

SINDH PUBLIC PROCUREMENT REGULATORY AUTHORITY

CONTRACT EVALUATION FORM

TO BE FILLED IN BY ALL PROCURING AGENCIES FOR PUBLIC CONTRACTS OF WORKS, SERVICES & GOODS

- 1) NAME OF THE ORGANIZATION / DEPTT. SINDH BANK LIMITED/ADMINISTRATION
- 2) PROVINCIAL / LOCAL GOVT./ OTHER SCHEDULED BANK
- 3) TITLE OF CONTRACT Procurement of Managed Security Services (MSS)
- 4) TENDER NUMBER SNDB/COK/ADMIN/TD/1195/2021
- 5) BRIEF DESCRIPTION OF CONTRACT Same as above
- 6) FORUM THAT APPROVED THE SCHEME Competent Authority
- 7) TENDER ESTIMATED VALUE Rs.10,848,000/-
- 8) ENGINEER'S ESTIMATE
(For civil works only) _____
- 9) ESTIMATED COMPLETION PERIOD (AS PER CONTRACT) 1 Year
- 10) TENDER OPENED ON (DATE & TIME) 16/04/2021 at 1030 Hrs
- 11) NUMBER OF TENDER DOCUMENTS SOLD 2
(Attach list of buyers)
- 12) NUMBER OF BIDS RECEIVED 2
- 13) NUMBER OF BIDDERS PRESENT AT THE TIME OF OPENING OF BIDS _____
- 14) BID EVALUATION REPORT 01/07/2021
(Enclose a copy)
- 15) NAME AND ADDRESS OF THE SUCCESSFUL BIDDER M/s. Rewterz Information Security - 205,
- 16) CONTRACT AWARD PRICE Rs.8,701,000/-
- 17) RANKING OF SUCCESSFUL BIDDER IN EVALUATION REPORT
(i.e. 1st, 2nd, 3rd EVALUATION BID).
1. M/s. Rewterz Information Security
2. M/s. Trillium Information Security
- 18) METHOD OF PROCUREMENT USED : - (Tick one)
- a) SINGLE STAGE – ONE ENVELOPE PROCEDURE ☒ Domestic/ Local
- b) SINGLE STAGE – TWO ENVELOPE PROCEDURE ☐
- c) TWO STAGE BIDDING PROCEDURE ☐
- d) TWO STAGE – TWO ENVELOPE BIDDING PROCEDURE ☐

PLEASE SPECIFY IF ANY OTHER METHOD OF PROCUREMENT WAS ADOPTED i.e.
EMERGENCY, DIRECT CONTRACTING ETC. WITH BRIEF REASONS:

19) APPROVING AUTHORITY FOR AWARD OF CONTRACT _____

20) WHETHER THE PROCUREMENT WAS INCLUDED IN ANNUAL PROCUREMENT PLAN?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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21) ADVERTISEMENT :

i) SPPRA Website
(If yes, give date and SPPRA Identification No.)

Yes	SPPRA NIT ID:T00531-20-0026
No	

ii) News Papers
(If yes, give names of newspapers and dates)

Yes	Express Tribune, Daily Express & Sindhi Express (31/03/2021)
No	

22) NATURE OF CONTRACT

Domestic/ Local	<input checked="" type="checkbox"/>	Int.	<input type="checkbox"/>
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23) WHETHER QUALIFICATION CRITERIA
WAS INCLUDED IN BIDDING / TENDER DOCUMENTS?
(If yes, enclose a copy)

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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24) WHETHER BID EVALUATION CRITERIA
WAS INCLUDED IN BIDDING / TENDER DOCUMENTS?
(If yes, enclose a copy)

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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25) WHETHER APPROVAL OF COMPETENT AUTHORITY WAS OBTAINED FOR USING A
METHOD OTHER THAN OPEN COMPETITIVE BIDDING?

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
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26) WAS BID SECURITY OBTAINED FROM ALL THE BIDDERS?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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27) WHETHER THE SUCCESSFUL BID WAS LOWEST EVALUATED
BID / BEST EVALUATED BID (in case of Consultancies)

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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28) WHETHER THE SUCCESSFUL BIDDER WAS TECHNICALLY
COMPLIANT?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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29) WHETHER NAMES OF THE BIDDERS AND THEIR QUOTED PRICES WERE READ OUT AT
THE TIME OF OPENING OF BIDS?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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30) WHETHER EVALUATION REPORT GIVEN TO BIDDERS BEFORE THE AWARD OF
CONTRACT?

(Attach copy of the bid evaluation report)

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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31) ANY COMPLAINTS RECEIVED
(If yes, result thereof)

Yes	
No	No

32) ANY DEVIATION FROM SPECIFICATIONS GIVEN IN THE TENDER NOTICE / DOCUMENTS
(If yes, give details)

Yes	
No	No

33) WAS THE EXTENSION MADE IN RESPONSE TIME?
(If yes, give reasons)

Yes	
No	No

34) DEVIATION FROM QUALIFICATION CRITERIA
(If yes, give detailed reasons.)

Yes	
No	No

35) WAS IT ASSURED BY THE PROCURING AGENCY THAT THE SELECTED FIRM IS NOT
BLACK LISTED?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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36) WAS A VISIT MADE BY ANY OFFICER/OFFICIAL OF THE PROCURING AGENCY TO THE
SUPPLIER'S PREMISES IN CONNECTION WITH THE PROCUREMENT? IF SO, DETAILS TO
BE ASCERTAINED REGARDING FINANCING OF VISIT, IF ABROAD:
(If yes, enclose a copy)

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
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37) WERE PROPER SAFEGUARDS PROVIDED ON MOBILIZATION ADVANCE PAYMENT IN
THE CONTRACT (BANK GUARANTEE ETC.)?

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
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38) SPECIAL CONDITIONS, IF ANY
(If yes, give Brief Description)

Yes	
No	no

Signature & Official Stamp of
Authorized Officer

FOR OFFICE USE ONLY

Lt Col (R) Shahzad Begg
EVP/Head of Administration
SINDH BANK LIMITED

SPPRA, Block. No.8, Sindh Secretariat No.4-A, Court Road, Karachi

Tele: 021-9205356; 021-9205369 & Fax: 021-9206291

Print

Save

Reset

Bid Evaluation Report		
Procurement of Managed Security Service (MSS) for Security Operation Centre (SOC)		
1	Name of Procuring Agency	Sindh Bank Ltd.
2	Tender Reference No.	SNDB/COK/ADMIN/TD/1195/2021
3	Tender Description	Procurement of Managed Security Service (MSS) for Security Operation Centre (SOC)
4	Method of Procurement	Single Stage One Envelop Bidding Procedure
5	Tender Published & SPPRA S. No.	SPPRA S No. T00531-20-0026
6	Total Bid Documents Sold	02
7	Total Bids Received	02
8	Technical Bid Opening Date	16/04/2021
9	Financial Bid Opening Date	16/04/2021
10	No of Bid Technically Qualified	2
11	Bid(s) Rejected	0

S. No.	Name of Company	Cost Offered by Bidder	Ranking in Terms of Cost	Comparison with Estimated Cost (Rs.10,848,000/-)	Reason for Acceptance/ Rejection	Remarks
0	1	2	3	4	5	6
1	M/s Rewterz Information Security	Rs.8,701,000/-	1 st Lowest Bidder	Rs. 2,147,000/- Below with the estimated cost	Accepted Being the 1 st Lowest Qualified Bidder	
2	M/s Trillium Information Security Systems	Rs.10,920,000/-	2 nd Lowest Bidder	Rs.72,000/- Above with the estimated cost	2 nd Lowest Qualified Bidder	

Note: M/s Rewterz Information Security is selected for Managed Security Service (MSS) for Security Operation Centre (SOC) to Sindh Bank Ltd being the 1st Lowest qualified bidder.

Members – Procurement Committee

(Mr. Saeed Jamal) Chief Financial Officer - EVP – Chairperson

(Col. Shahzad Begg) Head of Administration – EVP – Member

(Mr. Syed Muhammad Aqeel) Chief Manager, IDBL, KHI –AVP – Member

Signature


M/s Rewertz Information Security

Tender Ref. No. SNDB/COK/ADMIN/TD/1195/2021

Eligibility Criteria

S. No.	Requisite	*Evidence required to be attached	Compliance / Proof	
			Yes	No
1	Minimum Three (03) Years in business in the relevant field	Letter of Incorporation / Company Registration Letter / Letter or Declaration of Commencement of Business / NTN. (attach as Annexure "1")	✓ Yes	No
2	Turn Over in last Three (03) Years should be at least 50 million	Audit Report / Tax Return (attach as Annexure "2")	✓ Yes	No
3	Registration with Income Tax , SRB and Sales Tax	NTN , SRB & GST Certificates (attach as Annexure "3")	✓ Yes	No
4	Bidder must be providing 24x7x365 days on-site/offsite SOC service to at least two (02) Banks in Pakistan other than Sindh Bank	Attach Documentary Evidence/Certificate (attach as Annexure "4")	✓ Yes	No
5	Bidder must be providing 24x7x365 days on-site/offsite SOC and Cyber security consultancy services in Pakistan for at least three (03) years	Attach Documentary Evidence/Certificate (attach as Annexure "5")	✓ Yes	No
✓ Qualified / Disqualified				



Taimoor Ghausi
AVP/ Finance Division.



Ahsan Ali
VP/ Operations Div



S. Zeeshan-ul-Haq
SVP/ I.T. Division

Required Resources (SOC Services – onsite)

Resource Type	No. of Resource	Required Expertise
✓ L1	4	BE/B.S. in related field with minimum two (02) year of relevant experience. IBM Certified SOC Analyst.
✓ L2	2	BE/B.S. in related field with minimum three (03) year of relevant experience. IBM Certified SOC Analyst.
✓ L3	Offsite - 1 case / month	BE/B.S. in related field with minimum three (03) to five (05) years of relevant experience out of which one year as L3 resources in the similar role. IBM Certified SOC Analyst.

ELIGIBILITY CRITERIA NOTE

- There can be subsequent clarification to this specific tender for which it is advised to keep yourself abreast with the notification being hoisted on Sindh Bank Ltd & SPPRA websites regularly.
- Attachment of relevant evidence in eligibility criteria is mandatory. In case of non-provision of evidence in any of the requisite, bidder will be disqualified.
- The bidder's may participate with joint venture if required.


MANDATORY

- Attachment of Affidavit (specimen attached as Annexure "H") on stamp paper from the owner of the company.
- Writing of tender reference as given in the NIT on the Envelop, carrying tender document is must or the bank will not be responsible if the documents are not received by the Procurement Committee on time.

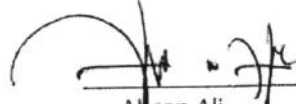
DISQUALIFICATION

The bidder will be considered disqualified prior to/during technical/financial evaluation process or after award of contract if:

- Black listed by SPPRA & Sindh Bank Ltd.
- Issued with two (2) warning letters/emails by the Sindh Bank Ltd in the past to the bidder for unsatisfactory performances.
- Alternate bid is offered.
- Subletting of Contract**. The qualified bidder sublets the contract in any form/stage to any other agency.
- The tender is deposited without Tender Fee.
- Verification from Client**. During verification process of the client list the response by any of the bank is unsatisfactory on account of previous performance.
- Specification of Supplied Items**. After supply, if the specification of supplied items are found different with the items produced in front of committee at the time of technical evaluation. **(Kindly delete the said para which is irrelevant)**
- Premature Termination**. In the past, if the company agreement has been prematurely been terminated after due qualification in any of the category of the tender.
- Non - Attachment of Annexure "A" (With Financial Proposal) & Annexure "B" of tender document (With Financial Proposal if Bank Guarantee is going to be submitted as Bid Security).



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AVP/ Finance Division.



