

# 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 Monitoring thier adherence to Fair Treatment Central (FTC)
- 4) TENDER NUMBER SNDB/COK/ADMIN/T/1201/2021
- 5) BRIEF DESCRIPTION OF CONTRACT Same as Above
- 6) FORUM THAT APPROVED THE SCHEME Competent Authority
- 7) TENDER ESTIMATED VALUE Rs.1,200,000/-
- 8) ENGINEER'S ESTIMATE  
(For civil works only) -
- 9) ESTIMATED COMPLETION PERIOD (AS PER CONTRACT) 01 Year
- 10) TENDER OPENED ON (DATE & TIME) 06/07/2021 At 1100 Hours
- 11) NUMBER OF TENDER DOCUMENTS SOLD 01  
(Attach list of buyers)
- 12) NUMBER OF BIDS RECEIVED \_\_\_\_\_
- 13) NUMBER OF BIDDERS PRESENT AT THE TIME OF OPENING OF BIDS 00
- 14) BID EVALUATION REPORT 06/07/2021 Attached  
(Enclose a copy)
- 15) NAME AND ADDRESS OF THE SUCCESSFUL BIDDER M/s. The Dynamics Research Consultants & Smt No. 901,  
Park Avenue, PECHS, Block-6  
Shahrah-e-Jamal, Karachi
- 16) CONTRACT AWARD PRICE Rs.1,155,400/-
- 17) RANKING OF SUCCESSFUL BIDDER IN EVALUATION REPORT  
(i.e. 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> EVALUATION BID). 1) M/s. The Dynamics Research Consultants

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 \_\_\_\_\_ COMPETENT AUTHORITY \_\_\_\_\_

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 S. No: T00531-20-0032
No	

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

Yes	Notification (16/06/2021)
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 details and 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 COMMITMENT, IF A ROAD:  
(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

39) Date of Award of Contract: 8/9/21

Signature & Official Stamp of  
Authorized Officer

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

**FOR OFFICE USE ONLY**

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

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

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<b>Monitoring their adherence to Fair Treatment (FTC) central themes/principles on an ongoing basis and demonstrate how culture, strategies and controls deliver fair treatment to its customers through FTC framework (1201)</b>				
<b>S.NO</b>	<b>COMPANY NAME</b>	<b>AMOUNT (Rs)</b>	<b>PAY ORDER NO</b>	<b>NAME OF BANK</b>
01	Dynamic Research Consultant	300	99197036789	Meezan Bank
<b>Total</b>			<b>300/-</b>	

Monitoring their Adherence to Fair Treatment (FTC) Central Themes/Principles on an ongoing basis and demonstrate how culture / strategies and controls deliver fair treatment to its customers through (FTC) Framework		
Bid Evaluation Report		
1	Name of Procuring Agency	Sindh Bank Ltd.
2	Tender Reference No.	SNDB/COK/ADMIN/TD/1201/2021
3	Tender Description	Monitoring their Adherence to Fair Treatment (FTC) Central Themes/Principles on an ongoing basis and demonstrate how culture / strategies and controls deliver fair treatment to its customers through (FTC) Framework
4	Method of Procurement	Single Stage One Envelope Bidding Procedure
5	Tender Published & SPPRA S.No.	T00531-20-0032.(Notification) (16/06/2021).
6	Total Bid Documents Sold	01
7	Total Bids Received	01
8	Technical / Financial Bid Opening Date & Time	06/07/2021 at 1100 Hrs.
9	No. of bids qualified	01
10	Bid(s) Rejected	-

Details on the above as given below:

S. No.	Name of Firm or Bidder	Qualified / Disqualified in Technical/ Eligibility Inspection	Total Cost offered by the Bidder	Ranking in terms of cost	Comparison with Estimated cost (Rs.1,200,000/-)	Reasons for acceptance/ rejection	Remarks
0	1	2	3	4	5	6	7
01.	M/s. The Dynamics Research Consultants	Qualified in Evaluation Process	Rs.1,155,493/-	Only Lowest Bidder	Rs.44,507/- Below the estimated cost	Accepted Only Qualified Evaluated Bidder	Rule 48 has been complied with

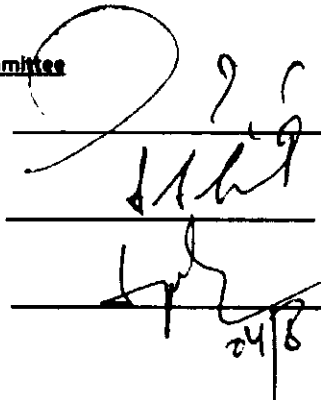
Accordingly, going by the Technical/Financial Evaluation criteria laid down in the tender document, M/s. The Dynamics Research Consultants is the lowest evaluated bidder and their bid is also below the estimated cost, hence recommended for Monitoring their Adherence to Fair Treatment (FTC) Central Themes/Principles on an ongoing basis and demonstrate how culture / strategies and controls deliver fair treatment to its customers through (FTC) Framework to Sindh Bank Ltd.

