

SNDB/COK/ADMIN/TD/1227/2021

COPY NO: _____

Sindh Bank Limited

**Tender Document
Provision of Monitoring & Maintenance
Services for Surveillance Systems**

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DEFINITIONS

“Bid” means a tender, or an offer by a person, consultant, firm, company or an organization expressing willingness to undertake a specified task at a price, in response to an invitation by SNDB.

“Bidding Documents” means the documents notified by the Authority for preparation of bids in uniform manner.

“Bidding Process” means the procurement procedure under which sealed bids are invited, received, opened, examined and evaluated for the purpose of awarding a contract;

“Blacklisting” means barring (or debarring) a bidder, contractor, consultant or supplier from participating in any future procurement proceedings by SNDB.

“Calendar Days” means days including all holidays;

“Conflict of Interest” means -

- (i) where a contractor, supplier or consultant provides, or could provide, or could be perceived as providing biased professional advice to SNDB to obtain an undue benefit for himself or those affiliated with him;
- (ii) receiving or giving any remuneration directly or indirectly in connection with the assignment except as provided in the contract;
- (iii) any engagement in consulting or other procurement activities of a contractor, consultant or service provider that conflicts with his role or relationship with the SNDB under the contract;
- (iv) where an official of the SNDB engaged in the procurement process has a financial or economic interest in the outcome of the process of procurement, in a direct or an indirect manner;

“Consultant” means a professional who can study, design, organize, evaluate and manage projects or assess, evaluate and provide specialist advice or give technical assistance for making or drafting policies, institutional reforms and includes private entities, consulting firms, legal advisors, engineering firms, construction managers, management firms, procurement agents, inspection agents, auditors, international and multinational organizations, investment and merchant banks, universities, research institutions, government agencies, nongovernmental organizations, and individuals;

“Consulting Services” means services of an advisory and intellectual nature provided by consultants using their professional skills to study, design, organize, and manage projects, encompassing multiple activities and disciplines, including the crafting of sector policies and institutional reforms, specialist advice, legal advice and integrated solutions, change management and financial advisory services, planning and engineering studies, and architectural design services, supervision, social and environmental assessments, technical assistance, and programme implementation;

“Contract” means an agreement enforceable by law and includes General and Special Conditions, Specifications, Drawings and Bill of Quantities;

“Contractor” means a person, firm, company or organization that undertakes to execute works including services related thereto, other than consulting services, incidental to or required for the contract being undertaken for the works;

“Corrupt and Fraudulent Practices” means either one or any combination of the practices given below;

“Coercive Practice” means any impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence the actions of a party to achieve a wrongful gain or to cause a wrongful loss to another party;

“Collusive Practice” means any arrangement between two or more parties to the procurement process or contract execution, designed to achieve with or without the knowledge of the SNDB to establish prices at artificial, non-competitive levels for any wrongful gain;

“Corrupt Practice” means the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the acts of another party for wrongful gain;

“Fraudulent Practice” means any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;

“Obstructive Practice” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract or deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements before investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or acts intended to materially impede the exercise of inspection and audit rights provided for under the Rules.

“Emergency” means natural calamities, disasters, accidents, war and breakdown of operational equipment, plant, machinery or engineering infrastructures, which may give rise to abnormal situation requiring prompt and immediate action to limit or avoid damage to person(s), property or the environment;

“Government” means the Government of Sindh;

“Head of the Department” means the administrative head of the department or the organization;

“Lowest Evaluated Bid” means a bid most closely conforming to evaluation criteria and other conditions specified in the bidding document, having lowest evaluated cost.

“Lowest Submitted Price” means the lowest price quoted in a bid, which is otherwise not substantially responsive;

“Notice Inviting Tender” means the notice issued by a SNDB through publication in the newspapers or through electronic means for the purpose of inviting bids, or applications for pre-qualifications, or expression of interests, which may include Tender Notice, Invitation for Bids, Notice for Pre-qualifications or Request for Expression of Interests;

“Open Competitive Bidding” means a fair and transparent specified procedure defined under these Rules, advertised in the prescribed manner, leading to the award of a contract whereby all interested persons, firms, companies or organizations may bid for the contract and includes both National and International Competitive Biddings;

“SNDB” means the Sindh Bank Limited;

“Services” includes physical, maintenance, professional, intellectual, consultancy or advisory services but does not include appointment of an individual to a post or office, advertisement, arbitration, conciliation or mediation services, services of an advocate in a court case or any other services specifically excluded under the rules;

“Supplier” means a person, firm, company or an organization that undertakes to supply goods and services related thereto, other than consulting services, required for the contract;

“Value for Money” means best returns for each rupee spent in terms of quality, timeliness, reliability, after sales service, up-grade ability, price, source, and the combination of whole-life cost and quality to meet SNDB’s requirements.

1 INVITATION FOR BIDS (IFB)

Sindh Bank Limited (SNDB) invites proposal from reputed vendors for Provision of Monitoring & Maintenance Services for Surveillance Systems on real time basis for its 330 existing branches in countrywide region & Head Office. Detail of the specifications of related services to be provided are given in the scope of work/technical specifications in Section [3] hereto.