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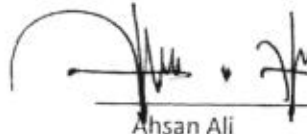
M/S Trillium


Tender Reference No. SNDB/COK/ADMIN/TD/ 1195 /2021

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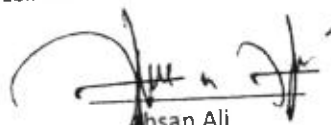
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AVP/ Finance Division.


Ahsan Ali
VP/ Operations Div


S. Zeeshan-ul-Haq
SVP/ I.T. Division



SIGNATURE MEMBERS PG ADMIN

Head - Fin Div. _____

Head - Admin Div. _____

Member-1 DBL _____

Date: _____

**FINANCIAL PROPOSAL
PRICE SCHEDULE**

(Applicable for the year 2020-21)

Name of Bidder: **Trillium Information Security Systems (Pvt.) Ltd.**

Serial #	Description	Cost Per Month in Pak Rs. (Including all govt taxes)	No. of months	*Total yearly Amount in Pak Rs. (Including all govt taxes)
1	Procurement of Managed Security Service (MSS)	PKR 910,000	12	PKR 10,920,000

Note: The lowest bid will be calculated as per the formula above. However initial contract will be given for one year only, which may be extended mutually as per SPPRA Rule.

Terms & Conditions

- Prices quoted above valid for 90 days after date of bid opening i.e. April 16, 2021
- Prices do not include any taxes that may become applicable after the date of submission of proposal
- Project Timelines (Delivery/Implementation/Operational Acceptance): 6 months or earlier line with tender requirements.
- **Payment Term :**
2 x biannual advance payments
- Forced majeure applies

**HEAD OFFICE**

10th Floor, AWT Plaza, 5-The Mall,
Rawalpindi, Pakistan.
Tel: +92 51 5524181-2, Fax: +92 51 556 8044

KARACHI OFFICE

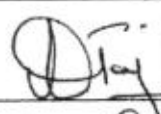
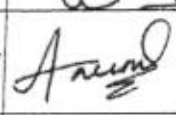
Office No. 821, Block B, 8th Floor,
Fakhri Trade Center SR-6/10,
Shara-e-Liaqat, (Frere Road), Karachi
Tel: +92 21 32640221 Fax: +92 21 32277227

LAHORE OFFICE

181-D Scotch Corner,
Upper Mall, Lahore
Tel: +92 42 35958598-698 Fax: +92 51 5568044

ATTENDANCE SHEET
 BID OPENING -

FOR SELECTION OF Procurement of Managed Security Service (MSS) for Security Operation Centre (SOC)
 Date: 16-04-2021

S.No	Company Name	Name of Company Representative	Contact No.	Company Address	Signature
1-	Reuterz Information Security	Asad Tareq	0311-1021645	Asia Pacific Trade Centre 2nd floor 205	
2-	Crillium Information Security System	Anam AKTAM	0334-3837071	FTC, New Chali 8th floor Karachi	

Signature - Procurement Committee Members

Head of Administration

Chief Financial Officer

Chief Manager (IDBL)





MINUTES OF THE OPENING OF THE TENDER (TECHNICAL / FINANCIAL PHASE)

TYPE OF PROCUREMENT ADMIN / IT / CONSULTANT / MEDIA
TENDER NAME Procurement of Managed Security Service (MSS) for
TYPE OF TENDER Security Operation Centre (SOC)
SINGLE STAGE-ONE ENVELOPE / SINGLE STAGE-TWO ENVELOPE / TWO STAGE-TWO STAGE-TWO ENVELOPE
OPENING DATE 16-04-21
OPENING TIME 1130 Hours

ATTENDANCE (MEMBER PC)

NAME

FIRM

ATTENDANCE (REPS. OF BIDDERS)

① Rowberg Information Security
② Trillion Information Security System

/ /

AL BIDS ACCEPTED FOR EVALUATION

#02

TOTAL BIDS REJECTED

REMARKS

SIGNATURE MEMBERS PC-ADMIN

Head - Fin Div. [Signature]

Head - Admin Div. [Signature]

Member-IDBL [Signature]

Date: [Signature]

SIGNATURE MEMBERS PC-ADMIN

Head - Fin Div. _____ Sindh Bank Limited
Procurement of Managed Security Service (MSS) for Security Operation Centre (SOC)

Head - Admin Div. _____

Member-IDBL. _____

Date: _____

FINANCIAL PROPOSAL

PRICE SCHEDULE (Applicable for the year 2021-2022)

Name of Bidder: Rewterz Information Security

S No	Item	Cost Per Month In Pak Rs. (Including all govt taxes)	No. of months	*Total yearly Amount in Pak Rs. (Including all govt taxes)
1	Procurement of Managed Security Service (MSS)	725,083.33/=	12	8,701,000/=

* This amount will be considered as only the "Bid Offered". Whereas be apprised that the successful bidder will be the one whose "Evaluated Bid" is the lowest. (For further clarification refer Note. 6 below).

Note

1. The total cost must include all applicable taxes, duties and other charges as mentioned in the description column, Stamp duty (as applicable under Stamp Act 1989), delivery charges upto Sindh Bank Limited branches on Countrywide basis
2. No advance payment for supply of goods will be made, bills are only be processed for necessary payment on receipt of certificate of delivery/satisfaction from the branch manager.
3. Calculation of Bid Security. 5% of the Grand Total Amount of the Financial Proposal will be submitted along with tender as Bid Security
4. In case it is reviled at any stage after supply of the goods/items that the asked specification of the tender have not been met, the amount of the supply of that specific goods will be fined to the vendor with appropriate action as deem necessary by the procurement committee.

Buyer Record

S.No	Company Name	AMOUNT DEPOSITED
1	Rewterz Information	300
2	Trillium	300
Total		600

PURCHASE ORDER

PO No: 218

Date: 12-07-2021

M/s Rewterz Information Security,
 205, Asia Pacific Trade Center,
 Rashid Minhas Road,
Karachi.

Subject: Procurement of Managed Security Service (MSS) for Security Operation Center (SOC)

Dear Sir,

With reference to the Tender Bid SNDB/COK/ADMIN/TD/1195/2021 dated 31-03-2021 for Procurement of Managed Security Service (MSS) for Security Operation Center (SOC) at Sindh Bank Ltd, submitted by you. After detail review the Sindh Bank Ltd management is pleased to inform that your Tender Bid is accepted.

Kindly proceed as per tender document. Further detail is as follows.

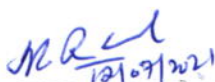
S. No	Product	Cost Per Month (PKR) (Including All Taxes)	No. of Months	Total Price (PKR) (Including All Taxes)
1	Managed Security Service (MSS) for Security Operation Centre (SOC)	725,083.33	12	8,701,000/-


Terms & Conditions

Payment Terms as per Agreement.


Taxes/Deduction Above prices are inclusive of all taxes.

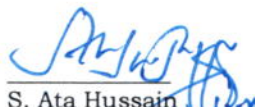
Thanks,


 M. Rashid Memon
 VP-I/I.T. Division


 S. Zeeshan-ul-Haq
 SVP-II/ I.T. Division


 Naeem Muhammad
 SVP-I/ CISO RM Division


 Riaz Ahmed
 SVP-I/I.T. Division


 S. Ata Hussain
 EVP/I.T. Head

CONTRACT

Procurement of Managed Security Service (MSS) For Security Operation Centre (SOC)

SINDH BANK LIMITED

HEAD OFFICE Basement-2 Floor,
Federation House, Abdullah Shah
Ghazi Road, Clifton, Karachi 75600

AND

Rewterz Information Security
205, Asia Pacific Trade Center
Rashid Minhas Road Karachi
www.rewterz.com



Dated: 12-07-2021


REWTERZ
Information Security



CONTRACT

Procurement of Managed Security
Service (MSS) For
Security Operation Centre (SOC)

SINGH BANK LIMITED
HEAD OFFICE Basement 5 Floor,
Federation House, Abdullah Shah
Ghazi Road, Clifton, Karachi-75000

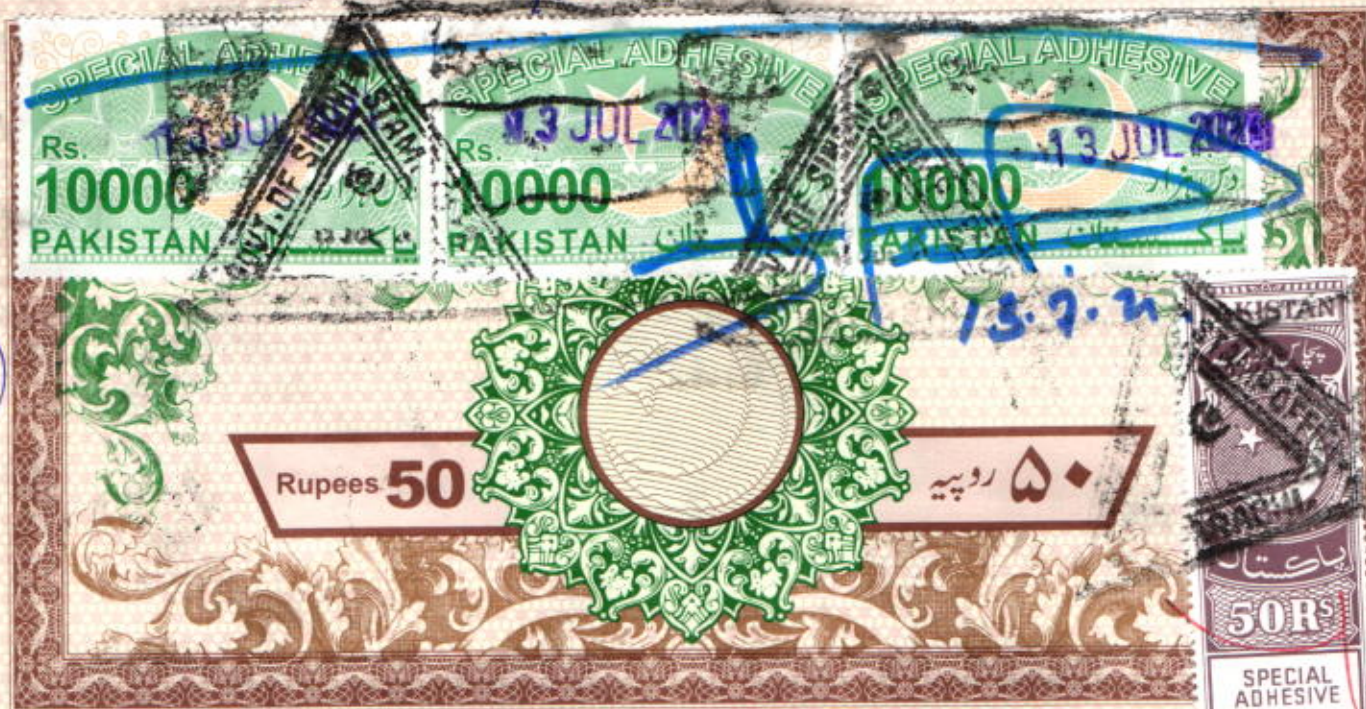
AND

Rewertz Information Security
205, Asia Pacific Trade Center
Rashid Minhas Road Karachi

Dated: _____

AD877452

D 20450/ W 99 13.07.2021



KAMRAN ALI SHAIKH STAMP VENDOR
Lic No. 132, Seat No. 14 Shade A City Court Karachi
S. No. 912 Date _____
Issued To With Address _____
Through With Address _____
Purpose _____ Advocate
Value Rs. _____
Stamp Vendor Signature _____ Leg # 445 KBA

05 JUL 2021

PHIPEESH HATI UNL
OFFICE SUPERINTENDENT
Stamp Office, City Court
Karachi

05 JUL 2021



13.7.21
OFFICE SUPERINTENDENT
Stamp Office, City Court
Karachi.

13 JUL 2021

THIS SERVICE LEVEL AGREEMENT ("Agreement") is made at Karachi on this 12-07-2021 and shall be deemed to be effective from (12-07-2021 to 12-07-2022) by and between.