**Members Signature- Procurement Committee**

Lt. Col. (R) Shahzad Begg  
Chairperson-Head of Administration

Saeed Jamal  
Member-Chief Financial Officer

Syed Muhammad Aqeel  
Member- Chief Manager, IDBL Karachi





SIGNATURE MEMBERS PG-ADMIN  
Head - Fin Div. *[Signature]*

Social Dynamics Business Dynamics Market Dynamics Consumer Dynamics

**THE DYNAMICS**  
RESEARCH CONSULTANTS

**FINANCIAL PROPOSAL**

**PRICE SCHEDULE**

(Applicable for the year 2021-2022)

Name of Bidder **THE DYNAMICS RESEARCH CONSULTANTS**

S.No	Item Description	Unit Cost	Qty	Amount
1	Computer Assisted Telephonic Interviews (CATI)	Rs. 348.04	2000 Calls	Rs. 696,080.00
2	Mystery Shopping, Visits to the branches Area wise breakup is attached as Annexure "M"	Rs. 3,480.40	132 Visits	Rs. 459,413.00
<b>*Total Amount (Inclusive of all taxes)</b>				<b>Rs. 1,155,493.00</b>

\* 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 4. below)

**Note**

1. The cost must include all applicable taxes, Stamp duty (as applicable under Stamp Act 1989) including visit charges up to Sindh Bank Limited branches on countrywide basis.
2. No Advance Payment. Bill will only be processed on the basis of following condition; Certificate of satisfaction from the Concerned Officer.
3. 5% of the Total Amount will be made the total sum of Bid Security to be deposited with the financial proposal in shape of Pay Order/Bank Guarantee in favor of Sindh Bank Limited.
4. Lowest Evaluated Bidder is going to be the criteria for award of contract rather than considering the lowest bid offered, encompassing the lowest whole sum cost which the Procuring Agency has to pay for the services/items during contract period. SPPRA Rule 49 may please be referred As it is package tender, so no partial lowest cost will be considered for award of any work.
5. Qualified company will also be bound to sign a bond/undertaking that in case of any observation arising in respect of quality of the services, the company will be liable to address it at his own cost, non-compliance of the same will result into initiation of a case against the company for non-commitment.
6. All conditions in the contract agreement attached as Annexure G are part of this tender document.
7. The tender will be considered cancelled if the contract agreement/Performance Security after due signature are not submitted with Admin Office after 5 days of completion of bid evaluation report hoisting period (3 days) on SPPRA website.
8. The Tender will stand cancelled if the services are not provided within 3 months of issue of contract award.
9. The tender will stand cancelled if any of the given conditions of the tender is not met in strictly as per the requisite of the tender document.
10. In case the financial evaluation is the same, then the successful bidder will be the one who has acquired more marks in technical criteria.
11. If the company qualifies the eligibility criteria, the Bank will do inspection visit of the company site. The site inspection phase will be checked as per the Performa attached as Annexure N.

Signature of Bidder

*[Signature]*

**THE DYNAMICS**  
RESEARCH CONSULTANTS

Suit No: 501, Park Avenue, PECHS Block 6, Shara-e-Faisal Karachi. Pakistan.  
Tel: +92 21 3431 1989, Fax: +92 213431 1988  
Email: info@thedynamics.biz

[www.thedynamics.biz](http://www.thedynamics.biz)

TENDER No: SNDB/COK/ADMIN/TD/1201/2021


Date: 03/08/2021


**Monitoring their Adherence to Fair Treatment (FTC) Central Themes/Principles  
on an ongoing basis and demonstrate how culture / strategies and controls  
deliver fair treatment to its customers through (FTC) Framework  
Certificate in Compliance of Rule 48 of SPPRA**

This is to certify that as only one bid was received against the tender, so Rule 48 has been complied with detail as follows:

S.No	Market Price.	Estimated Price	Current tender Price
01	Rs.1,494,000/-	Rs.1,200,000/-	Rs.1,155,493/-