Bidders will be selected under procedure described in this tender document in accordance with the Sindh Public Procurement Rules 2010 (Amended 2019) and instructions to bidders ITB given under SPPRA bidding document for national competitive bidding Pakistan – procurement of goods, which can be found at www.ppms.pprasinhd.gov.pk/. For the purposes of this document, any reference to the term “Act” shall mean a reference to the Sindh Public Procurement Act 2009 and any reference to the Rules shall mean a reference to the Sindh Public Procurement Rules 2010. (Amended 2019)

This TD includes the following Sections:

- Instructions to Bidders (ITB)
- Eligibility Criteria
- Scope of Work / Technical Proposal
- Selection Criteria
- Financial Proposal
- Conditions of Contract

Proposals must be submitted in drop box at the below mentioned address;

Yours sincerely,

Head of Administration Division
SINDH BANK LIMITED
HEAD OFFICE
Basement-2 Floor, Federation House,
Abdullah Shah Ghazi Road,
Clifton,
Karachi 75600

2 INSTRUCTION TO BIDDERS (ITB)

For All legal purpose, all clauses of instructions to bidders (ITB) hoisted by SPPRA on their website www.ppms.pprasinhd.gov.pk will be taken as part and parcel of this tender document and the agreement thereof. Accordingly the bidders are advised in their own interest to go through the same meticulously as ignorance of the said ITB will not be taken as excuse to waive off any plenty or legal proceedings.

However, few important clauses of the above mentioned ITB are appended below for the guidance/perusal of the bidders.

2.1 Correspondence Address

The contact number and the correspondence address for submitting the proposals are as follow:

Head of Administration Division
SINDH BANK LIMITED
HEAD OFFICE
Basement-2 Floor, Federation House,
Abdullah Shah Ghazi Road,
Clifton,
Karachi 75600
Tel: 021-35829403/394
Email: admin@sindhbankltd.com

2.2 Eligible Bidders

All the bidders duly incorporated and based in Pakistan governed by rules, laws and statutes of Government of Pakistan and Government of Sindh shall be eligible. [SPPRA Rule 29]

2.3 Corrupt Practice

1. SNDB requires that Bidders / Suppliers / Contractors, observe the highest standard of ethics during the procurement and execution of contract and refrain from undertaking or participating in any corrupt or fraudulent practices. [SPPRA Rule 2 (q – iii, iv)]
2. SNDB will reject a proposal for award, if it determines that the Bidder recommended for award was engaged in any corrupt or has been blacklisted under the Sindh Public Procurement Rules 2010, in competing for the contract in question.
3. Any false information or misstatement on the part of the vendor will lead to disqualification/ blacklisting/ legal proceeding regardless of the price or quality of the product.

2.4 Preparation of Bids

2.4.1 Bidding Process

This is the **Single Stage – Two Envelope Procedure**; a bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the FINANCIAL PROPOSAL and the TECHNICAL PROPOSAL. [SPPRA Rule 46 (2-a)]

2.4.2 Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of its bid and SNDB will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

2.4.3 Language of Bid

The bid prepared by the bidders as well as all correspondence and documents exchanged by the bidder and SNDB must be written in English. [SPPRA Rule 6 (1)]

2.4.4 Technical Proposal

Bidders are required to submit the Technical Proposal along with the specifications asked in the section-scope of work with brief description of the bidder's organization outlining their recent experience, professional staff who participates during the assignment, the technical approach, sample templates/prototypes of deliverables, methodology, work plan and organization, including workable suggestions that could improve the quality and effectiveness of the assignment. The Technical proposal shall be duly signed by the authorized representative of the Bidder not including any financial information otherwise it will be declared as non-responsive.

2.4.5 Financial Proposal

The Financial Proposal shall be prepared using the standard form attached, duly signed by the authorized representative of the Bidder. It should list all costs inclusive taxes associated with the assignment including remuneration for staff, and reimbursable expenses and such other information as may be specifically requested by SNDB.

2.4.6 Bid Currencies

For the purpose of comparison of bids quoted in different currencies, price shall be converted in PAK RUPEE (PKR). The rate of exchange shall be the selling rate prevailing seven working days before the date of opening of the bids. [SPPRA Rule 42 (2)]

2.4.7 Bid Security

The SNDB shall require the bidders to furnish the Earnest Money @ 5% of Bidding Cost or Irrevocable Bank Guarantee acceptable to the bank, which shall remain valid for a period of twenty eight (28) days beyond the validity period for bids, in order to provide the SNDB reasonable time to act, if the security is to be called. [SPPRA Rule 37(1)]

Bid Security should be attached with Financial Proposal. Bidders are also required to submit affidavit that the Bid Security has been attached with the Financial Proposal.

Any Bid not accompanied by an acceptable Bid Security shall be rejected by the SNDB as non – responsive.

Bid security shall be released to the unsuccessful bidders once the contract will be signed with the successful bidder or the validity period has expired. [SPPRA Rule 37(2)]

The bid security shall be forfeited:

- If a Bidder withdraws its bid during the period of its validity specified by the Bidder on the Bid Form; or
- In the case of a successful Bidder, if the Bidder fails to;
 - Sign the contract in accordance with ITB Section [2.7.4]; or
 - Furnish performance security in accordance with ITB Section [2.7.5].