BY AND BETWEEN

Sind Bank Limited, a banking company incorporated under the laws of Pakistan and registered office at HEAD OFFICE Basement-2 Floor, Federation House, Abdul Ghazi Road, Clifton, Karachi 75600 and its operational head office at (hereinafter referred to as "SNDB" which expression shall, wherever the context so permits, mean and include its successors-in-interest, nominees, legal representatives and permitted assigns) of the

AND

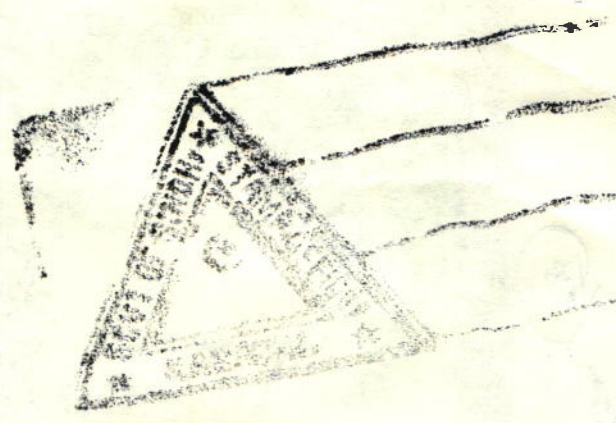
Rewterz Information Security, an Information Technology & Service Provider registered under laws of Pakistan and having its registered office at Suite 205, Asia Pacific Center, Rashid Minhas Road, Karachi, hereinafter referred to as "Rewterz" which shall, wherever the context so permits, mean and include its successors-in-interest, legal representatives and permitted assigns) of the other part.

(SNDB and Rewterz may hereinafter collectively be referred to as the "Parties" and each as a "Party").



REWTERZ
Information Security

Qury



THIS SERVICE LEVEL AGREEMENT ("Agreement") is made at Karachi on this _____ day of _____, 2024, between _____ and _____.

13 JUL 2024

THIS SERVICE LEVEL AGREEMENT ("Agreement") is made at Karachi on this _____ day of _____, 2024, between _____ and _____.

BY AND BETWEEN

Sindh Bank Limited, a banking company incorporated under the laws of Pakistan and registered office at HEAD OFFICE Basement 2 Floor, Federation House, Abdul Ghaffar Road, Clifton, Karachi 75800 and its operational head office at (registered office) which extends to all branches and offices of the bank, shall, wherever the context so permits, mean and include its successors and assigns, legal representatives and permitted assigns of the other party.

Government of Sindh, an Information Technology Service Provider, registered under the laws of Pakistan and having its registered office at (registered office) which extends to all branches and offices of the government, shall, wherever the context so permits, mean and include its successors and assigns, legal representatives and permitted assigns of the other party.

Sindh Bank Limited and Government of Sindh may hereinafter collectively be referred to as the "Parties" and



RECITALS

WHEREAS,

- a) **SNDB** is a banking company desirous of hiring the Services (**Appendix A**);
- b) Rewterz represented that it has the requisite resources, necessary infrastructure, approvals and skills to provide the Services to **SNDB** as detailed herein; and
- c) Based on the representation of Rewterz, **SNDB** has agreed to avail the Services from Rewterz on the terms and conditions as set out in this Agreement.
- d) All terms and condition of the tender documents will remain part of this agreement.

NOW, THEREFORE, THIS AGREEMENT WITNESSETH and in consideration of the mutual covenants contained herein, the Parties do hereby agree, undertake and declare as under:

1. Interpretations and Definitions

- 1.1 In this Agreement, unless the context otherwise requires:

References to Clauses and Appendices are references to clauses and appendices of this Agreement;

Words importing one gender include the other gender;

References to persons include bodies corporate, firms and unincorporated associations;

The singular includes the plural and *vice versa*;

References to all or any part of any statute or statutory instrument include any statutory amendment, modification or re-enactment in force from time to time and references to any statute include any statutory instrument or regulations made under it;

The recitals to this Agreement shall form an integral part hereof; and

The headings in this Agreement are for the purpose of reference only and shall be ignored in the interpretation of this Agreement.

- 1.2 In this Agreement, unless the context otherwise requires, the following terms shall have the following meaning:

"Agreement" is defined in the preamble;

"Confidential Information" is defined in Clause 10;

"Force Majeure Event" is defined in Clause 12;

"Parties" is defined in the preamble;

"Party" is defined in the preamble;

"Payment Schedule" means the aggregate charges for the Services calculated in accordance and set out in **Appendix B** of this Agreement; and

"Services" means the services to be provided by Rewterz to **SNDB** under this Agreement as set out in detail under **Appendix A** of this Agreement;

2. Term and Termination by Bank

- 2.1 All terms & conditions of tender documents are remain part of his agreement.



REWTERZ
Information Security
[Signature]

RECITALS

WHEREAS

- a) SMIB is a private company whose details of being the Service (Appendix A);
 - b) SMIB has requested that it has the right to use the name and logo of the Service and to use the name and logo of the Service in its business and to use the name and logo of the Service in its business and to use the name and logo of the Service in its business;
 - c) SMIB has requested that it has the right to use the name and logo of the Service and to use the name and logo of the Service in its business and to use the name and logo of the Service in its business;
 - d) SMIB has requested that it has the right to use the name and logo of the Service and to use the name and logo of the Service in its business and to use the name and logo of the Service in its business;
- NOW, THEREFORE, THE AGREEMENT WHEREBY THE PARTIES have agreed to the terms and conditions set forth in the Agreement is hereby made.

1. Interpretation and Definitions

- 1.1 In this Agreement, unless the context otherwise requires, the following definitions shall apply:
- 1.2 "Agreement" means the Agreement between the Parties, as amended from time to time.
- 1.3 "Party" means any individual, company, organization, or other entity that is a party to the Agreement.
- 1.4 "Service" means the service provided by SMIB to the Parties.
- 1.5 "SMIB" means the Service, as defined in the Agreement.
- 1.6 "The Parties" means the Parties to the Agreement.
- 1.7 "The Agreement" means the Agreement between the Parties, as amended from time to time.
- 1.8 "The Parties" means the Parties to the Agreement.
- 1.9 "The Agreement" means the Agreement between the Parties, as amended from time to time.
- 1.10 "The Parties" means the Parties to the Agreement.

- 1.11 "The Parties" means the Parties to the Agreement.
- 1.12 "The Parties" means the Parties to the Agreement.
- 1.13 "The Parties" means the Parties to the Agreement.
- 1.14 "The Parties" means the Parties to the Agreement.
- 1.15 "The Parties" means the Parties to the Agreement.
- 1.16 "The Parties" means the Parties to the Agreement.
- 1.17 "The Parties" means the Parties to the Agreement.
- 1.18 "The Parties" means the Parties to the Agreement.
- 1.19 "The Parties" means the Parties to the Agreement.
- 1.20 "The Parties" means the Parties to the Agreement.

2. Term and Termination

- 2.1 This Agreement shall be in full force and effect from the date of execution by the Parties.

- 2.2 This Agreement shall be deemed to be effective from its execution / effective date mentioned at the top of agreement and shall remain in full force and effect until **1 Year** unless terminated earlier by either Party in terms of clause 2.3 below.
- 2.3 Agreement will be terminated:

- i. If the Rewterz, in the judgment of "SNDB" has engaged in corrupt or fraudulent practices in competing for or in executing the Agreement.
- ii. If the SNDB, in its sole discretion and for any reason whatsoever, decided to terminate this Agreement.
- iii. If issued **two (2) warning letters / emails** by SNDB Ltd for unsatisfactory current performance of Rewterz.
 - Any notice, request or consent required or permitted to be given or made pursuant to this agreement shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent to such Party at the given address.
 - A party may change its address for notice by giving a notice to the other Party in writing of such change.
 - Rewterz will not assign its job to anyone, except prior written permission of "SNDB".
 - Rewterz will not assign its job to anyone, except prior written permission of SNDB".

3. Services / Obligations on Rewterz

Rewterz shall provide the Services as set out under **Appendix A** attached hereto.

4. Payment Terms

- I. In consideration of the covenants and agreements to be kept and performed by Rewterz and for the faithful performance of this Agreement, SNDB shall pay and Rewterz shall receive and accept (as full and final compensation for the Services furnished by Rewterz under this Agreement) the payments as per **Appendix B** attached hereto.
- II. It is expressly agreed between the Parties that the payment to be made by SNDB to Rewterz for the Services rendered shall be fixed price during the entire duration of this Agreement without any revisions or negotiations in the price during the tenure of this Agreement. However, after the tenure of this Agreement, the rates may be revised with mutual consent.
- III. SNDB shall be entitled to set off against and deduct and recover from any fees or other sums payable by SNDB to Rewterz at any time, any tax, levy or other amount whatsoever which may be required to be deducted by order of any Court / Authority or under any law now existent or which may come into existence during the currency of this Agreement as well as any and all amounts which may be or become payable by Rewterz to SNDB under this Agreement or pursuant thereto.
- IV. The payments to be made to Rewterz in terms of this Clause 4 shall constitute the entire remuneration to Rewterz in connection with the Services provided under this Agreement and neither Rewterz nor its personnel shall accept any trade commission, discount, allowance or indirect payment or other consideration in connection with or in relation to this Agreement or to the discharge of the Services hereunder.

5. Service Provider Penalty

If M/s Rewterz Information Security fails to provide a solution within the agreed timeline, then Sindh Bank may be entitled to charge the penalty at the following rates with following considerations.

Penalty Rates

REWTERZ
Information Security

2. The Respondent shall be deemed to be in default of the Agreement if it fails to comply with the terms and conditions of the Agreement within the time specified in the Agreement or if it fails to comply with the terms and conditions of the Agreement in any other manner.

3. The Respondent shall be deemed to be in default of the Agreement if it fails to comply with the terms and conditions of the Agreement in any other manner.

4. The Respondent shall be deemed to be in default of the Agreement if it fails to comply with the terms and conditions of the Agreement in any other manner.

5. The Respondent shall be deemed to be in default of the Agreement if it fails to comply with the terms and conditions of the Agreement in any other manner.

6. The Respondent shall be deemed to be in default of the Agreement if it fails to comply with the terms and conditions of the Agreement in any other manner.

7. The Respondent shall be deemed to be in default of the Agreement if it fails to comply with the terms and conditions of the Agreement in any other manner.

8. The Respondent shall be deemed to be in default of the Agreement if it fails to comply with the terms and conditions of the Agreement in any other manner.

Services / Obligations on Reviewers

Reviewers shall provide the following services to the Respondent:

Payment Terms

i. The Respondent shall be deemed to be in default of the Agreement if it fails to comply with the terms and conditions of the Agreement in any other manner.

ii. The Respondent shall be deemed to be in default of the Agreement if it fails to comply with the terms and conditions of the Agreement in any other manner.

iii. The Respondent shall be deemed to be in default of the Agreement if it fails to comply with the terms and conditions of the Agreement in any other manner.

iv. The Respondent shall be deemed to be in default of the Agreement if it fails to comply with the terms and conditions of the Agreement in any other manner.

Service Provider Penalty

The Respondent shall be deemed to be in default of the Agreement if it fails to comply with the terms and conditions of the Agreement in any other manner.

Penalty Rates



- Rs.5, 000/- per day or
- 3% per month of the contract value whichever is higher

6. Exit Management

If the Service Provider terminates this Agreement pursuant to Clause 2, it undertakes to cooperate with SNDB in complying with the exit management plan that SNDB shall formulate and require the Service Provider to abide by to ensure the smooth transition of Services in absence of the Service Provider.