**Member Procurement Committee**

  
-----  
Head of Finance Division

  
-----  
Head of Admin Division

  
-----  
Member of IDBL



**PRICE SCHEDULE**

(Applicable for the year 2021-2022)

Name of Bidder **THE ISOURCE**

S.No	Item Description	Unit Cost	Qty	Amount
1	Computer Assisted Telephonic Interviews (CATI)	Rs. 450	2000 Calls	Rs. 900,000.00
2	Mystery Shopping, Visits to the branches Area wise breakup is attached as Annexure "M"	Rs. 4,500.00	132 Visits	Rs. 594,000.00
*Total Amount (inclusive of all taxes)				Rs. 1,494,000.00

*Timeline: - This Project Work Process 16-week.*

*Within this project we will be conducting CATI Calling and Mystery Shopping by visiting branches area wise all over Pakistan.*

**The Isource**

**Proprietor**

Signature: \_\_\_\_\_



**Evaluation Performa**

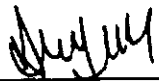
Serial No: 01

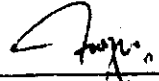
Bidder Name: The Dynamics Research Consultants

SNDB shall evaluate proposals using the following eligibility criteria

S. No.	Requisite	Total Marks	Marks Obtained	Remarks	Attachment of relevant evidence in each case is mandatory. In case of non-compliance no mark will be awarded	Evidence attached as
1	Banks on Cliental List for providing the same service. (For counting of each bank services to at least 10 branches are mandatory)	15	15	5 Banks and above	Award letters to be attached duly issued from each concerned Bank	Annexure "A"
		7		Less than 5 Banks		
2	Years in Business in relevant field	15	15	5 Years and above	NTN Certificate / Letter of Incorporation / Company Registration Letter / Letter or Declaration of Commencement of Business with evidence is required to be enclosed	Annexure "B"
		7		3 Years and Above		
3	Average Yearly Turn Over in Last 3 Years (In PKR)	20	20	On an average of 24 million and above per year	Audit Report / Tax Return	Annexure "C"
		10		Less than 24 million per year		
4	Number of Offices in cities	10		5 and above	Give complete address along with PTCL landline numbers. No mobile number will be entertained.	Annexure "D"
		5	5	Less than 5		
5	Total Number of Successful interviews VIA CATI per month	20	20	1000 interviews or more	Details of Successful interview to be attached.	Annexure "E"
		10		Less than 1000 interviews		
6	Number of Bank Branches covered last three years	20	20	500 Branches or more	Award letters to be attached duly issued from each concerned Bank	Annexure "F"
		10		Less than 500 Branches		
Total Marks		100	95	Qualified / Disqualified		

**Members Signatures- Evaluation Team**

  
Athar Iqbal  
Administration Division




  
Fouzia Shauhin  
Operations Division

  
Taimoor Ghausi  
Finance Division

**Members - Procurement Committee**

- 1 HEAD OF ADMIN
- 2 CHIEF FINANCIAL OFFICER
- 3 CHIEF MANAGER, IDBL

Signature



Circular

SNDB/CO/ADMIN/BIDDING/CIRC/1201/2021

Date: 06-07-2021

Opening of Tender for Selection of Monitoring their adherence to FIC themes/  
Principles on an ongoing basis.

Bidders have been called upon to participate for the subject purpose. Members of the procurement committee are requested to attend the event as per the given schedule:

Bid Opening Date: 06-07-2021

Bid Opening Time: 11:00 hours

Venue : Board Room

Ather Iqbal  
Incharge Procurement

Signature –Procurement Committee Members

Head of Administration

Chief Financial Officer

Chief Manager (IDBL)

ATTENDANCE SHEET  
 BID OPENING -

*on an ongoing Basis*

FOR SELECTION OF Monitoring their adherence to FIC Rules / Principles

Date: 06-07-2021

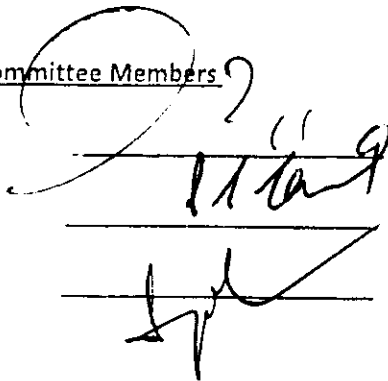
S.No	Company Name	Name of Company Representative	Contact No.	Company Address	Signature
01	The Dynamic Research Consultant	By our son			

Signature - Procurement Committee Members

Head of Administration

Chief Financial Officer

Chief Manager (IDBL)



Handwritten signatures of Procurement Committee Members, including the Head of Administration, Chief Financial Officer, and Chief Manager (IDBL).