2.4.8 Bid Validity

Bids shall remain valid for a period of ninety (90) days, after the date of bid opening prescribed by SNDB; [SPPRA Rule 38 (1)]

Whenever an extension of bid validity period is requested, a bidder shall have the right to refuse to grant such an extension withdraw his bid and bid and security shall be returned forthwith; and [SPPRA Rule 38 (6)]

If the bid validity period will be expired, the SNDB may extend original period of bid validity upto 90 days subject to approval by the Competent Authority of the SNDB and all bidders.

Bidders who agree to extension of the bid validity period shall also extend validity of the bid security for the agreed extended period of the bid validity. [SPPRA Rule 38 (7-a)]

2.5 Submission of Bids

2.5.1 Sealing and Marking of Bids

This is the **Single Stage – Two Envelope Procedure**; a bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the FINANCIAL PROPOSAL and the TECHNICAL PROPOSAL. [SPPRA Rule 46 (2-a)]

2.5.2 Response Time

Bidders are required to submit their Bids within fifteen (15) calendar days from the date of publication of Notice Inviting Tender as per National Competitive Bidding. Bids must be received by SNDB at the address specified under ITB Section [2.1] within office hours. [SPPRA Rule 18 (2)]

2.5.3 Extension of Time Period for Submission of Bids

SNDB may extend the deadline for submission of bids only, if one or all of the following conditions exist;

- Fewer than three bids have been submitted and SNDB is unanimous in its view that wider competition can be ensured by extending the deadline. In such case, the bids submitted shall be returned to the Bidders un-opened; [SPPRA Rule 22 (1)]
- If the SNDB is convinced that such extraordinary circumstances have arisen owing to law and order situation or a natural calamity that the deadline should be extended. [SPPRA Rule 22 (2)]

2.5.4 Clarification of Bidding Documents

An interested bidder, who has obtained bidding documents, may request for clarification of contents of the bidding document in writing, and SNDB shall respond to such queries in writing within three calendar days, provided they are received at least five (5) calendar days prior to the date of opening of bid. [SPPRA Rule 23 (1)]

It should be noted that any clarification to any query by a bidder shall also be communicated to all parties, who have obtained bidding documents.

2.5.5 Late Bids

Any bid received by SNDB after the deadline for submission of bids prescribed by SNDB pursuant to ITB Section [2.5.2] will be rejected and returned unopened to the Bidder. [SPPRA Rule 24 (1)]. The rejection of bids received after the deadline for submission shall apply regardless of any reason whatsoever for such delayed receipt.

2.5.6 Withdrawal of Bids

The Bidder may withdraw its Technical Proposal and Financial Proposal after it has been submitted by sending a written Withdrawal Notice, duly signed by the Bidder and/or by an authorized representative, and shall include a copy of the authorization. Provided that, written notice of Withdrawal, shall be received by SNDB prior to the opening of bids.

No bid shall be withdrawn in the interval between the opening of Bids and the expiration of the period of Bid validity specified in ITB section [2.4.8].

2.5.7 Cancellation of Bidding Process

1. SNDB may cancel the bidding process at any time prior to the acceptance of a bid or proposal; [SPPRA Rule 25 (1)]
2. SNDB shall incur no liability towards the bidders, solely by virtue of its invoking sub-rule (2.5.7 - 1); [SPPRA Rule 25 (2)]
3. Intimation of the cancellation of bidding process shall be given promptly to all bidders and bid security shall be returned along with such intimation; [SPPRA Rule 25 (3)]
4. SNDB shall, upon request by any of the bidders, communicate to such bidder, grounds for the cancellation of bidding process, but is not required to justify such grounds. [SPPRA Rule 25 (4)]

2.5.8 Mechanism for Redressal of Grievances

SNDB has a Committee for Complaint Redressal to address the complaints of bidder that may occur during the procurement proceedings. [SPPRA Rule 31 (1)]

Any bidder being aggrieved by any act or decision of the SNDB after the issuance of notice

The complaint redressal committee upon receiving a complaint from an aggrieved bidder may, if satisfied; [SPPRA Rule 31(4)]

1. prohibit the procurement committee from acting or deciding in a manner, inconsistent with these rules and regulations; [SPPRA Rule 31(4-a)]
2. annul in whole or in part, any unauthorized act or decision of the procurement committee; [SPPRA Rule 31(4-b)] and

3. [recommend to the Head of Department that the case be declared a mis- procurement if material violation of Act, Rules Regulations, Orders, Instructions or any other law relating to public procurement, has been established; [SPPRA Rule 31(4-bb)] and]
4. reverse any decision of the procurement committee or substitute its own decision for such a decision;

Provided that the complaint redressal committee shall not make any decision to award the contract. [SPPRA Rule 31(4-c)]

[Complaint redressal Committee of (SNDB) shall announce its decision within seven (7) days. and intimate the same to the Bidder and the Authority within three (3) working days by SNDB. If the committee stand transferred to the Review Committee which shall dispose of the complaint in accordance with the procedure laid down in Rule 32,] [if the aggrieved bidder files the review appeal within ten (10) days of such transfer] [SPPRA Rule 31(5)]

SNDB shall award the contract only after the decision of the complaint redressal committee [SPPRA Rule 31 (6)]

Mere fact of lodging of a complaint shall not warrant suspension of the procurement proceedings. [SPPRA Rule 31(7)].