7. Complaint Handling Procedure

Provided in Appendix A

8. Business Continuity Plan

Service Provider represents and warrants to SNDB that it has and shall maintain a business continuity and disaster recovery plan to enable delivery and performance of Services upon the occurrence of any event or circumstance beyond Service Provider's control, including without limitation acts of God, war or terrorist attack, pandemic, riot, fire, explosion, catastrophic weather event or natural disaster at any primary locations, and agrees to review such plan with SNDB upon request.

9. Renegotiation /Renewal

The Service Provider agrees that SNDB shall reserve the right to renew this agreement on renegotiated terms and conditions, as may be agreed between the parties.

10. Confidentiality

- For the purposes of this Agreement, the term "Confidential Information" shall mean any information comes in possession of Rewterz on and its personnel during normal course of business / Services shall be the property of the SNDB at all times and / or any of the SNDB communications, whether in oral, written, graphic, magnetic, electronic, or other form, that is either conspicuously marked "confidential" or "proprietary," or is known to be confidential or proprietary, or is of a confidential or proprietary nature, and that is made in the course of discussions, studies, or other work undertaken shall be kept confidential by Rewterz.
- Rewterz Acknowledges that the SNDB is under strict confidentiality obligations with regard to all the information and affairs of its Customers. Therefore, Rewterz shall not disclose any data, information or other affairs of SNDB customers which may come to the knowledge of Rewterz in providing the above services. Rewterz undertakes to obtain from its employees involved in the Services to provide written undertakings to maintain the confidentiality obligations of Rewterz under this Agreement.
- In the event of breach of this clause, Rewterz Shall be liable to pay damages to the SNDB and indemnifies the SNDB against any injury arising out of any breach of this clause by the SNDB.
- This clause shall also survive after termination of this Agreement.

11. Indemnification

- Rewterz (the "Indemnifier") agrees that it shall indemnify, defend, and hold harmless the SNDB and its parent, subsidiaries, affiliates, successors, and assigns and their respective directors, officers, employees and agents (collectively, the "Indemnities") from and against any and all liabilities, claims, suits, actions, demands, settlements, losses, judgments, costs, damages and expenses (including, without limitation, reasonable attorneys', accountants' and experts' fees) arising out of or resulting from, in whole or in part: (i) any act, error or omission, whether intentional or unintentional, by the Indemnifier or its officers, directors, employees, or sub-administrators, related to or arising out of the business covered by this Agreement, or (ii) an actual or alleged breach by the Indemnifier of any of its representations, warranties or covenants contained in this Agreement (including, without limitation, any failure of Indemnifier to comply with applicable local, state, provincial or federal regulations concerning Indemnifier's performance under this Agreement).



REWTERZ
Information Security

STANDARD FORM NO. 64

Stamp: KARAI * STAMP OFFICE



- ii. This clause shall also survive after termination of this Agreement.

12. Force Majeure

- I. Neither party shall be liable for any failure to perform or observe its obligations under this Agreement, if such failures or delays are caused by acts of God, wars, riots, strikes, accident, explosion, fire, shortage of labor or materials, labor disputes, government restrictions, or any other cause beyond its reasonable control. In the event of the occurrence of any of the foregoing, the date of performance shall be deferred for a period of time equal to the time lost by reason of the delay. The affected party shall notify the other in writing of such events or circumstances promptly upon their occurrence.
- II. Any period within which Party shall, pursuant to this agreement, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action because of Force Majeure.
- III. If, as the result of Force Majeure, the Rewterz is unable to perform a material portion of the Services for a period of not less than thirty (30) days; and

13. Governing Law and Jurisdiction

Subject to the Clause above, this Agreement shall be governed by and construed in accordance with the laws of Pakistan. In relation to any legal action or proceedings arising out of or in connection with this Agreement, each of the Parties irrevocably submits jurisdiction of the competent Courts of Karachi, Pakistan.

14. Severability

If any provision of this Agreement is held invalid or otherwise unenforceable, the enforceability of the remaining provisions shall not be impaired thereby. In such case, the Parties shall make every effort to replace the ineffective provision with a new provision which has the same effect, or as approximate an effect as possible as the said provision.

15. Ensuring Access to SBP

Rewterz and SNDB will ensure that the State Bank of Pakistan is provided necessary access to the documentation and records in relation to the outsourced activities and the right to conduct on-site to Rewterz if required.

16. Authorized Representative

Any action required or permitted to be taken, and any document required or permitted to be executed under this agreement by SNDB or the Rewterz may be taken or executed by the authorized officials.

17. Good Faith

The Parties undertake to act in good faith with respect to each other's rights under this agreement and to adopt all reasonable measures to ensure the realization of the objectives of this agreement

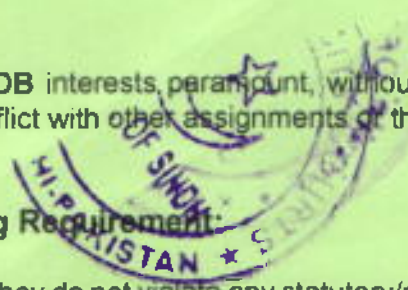
18. Conflict of Interest

Rewterz shall hold the SNDB interests paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.

19. Anti- Money Laundering Requirement:

Rewterz acknowledge that they do not violate any statutory/prudential requirement on anti-money laundering or record keeping procedure as per existing laws/rules and regulations of locals as well as foreign jurisdiction.

20. Settlement of Disputes



This clause shall also apply after termination of the Agreement

13. Force Majeure

Neither Party shall be liable for any failure to perform or delay in performing its obligations under this Agreement if such failure or delay is caused by acts of God, war, riot, insurrection, rebellion, pestilence, epidemic, or any other cause beyond its reasonable control. In the event of the occurrence of any of the foregoing, the date of performance shall be deferred for a period of time equal to the time lost by reason of the delay. The affected party shall notify the other in writing of such events or circumstances promptly upon their occurrence.

If any period within which Party shall perform its obligations is interrupted by a force majeure event, the period shall be extended for a period equal to the time during which such Party was unable to perform its obligations, without prejudice to the period of time.

If, as the result of Force Majeure, the Party is unable to perform a material portion of the Services for a period of not less than thirty (30) days, and

14. Government Law and Jurisdiction

Subject to the clauses above, this Agreement shall be governed by and construed in accordance with the laws of Pakistan. In relation to any legal action or proceedings arising out of or in connection with this Agreement, each of the Parties irrevocably submits to the jurisdiction of the competent Courts of Pakistan, Pakistan.

15. Severability

If any provision of the Agreement is held invalid or otherwise unenforceable, the enforceability of the remaining provisions shall not be affected thereby. In such case, the Parties shall make every effort to replace the ineffective provision with a new provision which has the same effect or as approximate an effect as possible as the said provision.

16. Granting Access to SBP

Review and SBP will ensure that the State Bank of Pakistan is provided necessary access to the documentation and records in relation to the collected amounts and the right to conduct or to be conducted.

17. Authorized Representative

Any action required or permitted to be taken, and any document required or permitted to be executed under this agreement, by SBP or the Review may be taken or executed by the authorized officials.

18. Good Faith

The Parties undertake to act in good faith with respect to each other's rights, obligations and to adopt all reasonable measures to ensure the realization of the objectives of this agreement.

19. Conflict of Interest

Review shall not use SBP information in any manner that would constitute a conflict of interest, and shall avoid such conflict with its own corporate interests.

20. Anti-Money Laundering Requirements

Review shall ensure that it complies with all applicable laws, regulations, and standards relating to anti-money laundering, including reporting requirements and record keeping requirements and regulations at local as well as international level.

21. Settlement of Disputes



The Parties agree that the avoidance or early resolution of disputes is crucial for a smooth execution of the Agreement and the success of the assignment. The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with the Agreement or its interpretation.

If Parties fail to amicably settle any dispute arising out of or in connection with the Agreement within (10) days of commencement of such informal negotiations, the dispute shall be referred to arbitration of two arbitrators, one to be appointed by each party, in accordance with the Arbitration Act, 1940. Venue of arbitration shall be Karachi, Pakistan and proceedings of arbitration shall be conducted in English

21. Third Party Rights

A person who is not a party to this Agreement has no right to enforce any term of this Agreement.

22. Obligation of the Contractor

- I. Rewterz shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. Rewterz shall always act, in respect of any matter relating to this Agreement or to the Services, as faithful advisers to the SNDB, and shall at all times support and safeguard the SNDB legitimate interests in any dealing with Sub-Suppliers or third Parties.
- II. If the obligation of warranty period is not met or delayed, the repair etc. requirement on this account will be carried out by SNDB & the billed amount will be deducted from the performance security/ upcoming payment due to Rewterz. Risk & subsequent cost to this effect if any will be liability of the Rewterz and any subsequent expenses on the equipment will also be borne by the Rewterz
- III. Rewterz shall provide the performance security in the form acceptable to SNDB for the **10% of the tender value for the period of 1 Year** from the date of Submission of performance security. In case Rewterz does not fulfill its commitments, "SNDB" reserves the right to enforce the performance security.

23. Taxes and Duties

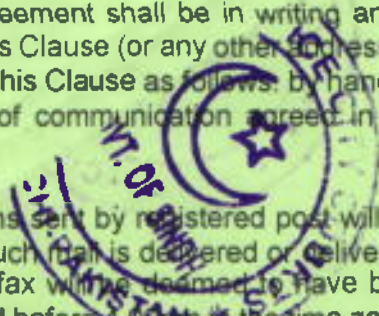
Rewterz and its Personnel shall be liable to pay such direct or indirect taxes duties, fees, and other impositions levied under the Applicable Laws, the amount of which deemed to have been included in Contract Price.

24. Term of Agreement

Contract agreement is extendable / renewable up to 2 years only on mutual understanding on same terms & conditions and rates.

25. Notices

- I. Any notice or other communication given or made or in connection with the matters contemplated by this Agreement shall be in writing and served to a Party at its address as specified in this Clause (or any other address it has notified to the other Party in accordance with this Clause as follows: by hand; by registered post; or by other electronic method of communication agreed in writing from time to time between the Parties.
- II. Notices or communications sent by registered post will be deemed to have been served on the date that such mail is delivered or delivery is attempted. Notices or communications sent by fax will be deemed to have been served on the day of transmission if transmitted before 4.00pm in the time zone of receipt but otherwise on the next day. In all other cases, notices and communications will be deemed to have been served on the day when they are actually received.



REWTERZ
Information Security

The Parties agree that the avoidance or early resolution of disputes is essential to the success of the Agreement. The Parties shall use their best efforts to settle any dispute arising out of or in connection with the Agreement or its implementation.

The Parties shall in any event settle any dispute arising out of or in connection with the Agreement or its implementation of such a nature as to require the attention of the Arbitration Panel or the Arbitration Panel shall be conducted in English.

21. Third Party Rights

A person who is not a party to the Agreement has no right to enforce any term of the Agreement.

22. Obligation of the Contractor

I. The Contractor shall perform the Services and carry out all obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices and shall observe sound management practices and employ appropriate technology and safe and effective equipment, materials, methods and means. The Contractor shall always act in respect of any matter relating to the Agreement or the Services as a prudent and careful person in the same way as it would act in the same circumstances if it were not bound by the Agreement.

II. If the Contractor delays or fails to perform its obligations hereunder, the Contractor shall be liable to pay to the Employer a sum equal to the amount of the Contractor's net profit on the work delayed or failed to be performed. The Contractor shall be liable to pay to the Employer a sum equal to the amount of the Contractor's net profit on the work delayed or failed to be performed.

III. The Contractor shall provide the performance security in the form acceptable to the Employer. The Contractor shall be liable to pay to the Employer a sum equal to the amount of the Contractor's net profit on the work delayed or failed to be performed.