OPENING OF BID  
FINANCIAL PROPOSALS

on an Ongoing Basis.

FOR SELECTION OF Monitoring their adherence to FIC Memos/Principles

Date: 16-07-2021

S.No	Company Name	Total Bid Offered		Signature of Company Representative	Remarks
		Announced	Evaluated		
01	The Dynamic Research Consultant	Rs 1,155,493/-			

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 Monitoring their adherence to FTC themes / Principles

TYPE OF TENDER SINGLE STAGE-ONE ENVELOPE / SINGLE STAGE-TWO ENVELOPE / TWO STAGE / TWO STAGE-TWO ENVELOPE on an ongoing Basis

OPENING DATE 06-07-21

OPENING TIME 1100 Hours.

ATTENDANCE (MEMBER PC)

	<u>NAME</u>	<u>FIRM</u>
ATTENDANCE (REPS. OF BIDDERS)	<u>① The Dynamic Research</u>	<u>consultant.</u>
	<del>_____</del>	<del>_____</del>
	<del>_____</del>	<del>_____</del>
	<del>_____</del>	<del>_____</del>
TOTAL BIDS ACCEPTED FOR EVALUATION	<u>#01</u>	
TOTAL BIDS REJECTED	_____	
REMARKS	_____	

SIGNATURE MEMBERS PC-ADMIN

Head - Fin Div. [Signature]

Head - Admin Div. [Signature]

Member-IDEL [Signature]

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



Social Dynamics Business Dynamics Market Dynamics Consumer Dynamics

# THE DYNAMICS RESEARCH CONSULTANTS

## INTEGRITY PACT

Contract Number: SNDB/COK/ADMIN/TD/1201/2021

Dated: 01-09-2021

Contract Value: Rs. =1,155,493\-

**Contract Title:** Monitoring their adherence to Fair Treatment (FTC) central themes / principles on an ongoing basis and demonstrate how culture, strategies and controls deliver fair treatment to its customers through FTC framework

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

**M/s. The Dynamics Research Consultants** 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 Sindh (Gos) or any administrative subdivision or agency thereof or any other entity owned or controlled by it (Gos) through any corrupt business practice.

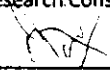
Without limiting the generality of the foregoing, **M/s. The Dynamics Research Consultants** represents and warrants that it has fully declared the brokerage, commission, fees etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside 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 Gos, except that which has been expressly declared pursuant hereto.

**M/s. The Dynamics Research Consultants** 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 Gos and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty. **M/s. The Dynamics Research Consultants** 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 Gos under any law, contract or other instrument, be voidable at the option of Gos.

Notwithstanding any rights and remedies exercised by Gos in this regard, **M/s. The Dynamics Research Consultants** agrees to indemnify Gos for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to Gos in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by , 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 Gos.

For and On Behalf of

The Dynamics Research Consultants

Signature: 

Name: Muhammad Saad

For and On Behalf of

Sindh Bank Limited

Signature: 

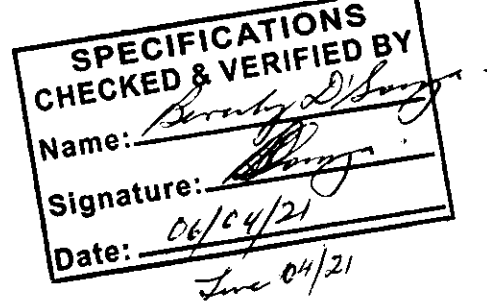
Name: Shahzad Beg  
Head of Admin In



THE DYNAMICS  
RESEARCH CONSULTANTS

Suit No: 501, Park Avenue, PECHS Block 6, Shara-e-Faisal Karachi. Pakistan.  
Tel: +92 21 3431 1989, Fax: +92 213431 1988  
Email: info@thedynamics.biz

www.thedynamics.biz



### 3 SCOPE OF WORK / TECHNICAL SPECIFICATION

Sindh Bank needs to continue to monitor their adherence to Fair Treatment (FTC) central themes / principles on an ongoing basis and demonstrate how culture, strategies and controls deliver fair treatment to its customers through FTC framework.

Conduct Assessment Framework (CAF) is a self-assessment conduct tool for banks that will measure bank's state of conduct. The purpose to quantify conduct is to develop a periodic, reliable, diagnostic and comparable mechanism which helps bank deliver its commitment to FTC in the most optimum way.