Provided that in case of failure of the complaint Redressal Committee to decide the complaint; SNDB shall not award the contract. [until the expiry of appeal period or the final adjudication by the Review Committee]

IMPORTANT

In addition to above it may be added that no complaint will be entertained unless it is:-

- a) **Forwarded on company's original letter head, complete address, NTN of the company and CNIC of the complainant.**
- b) **Incriminating evidence of the complaints.**

2.5.9 Appeal to the Review Committee

A bidder not satisfied with decision of the SNDB Complaints Redressal Committee may lodge an appeal to the Review Committee; [within ten (10) days of announcement of the decision]. provided that he has not withdrawn the bid security, if any, deposited by him. [SPPRA Rule 32 (1)].

The bidder shall submit the following documents to the Review Committee: [SPPRA Rule 32 (5)].

- (a) A letter stating his wish to appeal to the Review Committee and nature of complaint; [SPPRA Rule 32 (5-a)].
- (b) A copy of the complaint earlier submitted to the complaint Redressal committee of the department and all supporting documents; [SPPRA Rule 32 (5-b)].
- (c) Copy of the decision of SNDB / Complaint Redressal Committee. [if any] [SPPRA Rule 32 (5-c)].

On receipt of appeal, [along with all requisite information & documents] the Chairperson shall convene a meeting of the Review Committee within seven working days; [SPPRA Rule 32 (6)].

It shall be mandatory for the appellant and the Head of SNDB or his nominee not below the rank of BS-19 to appear before the Review Committee as and when called and produce documents, if required; [SPPRA Rule 32 (8)].

In case the appellant fails to appear twice despite the service of notice of appearance, the appeal may be decided ex-parte [SPPRA Rule 32 (9)].

The Review Committee shall hear the parties and announce its decision within ten working days of submission of appeal; [However, in case of delay, reasons thereof shall be recorded in writing] [SPPRA Rule 32 (10)].

The decision of Review Committee shall be final and binding upon the SNDB. After the decision has been announced, the appeal and decision thereof shall be hoisted by the Authority on its website; [SPPRA Rule 32 (11)].

2.5.10 Matters not subject to Appeal or Review

The following actions of the SNDB shall not be subject to the appeal or review: [SPPRA Rule 33]

- Selection method adopted by the SNDB; [SPPRA Rule 33 (1)]
- Decision by the SNDB under ITB section [2.5.7]. [SPPRA Rule 33 (2)]

2.6 Opening and Evaluation of Bids

2.6.1 Opening of Bids by SNDB

The opening of bids shall be as per the procedure set down in Section 2.4.1 dealing with Bidding Process.

2.6.2 Clarification of Bids

No Bidder shall be allowed to alter or modify his bids after the expiry of deadline for the receipt of the bids; provided, SNDB may at its discretion, ask a Bidder for clarifications needed to evaluate the bids but shall not permit any bidder to change the substance or price of the bid. Any request for clarification in the bid made by the SNDB, shall invariably be in writing. The response to such request shall also be in writing. [SPPRA Rule 43]

2.6.3 Preliminary Examination

SNDB will examine the bids to determine whether the bids are complete and the documents have been properly signed and whether the bids are generally in order.

SNDB may waive any minor informality; nonconformity or irregularity in a bid that does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder and further provided that such waiver will be at the complete and sole discretion of SNDB.

If a bid is not substantially responsive, it will be rejected by SNDB and may not subsequently be made responsive by the Bidder by correction of the nonconformity.

2.6.4 Supplier Evaluation Criteria

All bids shall be evaluated in accordance with the evaluation criteria. [SPPRA Rule 42 (1)] SNDB will evaluate the bids, which have been determined to be substantially responsive and reject any proposal which does not conform to the specified