23. Taxes and Duties

The Contractor shall be liable to pay such direct or indirect taxes, duties, fees and other impositions as may be levied under the applicable laws, the amount of which shall be included in the Contract Price.

24. Term of Agreement

The Agreement shall be a continuing agreement and shall remain in force until the completion of the Services.

25. Notices

I. Any notice or other communication given by one Party to the other shall be in writing and shall be delivered to the other Party in person or by registered post or by other electronic means, and shall be deemed to have been received by the other Party at the time when it is received by the other Party.

II. Notices or communications shall be deemed to have been received by the other Party at the time when they are actually received by the other Party.



III. Notices

Notices to Rewterz will be sent to:

Attention: Faiz Ahmad Shuja

Address: 205 Asia Pacific Trade Center, Rashid Minhas Road, Karachi, Pakistan

Fax:

Notices to SNDB will be sent to:

Attention: Information Technology Division

Address: 3rd Floor, Federation House, Clifton, Karachi.

Fax: 35870543

26. Amendments

This Agreement may only be amended / modified in prior writing and signed by both Parties.

27. Rewterz UNDERTAKINGS

Rewterz agrees and undertakes that,

- I. It shall supervise and direct the performance of Services competently and efficiently, devoting such attention thereto and applying such skills and expertise as may be necessary to perform the Services in accordance with this Agreement. Rewterz shall be solely responsible for the means, methods, techniques, sequences and procedures used and to see that the Services, when completed or finished complies accurately with the terms of this Agreement;
- II. It shall exercise all reasonable skill, care and diligence in the discharge of the Services agreed to be performed by it under this Agreement. If in the performance of the Services, Rewterz has a discretion exercisable as between SNDB and any third party concerned, Rewterz shall exercise its discretion fairly;
- III. It shall in all professional matters act as a faithful adviser to SNDB;
- IV. It shall retain full responsibility for all the Services which it is committed to render under this Agreement;
- V. It shall give all notices and comply with all the laws and regulations applicable to furnishing and performance of the Services. SNDB shall not be responsible for monitoring Rewterz's compliance with any laws or regulations;
- VI. The Services will be carried out by professionals qualified to perform in a timely and efficient manner and with all reasonable skill and care;
- VII. It will employ such number of persons as may be required for carrying out and discharging obligations, duties and responsibilities and for providing adequate, effective and efficient Services. All such persons shall be directly employed by Rewterz, who shall as employer be directly and solely responsible for all such employees and personnel and for the payment of their wages, salaries and other benefits; and
- VIII. Rewterz and its employees shall respect the laws and customs of Pakistan.

28. Warranties and Representations

- I. Both Parties warrant to each other that they have duly obtained all necessary consents and regulatory approvals from their respective competent authorities to enter into this Agreement.
- II. Each Party represents and warrants to the other Party that neither the execution and delivery of this Agreement, nor the consummation of the transactions contemplated herein, will violate or conflict with: (a) its constitutional documentation; (b) any material provision of any agreement or any other material restriction of any kind to which it is a party or by which it is bound; (c) any material statute, law, decree, regulation or order of any governmental authority; or (d) any arrangement whereby it has not paid any collateral amounts to the other Party or any of its officer with regard to the award of contract hereunder or its performance.



REWTERZ
Information Security
[Signature]

Notice to Review will be sent to:

Address: 201 West 10th Street, Suite 100, Minneapolis, MN 55401
Phone: (612) 338-1234

Notice to Review will be sent to:

Address: 201 West 10th Street, Suite 100, Minneapolis, MN 55401
Phone: (612) 338-1234

Amendment

The Amendment will be sent to the Reviewer at the same time as the original document.

Review of the Amendment

The Reviewer will review the Amendment and provide a written response within 30 days.

1. If the Reviewer finds the Amendment acceptable, the Reviewer will provide a written response indicating that the Amendment is acceptable. The Reviewer will also provide a written response indicating that the Amendment is acceptable.

2. If the Reviewer finds the Amendment unacceptable, the Reviewer will provide a written response indicating that the Amendment is unacceptable. The Reviewer will also provide a written response indicating that the Amendment is unacceptable.

3. If the Reviewer finds the Amendment unacceptable, the Reviewer will provide a written response indicating that the Amendment is unacceptable. The Reviewer will also provide a written response indicating that the Amendment is unacceptable.

4. If the Reviewer finds the Amendment unacceptable, the Reviewer will provide a written response indicating that the Amendment is unacceptable. The Reviewer will also provide a written response indicating that the Amendment is unacceptable.

5. If the Reviewer finds the Amendment unacceptable, the Reviewer will provide a written response indicating that the Amendment is unacceptable. The Reviewer will also provide a written response indicating that the Amendment is unacceptable.

6. If the Reviewer finds the Amendment unacceptable, the Reviewer will provide a written response indicating that the Amendment is unacceptable. The Reviewer will also provide a written response indicating that the Amendment is unacceptable.

7. If the Reviewer finds the Amendment unacceptable, the Reviewer will provide a written response indicating that the Amendment is unacceptable. The Reviewer will also provide a written response indicating that the Amendment is unacceptable.

8. If the Reviewer finds the Amendment unacceptable, the Reviewer will provide a written response indicating that the Amendment is unacceptable. The Reviewer will also provide a written response indicating that the Amendment is unacceptable.

9. If the Reviewer finds the Amendment unacceptable, the Reviewer will provide a written response indicating that the Amendment is unacceptable. The Reviewer will also provide a written response indicating that the Amendment is unacceptable.

Waiver and Representations

1. The Reviewer represents that the Reviewer is not a party to the Amendment and that the Reviewer is not a party to the Amendment.

2. The Reviewer represents that the Reviewer is not a party to the Amendment and that the Reviewer is not a party to the Amendment.

3. The Reviewer represents that the Reviewer is not a party to the Amendment and that the Reviewer is not a party to the Amendment.

4. The Reviewer represents that the Reviewer is not a party to the Amendment and that the Reviewer is not a party to the Amendment.



- III. Both Parties will use all reasonable care, skill and diligence in carrying out their obligations, duties and responsibilities under this Agreement.
- IV. Any and all intellectual property rights (legal and beneficial) accruing and attributable to a Party during the course of performance of its respective obligations under this Agreement shall vest in and with that Party.
- V. Each Party represents and warrants to the other Party that there are no material actions, legal or administrative which adversely affects its ability to execute and perform its obligations under this Agreement.
- VI. Rewterz acknowledges that SNDB has entered into this Agreement on the basis of the representations and undertakings made by Rewterz throughout this Agreement.

29. Use of Names , Logos and Reports

Unless otherwise required by this Agreement, none of the Parties shall use, or disclose to third parties, the names, logos or reports of each other without the prior written consent of the concerned Party.

30. Intellectual Property

- I. Rewterz agrees it shall not use any of SNDB names, logos, trademarks, trade secrets, copyrights, patents, designs and other intellectual property rights without the prior express written consent of SNDB.
- II. Without prejudice to the other provisions of this Agreement, any infringement of intellectual property rights by Rewterz in respect of any such items shall be deemed to be a material breach of a condition of this Agreement and shall entitle SNDB to terminate this Agreement forthwith upon prior written notice to Rewterz.

31. Damage to Persons and Property

- I. Rewterz shall indemnify, defend and hold harmless SNDB, all personnel in the service of SNDB and its directors and shareholders against all losses, expenses, liabilities and claims for any injuries suffered by any Rewterz employee at the SNDB Lounges or personal injury including death of any Rewterz employee, or damage to any SNDB property whatsoever which may arise out of or in consequence of the operation of the Services, as well as against all claims, demands, costs, charges and expenses, whatsoever in respect of or in relation thereto.
- II. SNDB or any personnel in the service of SNDB and its directors and shareholders, shall not be liable for or in respect of any damages or compensation whatsoever payable at law or otherwise in respect of or in consequence of any accident or personal injury including death of any workmen or other person in the employment of Rewterz.
- III. Notwithstanding anything contrary to the aforesaid provisions, if the designated personnel of Rewterz are unable to provide the Services to SNDB for more than ten (10) consecutive days for any reason whatsoever, Rewterz will have to immediately depute other designated personnel to provide such Services to SNDB and such designated personnel shall continue providing such Services on the terms and conditions mentioned in this Agreement.

32. Rights to Audit and Inspection

Rewterz agrees, upon prior written notice, to allow SNDB, its auditors and/or regulators (including State Bank of Pakistan), to inspect, examine and audit any operational and business records of Rewterz which are directly relevant to the Services as set forth in this Agreement. [Rewterz agrees to readily provide access to including but not limited to information, records, data applications, data bases, networks, network devices and systems, pertaining to this Agreement, as far as required by the auditors/regulators of SNDB.

33. Unauthorized Solicitation of Employees



REWTERZ
Information Security
Ans

Both Parties will use all reasonable care, skill and diligence in carrying out their obligations under this Agreement.

Any and all intellectual property rights (patent, trademark, copyright, and other rights) in the software developed by the Parties during the course of performance of their respective obligations under this Agreement shall vest in and with the Party.

Each Party represents and warrants to the other Party that there are no persons, firms or corporations who have any right, title or interest in the software developed by the Parties under this Agreement.

Reviewers acknowledge that SMOB has entered into this Agreement on the basis of the representations and warranties made by the Parties through out this Agreement.

29. Use of Names, Logos and Symbols

Unless otherwise required by this Agreement, none of the Parties shall use, in any manner, the names, logos or symbols of each other without the prior written consent of the concerned Party.

30. Intellectual Property

Reviewers agree that it will not use any of SMOB's names, logos, trademarks, trade secrets, copyrights, patents, designs and other intellectual property rights without the prior written consent of SMOB.

Without prejudice to the other provisions of this Agreement, any infringement of intellectual property rights by Reviewers in respect of any software shall be deemed to be a material breach of a condition of this Agreement and shall entitle SMOB to terminate this Agreement forthwith upon prior written notice to Reviewers.

31. Damage to Persons and Property

Reviewers shall indemnify, defend and hold harmless SMOB, its personnel in the service of SMOB and its customers and subcontractors against all losses, expenses, liabilities and claims (including reasonable attorneys' fees) incurred by any Reviewers employee or subcontractor in the course of his or her duties or in connection with the performance of his or her duties, which may arise out of or in connection with the operation of its services, as well as against all claims, demands, costs, charges and expenses, including reasonable attorneys' fees, in relation thereto.

SMOB shall not be liable for any damages or compensation whatsoever payable to any person or persons in respect of or in connection with any accident or injury, including death or any bodily injury or loss of property, to any employee or subcontractor of any Reviewers employee or subcontractor in the course of his or her duties or in connection with the performance of his or her duties, which may arise out of or in connection with the operation of its services, as well as against all claims, demands, costs, charges and expenses, including reasonable attorneys' fees, in relation thereto.

Notwithstanding anything contrary to the above provisions, if the design, development or delivery of the services to SMOB by Reviewers results in a material breach of the Agreement, Reviewers shall be liable to SMOB for the full amount of the damages suffered by SMOB as a result of such breach, including reasonable attorneys' fees, and shall be liable to SMOB for the full amount of the damages suffered by SMOB as a result of such breach, including reasonable attorneys' fees, and shall be liable to SMOB for the full amount of the damages suffered by SMOB as a result of such breach, including reasonable attorneys' fees.

32. Right to Audit and Inspection

Reviewers agrees upon the request of SMOB, its auditors and/or regulators (including State Bank and other regulatory authorities) to allow SMOB, its auditors and/or regulators to examine and audit any operations and business records of Reviewers in connection with the services provided by Reviewers to SMOB, including but not limited to, information records, data, applications, data bases, network, network records and system hardware, to the extent as far as required by the regulatory authority of SMOB.

33. Unauthorized Solicitation of Employees



During the term of this Agreement neither Party shall without the prior written consent of the other Party solicit any person who at the commencement of this Agreement is a full time employee of such Party or engaged by the third party contractor providing services to such Party.