Sindh Bank at this stage desire to quantify its measurement towards FTC for two of its programs that is Mystery Shopping & Consumer Satisfaction Survey (CSS)

#### 1. Mystery Shopping

The mystery Shopping Program which will cover the following:

- Fulfillment of Sindh Bank requirement at branch level  
Overall conduct & behavior of staff with customers
- Evaluation of customer services being provided as per service standards
- Knowledge about services
- Ability to understand and resolve customer's problems/queries
- Turnaround time taken for transaction and other customer requests
- The work environment
- Identify the areas of staff strength and weakness

#### 1.2 Research Approach

For conduct of the video mystery shopping exercise, Sindh Bank Limited requires to adopt Standard "Video Mystery Shopping" (VMS), that is, one time visit to observe situation of a branch's interest on standard parameters. Relevant facts, actions and behaviors are recorded by interacting with Branch Staff

#### 1.3 Field Methodology

- Structured questionnaire will be used for data recording across the branches
- Mystery shopper will record branch evaluation based on mutually agreed survey instrument that will be designed and finalized in consultation with the client and agency.
- Branch evaluation will soon be recorded within an hour after a visit (somewhere away from the covered branch).
- Mystery shoppers will also be instructed to note down any misconduct/anomalous behavior, which they might observe in the service center.

<b>SPECIFICATIONS CHECKED &amp; VERIFIED BY</b>	
Name:	<i>Berndt Gul Bengt</i>
Signature:	<i>Bengt</i>
Date:	<i>06/04/21</i>

*June 04/21*

*2022 Bengt*

#### 1.4 Deliverables & Timeliness

- All visits conducted will be video recorded
- Total of 132 branches to be visited in the period of six months/ by 31<sup>st</sup> January ~~2019~~ positively
- The Final report will be provided latest by 10 working days after the completion of all the visits
- Interactive dashboard will be provided

## 2. Consumer Satisfaction Survey (CSS)

Customer satisfaction comprehensively studies customers' behavior at each phase of their experience, **causes and consequences**. It covers all the dimension necessary to understand the mechanisms governing customers' satisfaction as well as all the levers needed for strategic decisions.

### Deliverables & Timelines

#### 2.1 Research Methodology

- Quantitative survey across all segments will be conducted through 2000 Interviews' via 5-7 minutes agreed instrument by using CATI (Computer Assisted Telephonic Interview).
- Client data base will be provided by Sindh Bank 7 times the sample size for achieving the desired sample.
- GSM gateways for SIMs based dialling.
- Offering Urdu, English and all main regional language interviewing.
- 100% voice recording of the interviews.
- Automatic call disposition and performance statistics with very detailed project and interviewer specific reports.

Real-time remote progress monitoring over web for CATI operation managers and clients.

2.2 Total of 2000 customers

2.3 Final Report

2.4 Interactive Dashboard



SNDB/COK/ADMIN/TD/1201/2021

Dated: 28/09/2021

M/s. The Dynamics Research Consultants  
Suite No.501, 5<sup>th</sup> Floor, Park Avenue  
P.E.C.H.S, Block-6  
Shahrah-e-Faisal  
Karachi

**Subject: Contract Award – Monitoring their Adherence to Fair Treatment (FTC) Central Themes/Principles on an ongoing basis and demonstrate how culture / strategies and controls deliver fair treatment to its customers through (FTC) Framework**

Dear Sir,

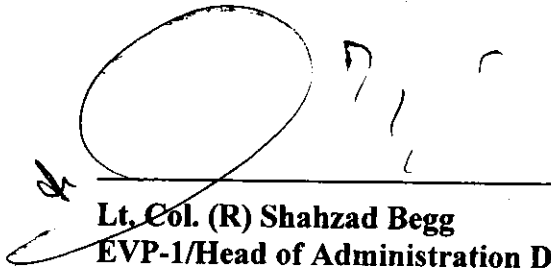
The management of Sindh Bank Limited is pleased to award the subject contract to

**M/s. The Dynamics Research Consultants** in accordance with terms and conditions

mentioned in our tender dated 16/06/2021.