2.6.5 Eligibility Criteria

SNDB will evaluate the bidders on following 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 | Authorization from OEM for (DAHUA + HIK) with Trained Staff | 25 | | If Two | OEM Authorization letters to be attached duly issued from each OEM (DAHUA + HIK) | Annexure “A” |
| | | 10 | | If One | | |
| 2 | Years in Business in relevant field | 15 | | 8 Years and above | NTN Certificate / Letter of Incorporation / Company Registration Letter / Letter or Declaration of Commencement of Business is required to be enclosed | Annexure “B” |
| | | 10 | | 5 years and above | | |
| | | 5 | | 3 years and above | | |
| 3 | Average Turn Over in Last 3 Years | 15 | | 50 Million and above | Audit Report / Tax Return last 3 years | Annexure “C” |
| | | 10 | | 30 Million and above | | |
| | | 5 | | 15 Million and above | | |
| 4 | Number of Offices in cities including Capital Territory & Federal Administration Territories | 15 | | 5 and above | Attach Company Profile with mention of complete addresses and PTCL landline numbers of the country wise offices. No mobile numbers will be accepted. | Annexure “D” |
| | | 10 | | 3 and above | | |
| | | 5 | | 1 and above | | |
| 5 | Number of Service Level Agreement (SLA) implemented with Banks on account of subject tender in last three years | 15 | | 3 and Above | Attach Copies of Service Level Agreement | Annexure “E” |
| | | 5 | | 1 and Above | | |
| 6 | Firm’s Status | 15 | | Public/Private Ltd | NTN Certificate/GST Registration/ Letter of Incorporation | Annexure “F” |
| | | 8 | | Partnership | | |
| | | 5 | | Sole Proprietorship | | |
| Total Marks | | 100 | | Qualified / Disqualified | | |

SELECTION CRITERIA

1. 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.
2. Attachment of relevant evidence in eligibility criteria is mandatory. In case of non-provision of evidence in any of the requisite, no marks will be awarded.
3. To qualify in eligibility criteria, a bidder has to acquire 70 marks in eligibility criteria.
4. Bank nominated team will be visiting bidder premises after five days of opening of tender. A company who fails to get the visit arranged within 5 days will be considered disqualified from the tendering process.
5. Similarly if 1st bidder is disqualified, then 2nd lowest bidder will be evaluated and so on.
6. Company qualifying both the requisite and with offered financial proposal will be awarded the contract accordingly.
7. On completion of qualification of a bidder during this process no further evaluation will be carried out.
8. The selection of 1st bidder will be the one whose financial proposal will be the lowest and being qualified in the requisite i.e. eligibility criteria.

MANDATORY(Performa attached as Annexure “K”)

1. 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 at the time of opening of bids.
2. The bidders are required to submit bids only in prescribed financial proforma given in Tender Document.
3. The representative present at the time of opening of tender shall be in possession of authority letter on the company's letter head, duly signed by the CEO of the company.
4. Submission of all staff CV who will be deployed in control room.
5. The bidder must be having at least two qualified engineers in the field of Electronics (Bachelors of Engineering or Masters of Engineering). The CV along with the copy of the degree must be submitted and as a proof submit the bank statements of each engineer reflecting the drawn salary from bidders company account or submit a bank certificate which undertakes transfer of salary to engineers account from bidders account.
6. The Bidder must possess a PTA Licence in Data Class Value Added Services in any of the field like VTS, Internet, or any other type.
7. Must have previous experience of Event Security Management with Federal or Provincial Government.

DISQUALIFICATION(Performa attached as Annexure “L”)

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

1. On black list of SPPRA & Sindh Bank Ltd.
2. Non-Attachment of Affidavit (specimen attached as Annexure “I”) on stamp paper from the owner of the company.
3. Issued with two (2) warning letters/emails by the Sindh Bank Ltd in the past to the bidder for unsatisfactory performances.
4. Not GST/Income Tax Registered/SRB Registered.
5. Alternate bid is offered.
6. Non - Attachment of Annexure “A” (With Financial Proposal) & Annexure “B” (With Financial Proposal if Bank Guarantee is going to be submitted as Bid Security).
7. The Qualified bidder sublets the contract in any form/stage to any other agency
8. The tender is deposited without Tender Fee.
9. Warranty of supplied items is less than 1 year.
10. 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.

11. In the past, the coy's contract was prematurely cancelled / terminated after due qualification in any of the category of the tender.

BLACKLISTING

1. The company will be blacklisted if after supply, the specification of supplied items/goods are found different with the items/goods produced in front of committee at the time of technical evaluation.

2.6.6 Discussions Prior to Evaluation

If required, prior to technical evaluation the bidder may seek any clarification in writing on the eligibility criteria.

2.7 Award of Contract

2.7.1 Award Criteria

To qualify in evaluation criteria, a bidder has to acquire 70 marks in evaluation criteria given on page no.-9 and subsequently have to acquire 70% marks in performance evaluation format attached as annexure “J”. Company qualifying in both the requisite and with lowest financial proposal will be awarded the contract accordingly.

2.7.2 SNDB’s Right to Accept Any Bid and to reject any or all Bids

SNDB annul the bidding process and reject all Bids at any time prior to Contract award, without thereby incurring any liability to the Bidder(s).

2.7.3 Notification of Award

Prior to the expiration of the period of bid validity, SNDB will notify the successful Bidder in writing by letter or by facsimile, to be confirmed in writing by letter, that his/her bid has been accepted.

The notification of award will constitute the formation of the Contract.

Upon the successful Bidder’s furnishing of the Performance Security pursuant to Section [2.7.5], SNDB will promptly notify each unsuccessful Bidder and will discharge his/her bid security, pursuant to ITB Section [2.4.7].

2.7.4 Signing of Contract

Within 10 Days from the date of notification of award, the successful bidder shall furnish to SNDB particulars of the person who would sign the contract on behalf of the successful bidder along with an original power of attorney executed in favour of such person.