34. Non-Agency

In the conduct and performance of this Agreement, the Parties shall always be regarded as independent entities and not as partners, agents or employees of the other Party.

35. Assignment and Sub-Letting

- I. This Agreement is personal in nature, and cannot be assigned by Rewterz without prior written permission of SNDB. SNDB however, shall have the right to assign this Agreement to any third party without the consent of Rewterz.
- II. Rewterz shall have no right to set or outsource all or any part of this Agreement or its obligations, rights and interests hereunder, to any third party without the prior written approval of SNDB.

36. Time of Essence

Rewterz understands that time is of the essence of this Agreement and it shall take all necessary steps to commence (and cause and ensure continuance of) the provision of the Services to SNDB, immediately commencing from the date of signing of this Agreement.

37. Waiver

No waiver by either Party of any default by the other in the performance of any of the provisions of this Agreement shall be effective unless in writing duly executed by an authorized representative of the Party and no such waiver shall operate or be construed as a waiver of any other or further whether of alike or of a different character.

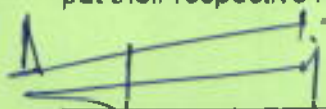
38. Counterparts

This Agreement shall be executed in two (2) counterparts, each of which shall be deemed an original and all of which together shall constitute one and the same instrument.

39. Entire Agreement

These terms and conditions constitute the entire agreement between the Parties and supersede all prior communications, proposals, understandings and agreements, written or oral between the Parties with respect to the subject matter of this Agreement.

IN WITNESS WHEREOF the Parties, acting through their duly authorized representatives, have put their respective hands on this Agreement on the day month and year hereinabove mentioned.



For and on behalf of
[Rewterz Information Security]

Name: Faiz Ahmad Shuja
Designation: CEO
Seal:

REWTERZ

Information Security

For and on behalf of
Sind Bank Limited

Name: Naeem Mohammad,
Designation: SVP-CISO



WITNESSES:

1. Asad Tariq (Head of Sales)

2. Shoaib Hashmi (Sr. Information Security Consultant)

WITNESSES:



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During the term of this Agreement neither Party shall without the prior written consent of the other Party select, appoint or employ any person at the same time as a full-time employee of such Party or engaged by the other Party to perform services of a similar nature.

34. Non-Adversely

In the conduct and performance of this Agreement, the Parties shall always be regarded as independent entities and not as partners, agents or employees of the other Party.

35. Assignment and Sub-Licensing

This Agreement is a personal service contract and cannot be assigned or sub-licensed without the prior written consent of SNOB. SNOB, however, shall have the right to assign the Agreement to any third party without the consent of the other Party.

ii. Rawlco shall have no right to sue or otherwise sue or any part of the Agreement or its obligations, rights and interests hereunder to any third party without the prior written approval of SNOB.

36. Term of License

Rawlco shall have the right to use the services of the Agreement and it shall have the necessary steps to ensure that the services are provided in accordance with the terms of the Agreement. SNOB shall immediately commence from the date of signing of the Agreement.

37. Waiver

It is hereby agreed that any delay or failure by the other Party to perform any of the provisions of this Agreement shall be effective unless it is shown that the delay or failure was caused by the other Party and no such waiver shall constitute or be construed as a waiver of any other or further breach of any of the provisions of this Agreement.

38. Counterparts

This Agreement shall be executed in two (2) counterparts, each of which shall be deemed to be an original and all of which together shall constitute one and the same instrument.

39. Entire Agreement

These terms and conditions constitute the entire agreement between the Parties and shall supersede all other communications, negotiations, understandings and agreements, written or oral, between the Parties with respect to the subject matter of this Agreement.

IN WITNESS WHEREOF, the Parties have hereunto set their hands and seals on this day of the month of May, 2008.



WITNESSES

APPENDIX A

Project Timelines

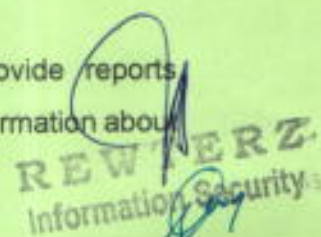
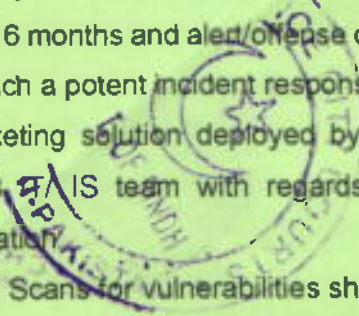
Software and SIRP deployment	30 days
SOC Monitoring	1 year from date of notification by Sind bank to start
SOC Resources deployment	7 days from the date of notification by Sind Bank to deploy resources

Managed in-house SOC Services

Rewterz shall implement managed in-house SOC solution which shall comprise of following stages.

Security Monitoring Service:

- SOC services shall be procured for a period of one year.
- Rewterz shall provide 24x7x365 days on-site (including public or any other holidays) real-time security event and log monitoring and analysis services.
- Rewterz shall record all incidents in an issue tracking system, and make such system available to authorized SNDB technical resources.
- Security monitoring services shall be maintained in-house (onsite) by Rewterz provided resources at SNDB premises. This Service shall have following elements;
 - I. **Network and System Monitoring;** as part of the network and system monitoring
 - II. Rewterz's SOC team shall perform Network Scanning & Discovery.
 - III. **Intrusion Detection;** Traffic inspection shall be done between devices within and outside of SNDB network. To detect threats targeting the systems, signature-based anomaly detection and protocol analysis shall be done. Latest attacks, malware infections, policy violations and any other malicious activity shall be identified.
 - IV. **Threat Analysis;** any suspicious event shall be analyzed using attack Kill Chain Taxonomy, to determine its risk. Each threat shall be classified and prioritized based on its severity.
 - V. **Security Event and Log Management;** Rewterz's SOC team shall monitor network and system level events occurring in the network. Information from security appliance and third-party technology, like anti-virus solutions, intrusion prevention system, and firewall, shall brought together to create a complete picture of the network. Critical events shall be analyzed to identify any malicious activity that may point to a security incident. Full forensic data (offenses, events and flow logs) shall be retained for 6 months and alert/offense data for 1 year so that in case of a network or data breach a potent incident response maybe launched.
 - VI. **Trouble Ticketing;** Ticketing solution deployed by Rewterz shall be used for coordinating with SNDB IT/IS team with regards to ongoing security event investigation and remediation.
 - VII. **Vulnerability Scanning;** Scans for vulnerabilities shall be carried out quarterly or monthly based on mutual agreement.
 - VIII. **Security Monitoring Reports;** Rewterz's SOC teams shall provide reports periodically regarding the health of the network and shall provide information about



APPENDIX A

Project Timeline

Software and SaaS deployment	10 days
SOC Monitoring	1 day from date of installation of SaaS back to SaaS
SOC Resource deployment	1 day from the date of installation of SaaS back to SaaS
Project Resources	

Managed in-house SOC Services

Reseller shall implement managed in-house SOC solution with 24x7 coverage of following stages:

Security Monitoring Services

- SOC services shall be provided for a period of one year.
- Reseller shall provide 24x7 SOC days on-site (including public or any other holidays) real time security alert and log monitoring and analysis services.
- Reseller shall respond all incidents in an issue tracking system and must send system available to authorized SaaS technical resources.
- Security monitoring services shall be maintained in-house (conducted by Reseller) provided resources at SaaS premises. This service shall have following elements:
 - i. Network and System Monitoring: as part of its network and system monitoring Reseller's SOC team shall perform Network Scanning & Discovery.
 - ii. Intrusion Detection: Traffic inspection shall be done between devices within network perimeter of SaaS network. To detect threats targeting the systems, signature-based anomaly detection and protocol analysis shall be done.
 - iii. Threat attack analysis: intrusion detection, policy violations and any other threats actively shall be identified.
- iv. Threat Analysis: any suspicious event shall be analyzed using threat analysis taxonomy to determine its risk. Each threat shall be classified and prioritized based on its severity.
- v. Security Event and Log Management: Reseller's SOC team shall monitor network and system level events occurring in the network, extracted from security appliances and third-party technology like antivirus, endpoint protection system, and firewall, and perform log correlation to detect suspicious activity of the network. Critical events shall be analyzed thoroughly and suspicious activity shall be reported to a security incident response team. Data for network events and logs shall be retained for a period of 90 days and shall be available for 1 year retention case.
- vi. Trouble Ticketing: Ticketing system shall be used by Reseller shall be used for coordination with SaaS team regarding to ongoing security event investigation and resolution.
- vii. Vulnerability Scanning: Vulnerability shall be scanned quarterly or monthly based on mutual agreement.
- viii. Security Monitoring Reports: Reseller's SOC team shall provide reports periodically regarding the health of the network and state of the information about



major security incidents. The report shall include information regarding events that are classified as "Security Incident", including the threat posed by the incident. With each report, Rewterz SOC team and SNDB team shall arrange a review meeting to discuss the events reported and issues raised in the report. Rewterz's SOC team shall also provide time to time recommendations to SNDB team to patch vulnerabilities and develop policies to harden security.

- IX. **Automated incident response platform (IRP):** Rewterz should be able to provide automated incident response services through automated case management, incident tracking, and collaboration with stakeholders.
- X. The Rewterz must be able to produce and provide actionable & customized cyber threat intelligence by leveraging distributed deception technology.

Additional Responsibility

- I. Rewterz shall provide resource that are capable of vulnerability scanning and exploitation Through the tool
- II. Rewterz shall provide resource that have hands on experience on Network Security audit tools
- III. Maintaining report of vulnerability scanning results with recommended remediation
- IV. Monitoring privilege Identity Management solution

Rapid 7 Nexpose:

- Rapid 7 Nexpose for 128 IPs with 12 months subscription
- The subscription will continue for a period of 12 months and if the contract with SNDB is extended, Nexpose subscription will also be extended
- Rewterz shall provide installation of the said software
- Rewterz shall provide one year support of the said software

Burp Suite Professional:

Burp Suite professional tool including:

- Rewterz shall provide installation of Burp Suite Professional tool.
- Rewterz shall provide one year support of the said software.



Major Deliverables of SOC Managed Services

- A complete Project plan including milestones with details and timelines.
- Creation of use cases as per Bank's business requirement and industry best practices.
- Providing management reports on weekly and monthly basis. A separate dashboard for threat landscape for their management should be delivered.
- Sending various advisories to all relevant stakeholders in the Bank.
- Documented procedures for different functions in SOC.
- Contract agreement is extendable/renewable up to 3 years only on mutual understanding on same terms & conditions and rates.

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A handwritten signature in blue ink.



Required Resources (SOC Services – onsite)

Resource Type	No. of Resource	Required Expertise
L1	4	BE/B.S. in related field with minimum two (02) year of relevant experience. IBM Certified SOC Analyst.
L2	2	BE/B.S. in related field with minimum three (03) year of relevant experience. IBM Certified SOC Analyst.
L3	Offsite - 1 case / month	BE/B.S. in related field with minimum three (03) to five (05) years of relevant experience out of which one year as L3 resources in the similar role. IBM Certified SOC Analyst.