Sincerely,

For & behalf of Sindh Bank Limited,

  
Lt. Col. (R) Shahzad Begg  
EVP-1/Head of Administration Division



**WHEREAS:**

- A. The Service Provider is engaged in the business of providing certain specialised services, hereinafter referred to as the "Services"; and
- B. The Bank has approached the Service Provider for carrying out mystery shopping activities for evaluating the Service Quality of the Bank Branches and the Service Provider has agreed to provide such services to the Bank on the terms and conditions hereinafter appearing;

**NOW, THEREFORE,** in consideration of the mutual covenants hereinafter set out, the parties agree as under;

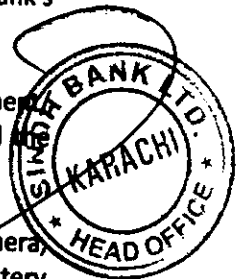
**1. SCOPE OF SERVICES**

The scope of the study will comprise of Video Mystery Shopping Visits along with Telephonic Customer Satisfaction Survey and the Service Provider is advised to make necessary preparations to commence the Video Mystery Shopping and Telephonic Customer Satisfaction Survey in accordance with the methodology specified by the Bank.

**2. DUTIES, OBLIGATIONS AND RESPONSIBILITIES**

**2.1. General**

- 2.1.1. Without prejudice to the generality of the duties and obligations assumed by the Service Provider throughout this Agreement, the Service Provider shall also have the non-exhaustive list of duties, obligations and responsibilities hereinafter appearing.
- 2.1.2. The Service Provider shall render and perform its duties and obligations under this Agreement with best efforts and with such skill and care as would be expected of a prudent professional in the industry and adhere to the instructions / requirements of the Bank as per the terms of this Agreement.
- 2.1.3. The Service Provider shall always adhere to the Bank's requirement as communicated to them in writing from time to time and shall be of the essence in this Agreement.
- 2.1.4. The Service Provider shall monitor, analyse and measure the service quality parameters as defined/provided by the Bank. The Service Provider shall carry out Video Mystery Shopping and Telephonic Customer Satisfaction as per the clauses mentioned in Annexure I "Particulars of Services".
- 2.1.5. The Service Provider shall evaluate the product knowledge, attitude and behaviour of the bank representatives about customer services.
- 2.1.6. The Service Provider shall deliver A) Video Mystery Shopping assessment reports along with the videos and interactive dashboard and B) Voice recording of Telephonic Customer Satisfaction Survey along with data and interactive dashboard to the Bank's representative as per the timeline mutually agreed between both the parties.
- 2.1.7. The Service Provider will ensure the use of high quality/ sophisticated equipment devices for conducting Mystery Shopping. Also match between the report and video is compulsory.
- 2.1.8. The Service Provider shall ensure the use of any equipment (like Ipad, button camera, tie camera, key chain camera and wristwatch camera) for audio/video mystery shopping. Moreover, Service Provider will not take any pictures of the female customers/ staff members.
- 2.1.9. After awarding the formal go-ahead to the Service Provider, if the Bank wishes to cancel the project at any stage due to any reason, the Service Provider would charge the cost of assignment completed till that time.
- 2.1.10. Any representative from the Bank has all rights to accompany Service Provider's mystery shoppers during the mystery shopping assessment visit of Bank's branches.



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### 3. SERVICE CHARGES

3.1. In consideration of the services provided by the Service Provider under this agreement, the Bank has agreed to pay the service charges as detailed in below table.

Services	Rate (Inclusive of all Taxes)
Video Mystery Shopping	=459,413/-
Telephonic Customer Satisfaction Survey	=696,080/-

3.2. Thereafter either Party may, if it deems necessary, propose in writing a revised schedule of service charges for consideration. Such revised schedule of service charges shall take effect upon acceptance thereof by both Parties.

3.3. Video Mystery Shopping visit and Telephonic Customer Satisfaction Survey rate is inclusive of questionnaire development, set up cost, training of mystery shoppers/calling agents, field work, traveling expenses, communication expense, data processing (data entry/ cleaning/ tabulation/ analysis), video editing, video labelling/ rendering, report writing and interactive dashboard.

3.4. The Service provider will invoice the Bank (for the cases the Bank has received by the Service Provider /verified and declared as no objection) in two intervals. First one would be when half of the mystery shopping and telephonic customer satisfaction assigned task gets completed and second would be at the time of completion of the remaining task. In both the invoicing intervals, the Bank will verify the invoice, and in case of no discrepancy, payment will be made to the Service provider within 10 working days from the receipt of the invoice. If there are any discrepancies in the invoice, the Bank shall intimate the same to Service Provider within a week. The Service Provider shall take immediate action to resolve such discrepancies and submit the revised invoice to the Bank.

3.5. Apart from the charges mentioned under this Agreement, the Bank shall not be required to make any other payments.

3.6. If any additional cost in terms of indirect taxes (imposed by the government during the proposal finalization/execution period of the study) gets implemented, then the Bank and the Service Provider will decide about the payment mechanism mutually.