The Contract shall be signed by the parties at Central Office SNDB, Karachi, within 10 Days of letter of acceptance date and furnishing the requisite performance security.

2.7.5 Performance Security

Within 7 DAYS of receipt of the Letter of Acceptance from SNDB, the successful Bidder shall furnish to SNDB the Performance Security equals to 5 % of contract price which shall be valid for at least ninety (90) days beyond the date of completion of contract to cover defects liability period or maintenance period. The Performance Security shall be in the form of a pay order or demand draft or bank guarantee issued by a reputable commercial bank, acceptable to SNDB, located in Pakistan. [SPPRA Rule 39 (1)]. Failure of the successful Bidder to comply with the requirement

of ITB Section [2.7.4] shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event SNDB may make the award to the next lowest evaluated Bidder or call for new bids.

The Performance Security forms at Annexure “C” shall not be completed by the bidders at the time of their bid submission. Only the successful Bidder will be required to provide Performance Security.

The Performance Security will be discharged by SNDB and returned to the Supplier not later than thirty (30) days following the date of successful completion of the Supplier’s performance obligation under the Contract

2.7.6 General Conditions of Contract

For detailed General Condition of Contract refer to Section [5.1] of this TD.

2.7.7 Special Conditions of Contract

For detailed Special Condition of Contract refer to Section [5.2] of this TD.

2.7.8 Integrity Pact

The successful bidder shall upon the award of the contract execute an Integrity Pact with SNDB. *[Specimen is attached in Annexure “D”]* [SPPRA Rule 89]

2.7.9 Non-Disclosure Agreement

The successful bidder shall upon the award of the contract execute a Non-Disclosure Agreement with SNDB. *[Specimen is attached in Annexure “F”]*

3) **SCOPE OF WORK / TECHNICAL SPECIFICATION**

Sindh Bank requires comprehensive monitoring and maintenance contract of all its 330 existing branches for CCTV Surveillance. The main requirements of the bank are as follows

3.1) Providing Monitoring and Maintenance Services for CCTV Equipment

Full 24/7 by 365 days monitoring, operation, maintenance and support of CCTV Network Equipment Installed in all 330 branches of the bank across Pakistan (List of branches attached as Annexure “H”).

- i. To make sure Un-Interrupted Recording at branch and Head Office / remote location level where the CCTV System is installed.
- ii. Comprehensive maintenance support means that in case of any issue/problem hardware components and software shall be provided / replaced by the Service provider without any additional cost.
- iii. The Embedded NVR should integrate with the CMS System.
- iv. All the legacy Cameras shall be with minimum Resolution of 2 Mega Pixel to ensure full integration with CMS.
- v. CCTV system must be connected with branch UPS system for its uninterrupted operations and in case where the ups is not available inform bank to provide a UPS system for uninterrupted services. The charges will be borne by the bank for UPS and Battery.
- vi. Service Provider will ensure to resolve any hardware / software CCTV related issues in the branch within 24 hours in major cities i.e. Karachi, Islamabad/Rawalpindi, Lahore, Peshawar and within 48 hours in other cities including hardware replacement without any additional charges with the same hardware as mentioned in this tender, however, upgradation of equipment with the higher specs models, and cost of new installations at any new branch/ office/location will be charged with the bank as per actual basis.
- vii. Vendor has to commission all the CCTV to Control Room using the existing internet Intranet bandwidth in case if the bandwidth is down at any specific branch then the vendor has to inform bank immediately. In case existing bandwidth is not supporting the connectivity or if the existing bandwidth required any up gradation, the vendor shall propose a plan of outsourcing the bandwidth for the same. (All the expenses occurs shall be borne by the bank if required)
- viii. Daily System recording check for all Branches to ensure system is working.
- ix. Providing report of system status to Security Manager of the bank on daily basis.
- x. Backup recording (24 x 7) for all cameras of all 330 branches shall be available for minimum 60 days. In case any video recording is not provided when needed by the vendor, penalty imposed by the regulatory bodies will be borne by the vendor.
- xi. In case the complaint for major cities is not resolved within 24 hours and other than major cities in 48 hours without any justified reason then Rs.500/- per day will be imposed as penalty. In case if any assignment is also not completed within given time frame same penalty will be imposed.
- xii. Quarterly visit of each branch.
- xiii. All Equipment's and its accessories installed at CCTV Control Room will be the ownership of Sindh Bank.

3.2) Supply of Centralized Monitoring System “CMS” Licences with Monthly Maintenance and Support

The equipment i.e. IP Cameras, Network Switches, Cablings, Connectors, Memory Cards, Adaptors, NVRs and / or any other equipment that is used by CCTV will be fully covered in this contract. Bidder will be responsible to provide support and / or replace the faulty hardware equipment in case found without any additional cost to the bank.

