bidding document.

9. Query: When are the classes for this project expected to start?

PSDF Response: PSDF will share the timeline and schedule for the commencement of classes after the contract has been signed.

4. Video Tutorial

Bidders may watch the following YouTube tutorial on how to submit the Bid Security and Performance Guarantee through the e-Procurement Portal:

<https://youtu.be/A8ClcW144QM?si=-vp2o4bpTIQEmAnu>



On behalf of PSDF Procurement