### 4. DURATION AND TERMINATION

4.1. This agreement shall become effective from the 8/9/21 and shall remain effective till 8/9/22 which may be extended upon mutual review of the terms and conditions, and shall be only terminated as per the conditions prescribed herein;

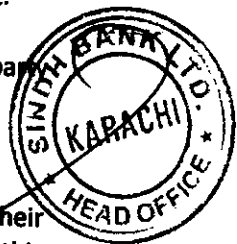
4.2. The agreement may be terminated by either party by serving one month notice in writing to the regular correspondence address of the other party marked for the appropriate contact.

4.3. Any termination shall not affect any right or remedy, which may have accrued to either party before the termination.

### 5. COMPLIANCE WITH LOCAL LAWS

5.1. Except as otherwise provided in this Agreement, both Parties shall comply with their respective and applicable local laws, which directly or indirectly affect the terms of this Agreement.

5.2. The Service Provider shall, if the same is not already covered by the above Clause, comply in all respects with the provisions of all civil and labour Statutes, Rules and Regulations and any other laws applicable to it and / or to its employees / representatives even if they are not direct employees of the Service Provider but engaged to deliver the Services.



**6. INDEMNITY**

The service provider agrees to protect, indemnify and hold the Bank and each of its subsidiaries, affiliates, officers and employees harmless from any and all losses, liabilities, claims, demands, costs, expenses and such like incurred by and/or made against the Bank and/or any of its subsidiaries, affiliates, officers or employees arising out of or in connection with the breach of this agreement by the Service Provider or incurred by the bank as a result of the Service Provider's negligence and/or the negligence of its personnel.

**7. AGENCY OR PARTNERSHIP**

7.1. Nothing contained in this Agreement shall be construed as creating a partnership between the Bank and the Service Provider nor shall it constitute the Service Provider as an agent of the Bank.

7.2. The Parties hereby agree and undertake that they are independent entities engaged in the conduct of their own business and neither party shall be deemed to be the agent, representative or employee of the other for any purpose whatsoever and the existence of this Agreement does not create any right or authority to make any representation or warranty or to assume, create or incur any liability or obligation of any kind, express or implied, in the name of or on behalf of the other.

**8. CONFIDENTIALITY, PRIVACY AND SECURITY OF INFORMATION**

8.1. The service provider shall not, and shall ensure that the personnel do not, use, divulge or communicate to any person (other than the designated person the Bank only).

8.2. Where the Bank shall have obtained any confidential information from any third party under an agreement which include any restriction on disclosure known or which is made known to the service provider or any of the personnel, the service provider shall not, and shall ensure that any personnel shall not, without the prior consent in writing of the authorized signatory of the bank at any time whether during the term of this agreement or after its termination for whatever cause, infringe such restrictions.

8.3. Data gathered through Mystery shopping and customer satisfaction survey shall be kept by Service Provider in record up till final presentation only, after which the data shall be provided to the bank and will be deleted from the Service provider's record.

8.4. Data includes (Mystery shopping / telephonic customer satisfaction reports, presentations, analysis, audio, video, stats, information, facts and figures) cannot be shared with anyone (other than the Bank) for any reason, nor it can be used by anyone (other than the Bank). Only the Bank will be in authority to use/ share it.

**9. AMENDMENTS**

This Agreement or any renewal thereof shall not be amended, altered, or modified except by an instrument in writing expressly referring to this Agreement and signed by the Parties hereto.

**10. NOTICES**

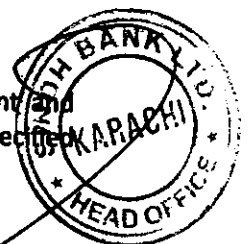
Any notice to be given or other communication to be provided hereunder shall be sent and exchanged between the parties at their respective registered/ head-office addresses as specified hereinbefore, unless another address has been specified by written notice.

**11. COMPLAINT HANDLING**

The purpose of this Complaints Handling Procedure is to ensure that Complaints are handed efficiently, effectively, and consecutively within a reasonable period to ensure that Service Provider shall improve its services and establish long-lasting relationships with Bank and vice-versa.

The Service Provider shall respond to the complaint on the subject matter in writing within a period 24 hour to Bank along with timeline for resolution of the issue and vice-versa.

Once the issue is resolved the same shall be communicated by the Service Provider and vice-versa.