- i. Providing of Licence for 1600 Cameras.
- ii. Routine Monthly Service for System Stability and Recording status.
- iii. It is mandatory for Service Provider to maintain sufficient inventory of equipment/ spares parts at Sindh Bank regional offices in Karachi, Islamabad/Rawalpindi, Lahore, Quetta, Peshawar and Sukkur.
- iv. Service provider will provide a Complain Management System to be used by Client to report all troubles, schedule routine maintenance visits.
- v. Service Requests will be done anytime during the day by Client through CMS Complain Management System.
- vi. Component/spares including software (software updates/patches) will be provided within time to ensure resolution within the permissible time.
- vii. Support shall include branch visits for attending complaints for remedial or preventive maintenance.
- viii. Ensure that Recording is operational at all branches and clear image are being recorded.
- ix. Service Provider shall test all equipment; check connections and replace where there are any faulty items.
- x. Vendor will replace any loose or faulty power connections check camera power supplies for proper voltage; and replace these faulty parts.
- xi. Check time/date settings on controls and adjust where necessary/required.
- xii. Ensure that video feeds are being stored over multiple locations specified by SNDB as for reliability and redundancy and recording available on all medias all the time:
 - a) NVR (In each Branch – Recording Minimum 60 days)
 - b) Memory Card (Installed inside the Camera – 32 GB (optional)
 - c) Operation Manager System (Recorded on BR/Operational Manager's System)
 - d) Control Room (Recording Minimum 60 Days) (Through Remote Monitoring using Bank Network)

3.3) CONTROL ROOM

Centralize Video Monitoring and maintaining which shall include the Following:

- i. Configuration & Maintenance of Application Servers
- ii. Configuration & Maintenance of Networks Switch for control room Supply & Configuration of Complete Operator Workstation
- iii. Configuration of CMS S/W for about all Cameras
- iv. Certified four Incident Management Operators (24 x 7).
- v. Maintenance of existing hardware including replacement of parts.
- vi. Ensuring availability of centralized monitoring of 1600 cameras of 330 branches & others Sindh bank offices subject to the availability of bank's LAN/WAN/Intranet/Internet network.
- vii. Integration between currently installed Software/Video Management System (VMS) and replacements new parts /components will be the responsibility of Bidder (SOP for management of control room will be issued as per bank's security policy)

3.4) Control Room Maintenance Scope:

- i. Bidder is to provide detailed layout along with 3d Design for Renovation & Up gradation of current Control Room wherever and whenever it is required.
- ii. The bidder will maintain the existing video wall
- iii. Make sure all the branch CCTV is linked in the Control Room
- iv. Monitor the faults may arise related to all CMS software/hardware/ servers/ computers/ networking equipment or any other equipment which is related to the CCTV monitoring services.
- v. The bidder may propose in future to uplift the look for the control room as well as Control room technically.

3.5) JOB DISCRIPTION OF SINDH BANK CONTROL ROOM STAFF

The following are the tasks perform by the Control Room employees.

i) **Morning Shift**

Number of employees = 2

- First person makes the emails, answer the phone and note the complaints.
- Second person tries to resolve the complains like recording event, remote access and connectivity issues over the phone call.
- Third person makes a report of visit required in branches and assigns the technicians and send this report to the Head Office

ii) **Evening Shift**

Number of employee = 1

- The evening employee makes a sheet of the recording available in Control Room and check the cameras added in Control Room

iii) **Night Shift**

Number of employee = 1

- Check the recording on the Branch .updates the log sheet.
- Look after ATM activity.
- Guard activity.
- Check Link & Connectivity issue.
- Check Night Vision Camera performance.
- Record the events.

The Contract agreement extendable with mutual consent for further period of two years with 5% service charges will be increased annually after end of first year.

3.6)Details of Backup Equipment For SINDH BANK LTD

| 1 | Karachi | NVR 16 ch | 1 |
|---|---------|------------------------|-----|
| | | Camera | 4 |
| | | 4TB | 1 |
| | | Network Switch 16 port | 1 |
| | | Power Supply | 10 |
| | | Connector | 100 |
| | | Ethernet Cable roll | 1 |
| | | Power Cable roll | 1 |
| | | NVR 16 ch | 1 |
| | | Camera | 2 |
| | | 4TB | 1 |
| | | Network Switch 16 port | 1 |
| | | Power Supply | 10 |
| | | Connector | 100 |
| | | Ethernet Cable roll | 1 |
| | | Power Cable roll | 1 |
| 3 | Sukkur | NVR 16 ch | 1 |
| | | Camera | 2 |
| | | 4TB | 1 |
| | | Network Switch 16 port | 1 |
| | | Power Supply | 10 |
| | | Connector | 100 |
| | | Ethernet Cable roll | 1 |
| | | Power Cable roll | 1 |
| 4 | Multan | NVR 16 ch | 1 |
| | | Camera | 2 |
| | | 4TB | 1 |
| | | Network Switch 16 port | 1 |
| | | Power Supply | 10 |
| | | Connector | 100 |
| | | Ethernet Cable roll | 1 |
| | | Power Cable roll | 1 |
| 5 | Lahore | NVR 16 ch | 1 |
| | | Camera | 4 |
| | | 4TB | 1 |
| | | Network Switch 16 port | 1 |
| | | Power Supply | 10 |
| | | Connector | 100 |
| | | Ethernet Cable roll | 1 |
| | | Power Cable roll | 1 |

| | | | |
|---|-----------|------------------------|-----|
| 6 | Islamabad | NVR 16 ch | 1 |
| | | Camera | 2 |
| | | 4TB | 1 |
| | | Network Switch 16 port | 1 |
| | | Power Supply | 10 |
| | | Connector | 100 |
| | | Ethernet Cable roll | 1 |
| | | Power Cable roll | 1 |
| 7 | Peshawar | NVR 16 ch | 1 |
| | | Camera | 2 |
| | | 4TB | 1 |
| | | Network Switch 16 port | 1 |
| | | Power Supply | 10 |
| | | Connector | 100 |
| | | Ethernet Cable roll | 1 |
| | | Power Cable roll | 1 |

