Minutes of Pre-Bid Meeting

Hiring of Call Center Services

Punjab Skills Development Fund

Date: October 20, 2026

A company set up under section 42 of Companies Ordinance 1984

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The pre-bid meeting for the tender titled “Hiring of Call Center Services” was held on Thursday, October 20, 2026, at 12:00 p.m. at the PSDF Office, Lahore.

1. Meeting Details

Tender	Hiring of Call Center Services
Date and Time	Thursday, October 20, 2026, at :00 p.m.
Venue	PSDF Office, Lahore
Participants	One prospective bidder 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

1. **Query: Does the SMS service support sender ID masking, or is it provided without masking?**

   PSDF Response: Yes, SMS messages must be sent to recipients using the company’s masked sender ID, i.e. as PSDF.

2. **Query: Is there a portal available through which we can send SMS messages to recipients?**

   PSDF Response: PSDF does not have its own SMS portal and currently relies on a third-party service provider for SMS services. Under this tender, the selected company will be responsible for providing the required SMS services.

3. **Query: Can you please clarify the monthly count of the SMS?**

   PSDF Response: The actual SMS volume may vary depending on the workload and the number of ongoing projects, increasing or decreasing in accordance with projects requirements. Please refer to form 8.9 of the tender document.

4. **Query: Is the operational requirement six days a week, with Sundays off, and are there any additional holiday requirements?**

   PSDF Response: Sundays are generally non-working days; however, work may be required depending on operational needs and workload. Responsibilities include employment and placement verifications, managing various programs and modules, and coordinating with third parties, stakeholders, and business partners.

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5. **Query: Does procuring agency pay compensation if they work on holidays?**

   PSDF Response: The procuring agency will not pay any additional amount for work performed on holidays. Payments will be made strictly in accordance with the financial quotation submitted.

6. **Query: Could you please confirm whether the call center should operate from the Lahore office or any other locations?**

   PSDF Response: We prefer the call center to be based at the Lahore office, as our programs require in-person training and regular coordination with stakeholders, the modalities of new programs. Locating the call center in Lahore would ensure effective communication, seamless coordination, and efficient operational support.

7. **Query: Could you please confirm whether the bid security must be submitted in hard copy at the PSDF office?**

   PSDF Response: Bid security must be submitted/transferred online by generating a PSID, in accordance with the procedure established in the E-Procurement System of PPRA Punjab in collaboration with the Bank of Punjab (BOP). Physical submission of the bid security at the PSDF office is not required.

8. **Query: Could you please confirm which software integrations are required with CRM?**

   PSDF Response: CRM integration will be required with PSDF internal system BSS. We will provide the API when it will be required.

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

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