**12. WAIVER**

None of the provisions of this agreement shall be considered waived by either party unless such waiver is given in writing by the party in question. No such waiver shall be waiver of any past or future default, breach or modification of any of the terms, provisions, conditions or covenants of this agreement unless expressly set forth in such waiver.

**13. ASSIGNMENTS**

The Service Provider shall not assign, sub-contract or otherwise transfer any of its rights or obligations hereunder without the prior written consent of the Bank and the same shall not relieve the Service Provider of any liability for full performance of this Agreement as per the terms and conditions herein.

**14. FORCE MAJEURE**

The Service providers shall at all times abide by the deadlines/dates/time given for conducting Mystery Shopping. In case of any hindrance/ uncertainty due to law-and-order situation, the Service provider must immediately bring it to the knowledge of the Bank for future dates.

**15. BUSINESS CONTINUITY PLAN**

Service Provider must maintain adequate disaster recovery and back-Lip procedures and contingency plans to ensure the Service Provider's business continuity and that Service Provider is able to perform this Agreement without any interruption.

**16. DISPUTE RESOLUTION**

All disputes arising between the parties hereto as to any matter or thing arising from or in any manner connected with this agreement shall be referred to arbitration by a sole arbitrator. The arbitration proceedings shall be conducted in accordance with the Arbitration 1940 or any amendment or re-enactment thereof and the rules made there under by an arbitrator to be appointed by the mutual consent of the parties hereto. The arbitrator shall be a retired judge of the supreme court of Pakistan or failing the availability of such an arbitrator a retired judge of the High Court shall act as the sole arbitrator. The decision of the arbitrator shall be final and binding. The venue of arbitration shall be Karachi. Arbitration as aforesaid shall be a condition precedent to any other action under law.

**17. SEVERABILITY**

If at any time and for any reason any provision/s, or part thereof, of this Agreement becomes invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provision/s shall not be affected or impaired. In case it is not possible under law to implement any of the provisions of this agreement the parties undertake to abide by the spirit of this agreement and to endeavor to agree to perform obligations closely reassembly those created by this agreement as shall be permissible by law.

**18. TAXES**

Service charges paid by the Bank to the Service Provider shall be subject to the deduction of withholding tax or other taxes as may be applicable unless the Service Provider produces a valid exemption certificate from the income tax/ tax authorities.

**19. GOVERNING LAW & JURISDICTION**

The Agreement shall be governed by and construed in accordance with the laws of Islamic Republic of Pakistan, and the parties hereto submit that only the courts of competent jurisdiction at Karachi shall have exclusive jurisdiction in all matters arising hereunder.

**20. ENTIRETY**

This agreement together with Annexure I constitutes the entire and only agreement between the Parties with respect to the subject matter hereof and hereby terminates, cancels, and supersedes any and all prior oral or written agreements, negotiations, discussions, representations, warranties, statements or understandings between the parties.

**21. ACCESS TO REGULATOR.**

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The Dynamics Research Consultants and SNDB agree to provide State Bank of Pakistan necessary access to the documentation and accounting records in relation to the for Monitoring adherence to Fair Treatment (FTC) central themes / principles on an ongoing basis and demonstrate how culture, strategies and controls deliver fair treatment to customers through FTC framework for Head Office and right to conduct on – site inspection, If required.

**22. ANTI-MONEY LAUNDERING**

“The Dynamics Research Consultants 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.”

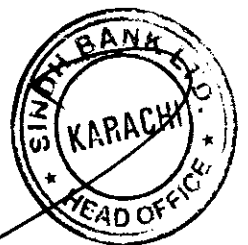
**Support Escalation Matrix:**

For timely addressing of complaints given support escalation matrix will be utilized/followed:-

<b>LEVEL-1</b>	Javed Akhter	
First complain if the call is not resolved "within specified response time" (24 hours)	021-34311989	
	javed.akhter@thedynamics.biz	
	03212193761	
<b>LEVEL-2</b>	Syed Maaz Ali Qadri	
Second complain, if the call is attended within "Specified Response Time" and not attended / or the problem still unresolved even after complaining at Level-1 (48 hours)	021-34311989	
	maaz.ali@thedynamics.biz	
	0333-6060334	
<b>LEVEL-3</b>	Basit Hussain	
Third complain, if the call is attended within "Specified Response Time" and not attended /or the problem still unresolved even after complaining at Level-2	021-34311989	
	basit.hussain@thedynamics.biz	
	0300-5278344	
<b>Note: Ensure that no column above is left blank</b>		

*MA*

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IN WITNESS THEREOF the parties hereto have executed this Agreement on the day and year first before written.