SUPPORT ESCALATION MATRIX

1.1. Escalation 1st Level (If not resolve in 2 Hour)

Position	Name	Email	Office	Cell
Information Security Consultant	M. Junaid	Muhammed.junaid@rewterz.com	+922134630460	03458802371

1.2. Escalation 2nd Level (If not resolved in 4 Hour)

Position	Name	Email	Office	Cell
Information Security Consultant	Zohair Masood	zohair.masood@rewterz.com	+922134630460	03152774503

1.3. Escalation 3rd Level (If not resolved 24 Hour)

Position	Name	Email	Office	Cell
Senior Information Security Consultant	Syed Muhammad Shoaib Hashmi	shoaib@rewterz.com	+922134630460	03333022379

1.4. Escalation 3rd Level (If not resolved 48 Hours)

Position	Name	Email	Office	Cell
Head of Sales	Asad Tariq	Asad.tariq@rewterz.com	+922134630460	03111021645

SEVERITY LEVEL (PARTNER – REWTERZ) - SIRP

Level	Severity	Description
1	High	▪ System or component failure impacting processes in a business unit, or many customers
2	Moderate	▪ Component failure but not impacting significant business processes/units or many customers
3	Low	▪ Failure of a component where one person cannot perform a business function. ▪ A workaround is available or a degraded mode of operation is available and acceptable



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Signature

Item No.	Description	Quantity	Unit	Amount
1
2
3
4
5

SUPPORT ESCALATION MATRIX

Level	Escalation Level	Escalation Time	Escalation Type	Escalation Path
1
2
3
4
5

SEVERITY LEVEL (PARTIAL - PARTIAL) - PARTIAL

Level	Severity	Description
1	High	...
2	Medium	...
3	Low	...



Level	Severity	Response Time (after determination of severity)	Resolution Time	Business Notification
1	High	1 hour	6 hours	Within 2 hours to affected group/users
2	Medium	12 hours	3 days	None
3	Low	2 days	In a week	None

- All support tickets are to be raised on support@rewterz.com

Processes

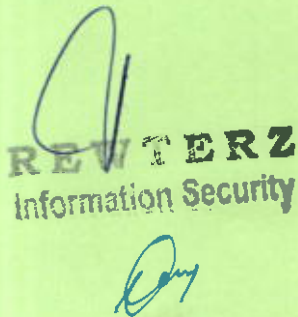
The number of processes and procedures for a Security Monitoring Response Center (SMRC) is determined by its scope, e.g. how many services are offered, the number of business functions, and the number of different technologies in use. An established SMRC environment may have tens or even hundreds of procedures. At a minimum, Rewterz will develop (or fine tune) procedures that are required for maintaining the SMRC. Viz.:

- Monitoring procedure.
- Notification procedure (email, mobile, home, chat, etc.).
- Notification and escalation processes.
- Transition of daily SMRC services.
- Shift logging procedures.
- Incident logging procedures.
- Compliance monitoring procedure.
- Report development procedure.
- Dashboard creation procedure.
- Incident investigation procedures (malware, etc.).

The timelines for above mentioned procedures are totally dependent on the information provided by SNDB at requested time.

SMRC Process Hierarchy

For a SMRC, there are generally fourteen main processes and around thirty-six subordinate procedures as shown in figure below. These are arrayed in a pyramid to demonstrate that each process and accompanying procedures rely on the processes below them. Thus, metrics support process improvement, technology design and event management support intrusion analysis, etc.



Level	Activity	Frequency	Responsible	Business Unit
1	High	1 day	1 day	1 day
2	Medium	15 days	2 days	1 day
3	Low	2 days	1 day	1 day

All support services are to be provided on an as-needed basis.

Processes

The number of processes and procedures for a Security Monitoring Response Center (SMRC) are determined by its scope, e.g. how many services are offered, the number of business functions, and the number of different technologies in use. An established SMRC environment may have tens or even hundreds of procedures. At a minimum, Rowley will develop (or fine tune) procedures that are required for monitoring the SMRC, viz.

- Monitoring procedure
- Notification procedure (email, mobile, text, etc.)
- Watchlist and escalation procedures
- Transition of daily SMRC services
- Shift logging procedures
- Incident opening procedures
- Escalation monitoring procedure
- Incident development procedure
- Dashboard creation and review
- Incident resolution procedure (email, etc.)

The list of above mentioned procedures is totally dependent on the information provided by SI/OB at request time.

SMRC Process Hierarchy

For a SMRC, there are generally four main process areas and several sub-processes. Procedures are shown in figure below. These are organized in a pyramid to demonstrate that each process and associated procedure rely on the process below them. This means each process is dependent on the process below it.



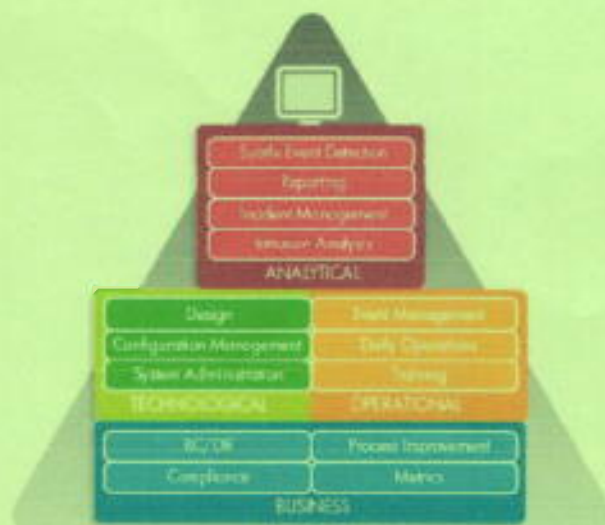


Figure 2: Process Hierarchy that shows the various SOC processes and how they build on each other.

Our SMRC processes are broken up into the four main categories:

- **Business processes:** Document all the administrative and management components that are required to effectively operate the SMRC.
- **Technology processes:** Maintain all the information relating to system administration, configuration management and conceptual design.
- **Operational processes:** Document the mechanics of the daily operations, like shift schedules and turn-over procedures.
- **Analytical processes:** Encompass all activities designed to detect and better understand malicious events.

Organizational Relationships

In addition to documenting the processes and procedures necessary to operate the SMRC effectively, Rewterz have a large number of external relationships to effectively manage a crisis situation. These relationships include internal teams, such as: Incident Response, Security Management, Security Engineering, Legal, Human Resources, and Lines of Business. Relationships also include external teams like: CERT/CC, Information Sharing and Analysis Centers (ISAC), local and national law enforcement, supporting product vendors, etc. All the various points of contact (POCs) are well-documented along with how and when they should involve them in a developing situation.

Incident Detection vs. Analysis

Detection time is defined as the period of time from when an event is identified within the SMRC to when the analyst makes a decision as to how to act on it. For example, an analyst detects a SQL injection attack against a monitored web server. He will then conduct initial research using intelligence about the various threats to better understand whether the event points to a true attack. After research, the analyst will determine the priority of the event and annotate the event. For example, a misconfiguration of the security device, a false positive event due to a faulty web app, worthy of additional monitoring attention, worthy of additional research, or a confirmed intrusion attempt to be escalated.

The analytical time frame begins once operational time is past and continues for up to 90 days. After initial research, an analyst will typically annotate an event for further analysis. At this point,

the processes within the analytical time frame take over. More senior personnel will continue researching the events, notify the necessary constituents, report the event, and perform forensic analysis as needed. Analysis continues as trends and long-term patterns are analyzed by visual data mining and other advanced analytical techniques. This distinction in timeframes, as shown in figure below, will help to organize SMRC processes and clearly delineate roles among the associated actions.



Figure 3: Timeline for event detection through analysis

SMRC Procedure Flow

Figure below gives an example of the relationships among the subordinate procedures. The core procedures documented in the circle should be areas of particular emphasis as these define the basic actions to recognize and respond appropriately to detected malicious events.

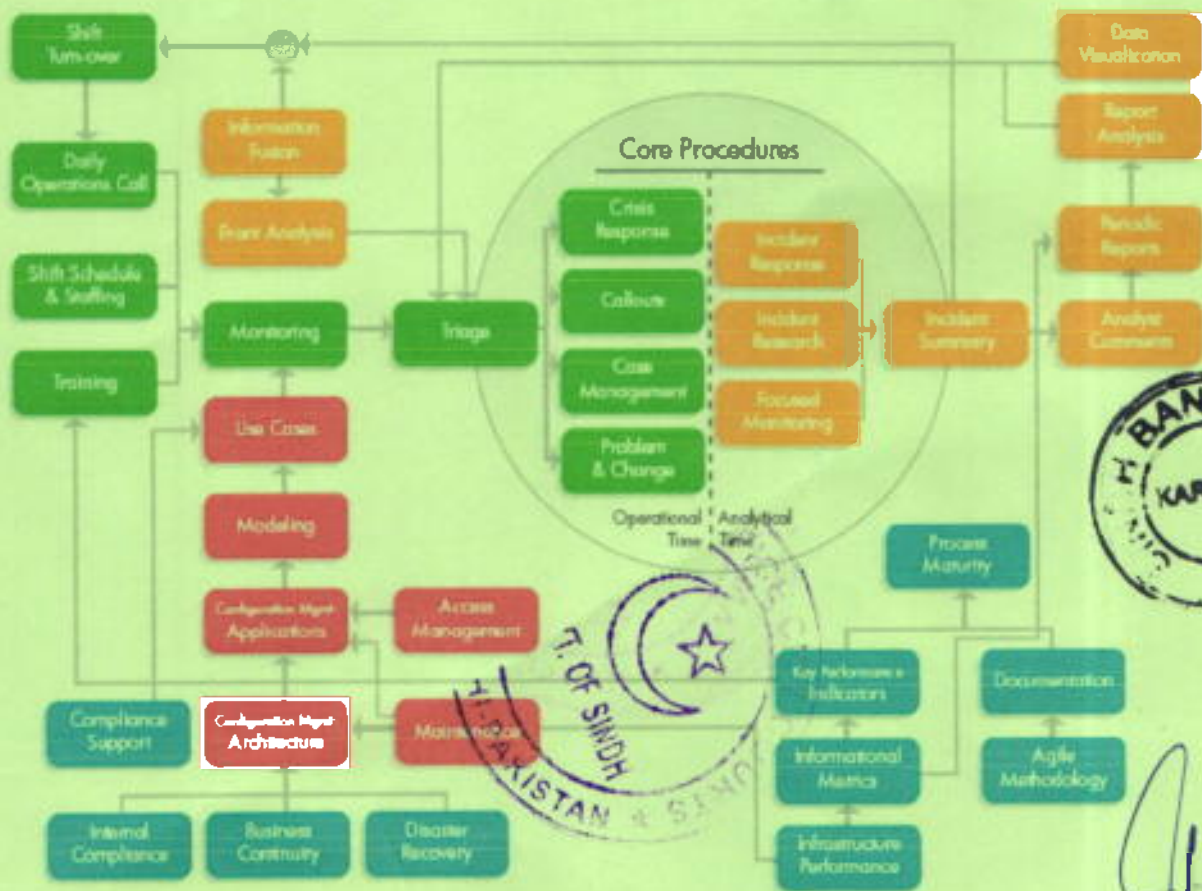


Figure 4: SOC procedure flow



Environment Understanding

Without an understanding of the technical environment, it will be difficult to investigate and to understand if an actual attack has occurred. For this reason, the staff within the SMRC must have the appropriate tools, diagrams, and knowledge of the network to perform their daily job. It is important to have both an electronic and a hard copy of the key network and application architecture diagrams or any new SMRC staff, navigating and understanding the environment should be included as part of their required basic training. This will also help meet SLAs and overall service levels within the SMRC.

As a part of the SMRC's service functions the security architecture will be defined and the SMRC staff will have access to the different components and tools within that architecture. These may include, but are not limited to:

- SIEM monitoring and correlation.
- Antivirus monitoring and logging.
- Network and host IDS/IPS monitoring and logging.
- Network and host DLP monitoring and logging.
- Centralized logging platforms (syslog, etc.).
- Email and spam gateway and filtering.
- Web gateway and filtering.
- Threat monitoring and intelligence.
- Firewall monitoring and management.
- Application whitelisting or file integrity monitoring.
- Vulnerability assessment and monitoring.
- Monitoring and analyzing events generated by:
 - Endpoint protection tools (AV)
 - Advance malware protection
 - NGFW
 - Switches
 - Routers
 - Servers

Event Management

The core function and technology within a SMRC are based on events from hundreds or even thousands of different systems. Essentially the SMRC is the correlation point for every event logged within the organization that is being monitored. For each of these events, the SMRC must decide how they will be managed and acted upon. The management of events must include a list of instructions that apply on a 24x7 basis. An event is any element that comes into the SMRC and is monitored; while an incident is an event that must be acted upon. As a part of event management, the SMRC provides telephone and email assistance to its stakeholders. Also defining the guidelines for the level-one SMRC support is important. These will include:

- Open an incident ticket for any problems noticed and reported.



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- Close an incident ticket when resolved.
- Serve as the initial point of contact for customers on the organization's network.
- Maintain daily shift logs.
- Perform rudimentary testing and diagnosis.
- Validate that the incident is not a user error.
- Formally assign the incident to the SMRC.

Incident Assignment, Update and Escalation

Before assigning incidents and defining the escalation process, SNDB will need to agree on the technical solution used to maintain the incident records. The main aspect is to ensure the system allows for the assignment of the ticket and handoff if the incident continues past the SMRC operator's normal work shift. This system must also provide a level of security to ensure that tickets with sensitive information are only viewed by those with approved access. To ensure quick attention to incidents, the priority level and timeline of the response must be defined as an incident is assigned.

For the duration of this agreement, the SIRP solution will be the technical platform used to maintain the incident records.

NOTE: *Priority should not be confused with severity. Priority is the level of response time identified when the incident ticket is created or updated based on the extent of the impact.*

Incident and Event Categorization

Categories will be defined in the SIRP and metrics can be tracked accordingly for each category. Reference categorization for instance could be:

- Root Level Intrusion (Incident).
- User Level Intrusion (Incident).
- Denial of Service (Incident).
- Malicious Logic (Incident).
- Unsuccessful Activity Attempt (Event).
- Non-Compliance Activity (Event).
- Reconnaissance (Event).

Incident Resolution and Escalation Procedures

Resolution of incidents in the SMRC may tie into an existing incident response practice, but it must be included in the incident ticket record escalation process, which documents the steps required by the SMRC staff. For resolutions of incidents many tasks will need to be completed, including:

- Documenting incident description and resolution.
- Referencing any other ticket or incident record it is.
- Closing the incident record and the communication methods used to notify the end user or tier level contacts.
- Documenting the underlying root cause of the problem.



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A photograph of a white envelope with a blue 'OFFICIAL' stamp and a blue ink signature. The envelope is slightly open, and the signature is written in blue ink across the front. The word 'OFFICIAL' is printed in blue capital letters on a rectangular stamp.

100-443887-1000



On high-priority incidents, the SMRC should have a defined distribution list that is used for sending the problem resolution and assigned incident record ID. Rewterz will define escalation procedures as part of defining SMRC operations and will document those SOPs, at a minimum:

- Resources to assist with resolution of incidents.
- Review of open incident records.
- Status updates.
- No response from custodians / owners (again it is defined as part of the SMRC services and in many cases may be the end user or system administrator).
- Adding notes to the incident record.
- Additional escalations.
- Incident record closure.
- High priority / high severity handling.
- Lack of resolution.

Vulnerability Management

One of the important aspects of SMRC is to have a well-defined SOP for vulnerability management. The onsite Level-1 and Level-2 staff will perform quarterly Vulnerability Assessment and Management for the defined critical assets (critical assets to be defined by SNDB. "Vulnerability Management" service will be provided at no additional cost.

Threat Intelligence

We give you the ability to gain clear insight on the nature of the threats currently facing your information, and those that are to come. The loopholes within your infrastructure will be targeted for detection based on the attack patterns learned on the perimeter interface(s).

In addition to these alerts and actions, we also provide you with detailed reports on threats anytime you need them. We'll keep threat intelligence logs that are updated in real-time, comprehensively covering your infrastructure, mobile devices and software, cloud and virtual storage systems, as well as malware that may be trying to break in.

Threat Intelligence completely focused to your organization, all you have to do is to deploy our free Threat Intelligence Sensor on your pic facing network and assign your unused pic IP addresses to it.

With our customized platform and numerous attack sensors framework collecting malicious events all over Pakistan, making it most comprehensive and advanced threat intelligence gathering network in the country. Rewterz has mastered the art of threat intelligence, and are ready to help you fortify the defenses. To keep your information safe, you need the most advanced threat intelligence out there. Through this sensor deployment we aim to share and dissipate knowledge about sophisticated threats and advanced attacker practices in use on the Internet today focused to your organization with very detailed reporting capabilities. This also gives your organization the ability to gain clear insight on the nature of the threats currently facing its

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information, and those that are to come. Your possible weaknesses and vulnerabilities will be detected, and loopholes within your security measures will be targeted for elimination.

Rewterz Value-Add

Rewterz at its core is backed by experts in the field of Incident Management having a cumulative experience of 50 years. When it comes to handling incidents either in offsite or onsite service model with Rewterz team, we support our customers round the clock.

A **Senior Rewterz Consultant** will oversee the entire project for limited time until the resident staff meets desired acceptance level.

Rewterz Team at Rewterz remote SOC will back an advanced anomaly or incident discovered in the SNDB SMRC remotely.

Rewterz – Incident Response Times Categorization

Level	Severity	First Response Time (after determination of the severity) (max)	Resolution Time *
1	High	30 minutes	Immediately after investigation is completed and severity is ascertained as high
2	Medium	1 hour	4 weeks after investigation is completed and severity is ascertained as medium
3	Low	3 hours	12 weeks after investigation is completed and severity is ascertained as low

* Where there's no SNDB dependency

Incident severity Criteria:

Low:

Any unusual/malicious activities observed on the PC's / end machines then the default severity will be low.

Low severity will change from default "Low" to "Medium" if 500 PC's/desktop are simultaneously exploited; to "High" if 2000 PC's/desktop are simultaneously exploited.

Medium and High:

Any unusual/Malicious activities observed on the servers, security devices or on the network devices then the default severity will be medium. *

After investigation by the SOC analyst the severity will be revised. If large scale damage can be caused then severity will be changed to high, this will be decided by the SOC analyst after the investigation and analyst must consult with senior analyst and inform to SNDB SOC manager immediately in case of "High".

*severity will change from "Medium" to "High" if ease of exploit is judge by the analyst to be such that data confidentiality or integrity can be impacted in a bulk exploit actionably the attacker

information, and some that are not. Your position with respect to this information will be
checked and corrected with you accordingly. We will be pleased to do this.

Revised Value-Add

Revised Value-Add is a new way of looking at the value of your business. It is a new way
of looking at the value of your business. It is a new way of looking at the value of your
business. It is a new way of looking at the value of your business.

A Revised Value-Add Committee will review the value of your business. It will be pleased
to do this. It will be pleased to do this. It will be pleased to do this.

Revised Value-Add Committee will review the value of your business. It will be pleased
to do this. It will be pleased to do this. It will be pleased to do this.

Revised - Incident Response Time Categorization

Category	Response Time	Revised Value-Add
Low	1-2 hours	Low
Medium	3-4 hours	Medium
High	5-6 hours	High

When it comes to incident response, it is important to have a clear understanding of the
incident response time. It is important to have a clear understanding of the incident response
time. It is important to have a clear understanding of the incident response time.

Incident Response Time

Any incident response time that is less than 1 hour is considered a low incident response
time. It is important to have a clear understanding of the incident response time. It is
important to have a clear understanding of the incident response time.



Rewterz - Escalation Point of Contacts for SOC

Below is the table of the escalation point of contacts for SMRC:

Escalation Level	Contact Person	Time Frame to Escalate For Resolution of Critical/High Level Issues	Designation	Email ID	Office Number	Contact Number
Level 1	Uzair Iqbal	Immediate	SOC Coordinator	Uzair.iqbal@rewterz.com	021-34630460	0333-7180865
Level 2	Usman Ahmad	1 to 3 Hours	SOC Lead	usman.ahmed@rewterz.com	021-34630460	0331-3694792
Level 3	Shoaib Hashmi	3 to 5 Hours	Head of Projects	shoaib@rewterz.com	021-34630460	0333-3022379
Level 4	Asad Tariq	5 Hours	Head of Sales	asad.tariq@rewterz.com	021-34630460	0311-1021645
Level 5	Faiz Ahmad Shuja	5 Hours	CEO	Faiz@Rewterz.com	021-34630460	0321-3748342



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Row 1 - Escalation Point of Contact for SOC

Below is the list of the escalation point of contact for SOC

Sl. No.	Name	Designation	Mobile No.	Email ID
1	Mr. Arun Kumar	Senior Analyst	9876543210	arun.kumar@soc.gov.in
2	Mr. Vikram Singh	Senior Analyst	8765432109	vikram.singh@soc.gov.in
3	Mr. Ravi Shankar	Senior Analyst	7654321098	ravi.shankar@soc.gov.in
4	Mr. Anil Kumar	Senior Analyst	6543210987	anil.kumar@soc.gov.in
5	Mr. Rajesh Kumar	Senior Analyst	5432109876	rajesh.kumar@soc.gov.in
6	Mr. Sunil Kumar	Senior Analyst	4321098765	sunil.kumar@soc.gov.in
7	Mr. Manoj Kumar	Senior Analyst	3210987654	manoj.kumar@soc.gov.in
8	Mr. Rohan Kumar	Senior Analyst	2109876543	rohan.kumar@soc.gov.in
9	Mr. Adarsh Kumar	Senior Analyst	1098765432	adarsh.kumar@soc.gov.in
10	Mr. Naveen Kumar	Senior Analyst	0987654321	naveen.kumar@soc.gov.in



APPENDIX B

Financials

Rewterz SOC On Prem Services + SIRP / Year

S #	Part #	Description	Unit Price	Total Price PKR / Year
1	RZ-SOC-RL1	On Prem SOC - L1 Analyst (4-Resources)	included	included
2	RZ-SOC-RL2	On Prem SOC - L2 Analyst (2-Resources)	included	included
3	RZ-SOC-RL3	On Prem SOC - L3 Analyst (Offsite - 1 case / month)	included	included
4	RZ-SIRP-IR	SIRP - Incident Response	FOC	FOC
5	RZ-SIRP-TI	SIRP - Threat Intelligence	FOC	FOC
6	Burp Suite	Burp Suite Professional Rapid 7 Nexpose for 128	FOC	FOC
7	Nexpose	IPs with 12 months subscription	FOC	FOC
			Net Total Amount PKR	PKR7,700,000.00
			Service Sales Tax (13%)	PKR1,001,000.00
			Gross Total Amount PKR	PKR8,701,000.00
Grand Total SOC On Prem Services				PKR8,701,000.00

Payment Terms

Total Contract Amount: PKR 8,701,000.00

- 1st Payment: SNDB will pay Rewterz 50% on deployment of SOC team at SNDB (PKR 4,350,500)
- 2nd Payment: SNDB will pay Rewterz 25% after 6 months.(PKR 2,175,250)
- 3rd Payment: Last payment, SNDB will pay 25% after end of contract.(PKR 2,175,250)



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Annexure "D"

Declaration of Fees, Commissions and Brokerage etc Payable by the Suppliers of Services Pursuant To Rule 89 Sindh Public Procurement Rules Act, 2010

Rewterz Information Security [the Supplier] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Pakistan (GoP) or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoP) through any corrupt business practice.

Without limiting the generality of the foregoing, [the Supplier] represents and warrants that it has fully declared the brokerage, commission, fees etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP, except that which has been expressly declared pursuant hereto.

[The Supplier] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with GoP and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty. [The Supplier] accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to GoP under any law, contract or other instrument, be voidable at the option of GoP.

Notwithstanding any rights and remedies exercised by GoP in this regard, [the Supplier] agrees to indemnify GoP for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoP in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by [the Supplier] as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP.

For and On Behalf Of

Rewterz Information Security

Signature: _____

Name: Asad Tariq

NIC No: 42201-0686099-7

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