4 **FINANCIAL PROPOSAL**

PRICE SCHEDULE

(Applicable for the year 2021-22)

Name of Bidder _____

PART A:

| S # | Details of Service | No. of Branches to be covered | Monthly Charges per Branch | Total for 12 Months |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|----------------------------|---------------------|
| 1 | <p><u>Providing Services for CCTV Complaint Management including:</u></p> <p>Managed Services for CCTV Complaint Management for 24/7 / 365 Days (Inclusive of all Equipment Parts & Services, cost of software + Hardware Replacement whatsoever is required) including:</p> <ul style="list-style-type: none"> • Deployment of 04 Certified CCTV Operators (24 /7) at control room duty only (Assignment attached at page no.16 to 17) • Provision of Back up Spare Parts in all Regions.(List attached at page no.17 & 18) • Quarterly visit of each branch • Carry out assignment as given in scope of work at page no.14 to 16 | 330 | | |
| Total Amount | | | | |

PART B

| S # | Details of Service | No. of Branches to be covered | Monthly Charges per Branch | Total for 12 Months |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|----------------------------|---------------------|
| 2 | <u>Providing CMS Licenses with Routine Video Backup Management:</u> <ul style="list-style-type: none"> Providing of Centralized monitoring for 1600 cameras. Routine Monthly Services for System Stability and Recording status. (Job to be performed as given at page no. “ 42 to 44”) | 330 | | |
| Total Amount | | | | |

***GRAND TOTAL**

| | |
|---------------------|------------|
| (Part-A) | Rs. |
| (Part-B) | Rs. |
| *GRAND TOTAL | Rs. |

** 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:

- In case of over writing/cutting/use of Blanco is found in the Financial Bid document, the bid will be taken as null & void however if the figures are readable and are also duly signed only then, bid will be accepted.
- If the item is not provided/replaced within 10 days of issuance of Purchase Order a fine of Rs.500/-per day will be deducted from the bill.
- The cost must include all applicable taxes, stamp duty (as applicable under Stamp Act 1989) duly stamped on the contract agreement, transportation charges.
- No advance payment for the supply of equipment will be made, bills are only be processed for necessary payment on receipt of certificate of delivery/satisfaction from the concerned officer.
- Calculation of bid security. 5% of the *(Grand Total Amount) will be submitted with the tender document as bid security in shape of Pay Order/Demand Draft /Bank Guarantee in favour of Sindh Bank Ltd.

6. Lowest evaluated bid is going to be the criteria for award of contract rather than considering the lowest offered bid, encompassing the lowest whole sum cost which the procuring agency has to pay for the services/items duration the contract period. SPPRA Rule 49 may please be referred.
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 working days) on SPPRA website.
8. In case financial bids are the same, the successful bidder will be the one who has the highest turnover of the two.
9. If the obligation of warranty period are not met or delayed, the repair etc. requirement on this account will be carried out by the bank & the billed amount will be deducted from the performance security/ upcoming payment due to supplier. Risk & subsequent cost to this effect if any will be liability of the vendor and any subsequent expenses on the equipment will also be borne by the supplier.
10. Qualified company will also be bound to sign a bond/undertaking that in case of any observation arising in respect of quality of the equipment within the warranty period, 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.
11. All terms & conditions of the Contract Agreement (Annexure “G”) are part of tender document.
12. The tender will stand cancelled if any of the given condition of the tender is not met in strictly as per the requisite of the tender document.
13. Warranty of 1 year is mandatory for replacement of parts.
14. The contract shall be for a period of one year, and will be extendable with mutual consent for further period of two years on similar terms & conditions.
15. Recording and monitoring software for Head Office must support at least 1600 Cameras (330 Branches + CPC Rooms).
16. All the software should be genuine and license and SNDB will verify the same from the principal.
17. Recording and monitoring software for Head office must support at least 64 cameras.
18. All the software should be genuine and licensed.
19. Attachment of (Undertaking for Scope of Work) Annexure “K” with financial proposal is mandatory.

We, hereby accept all the terms and conditions as given above.

(Signature of bidder with name, Designation and Company Seal)

Dated: _____

5 Contract

5.1 Conditions of Contract

5.1.1 Definitions

In this contract, the following terms shall be interpreted as indicated:

“Applicable Law” means the Sindh Public Procurement Act 2009 and the Sindh Public Procurement Rules 2010(Amended 2019).

“Procuring Agency” or “PA” means SNDB Contractor.

“Contract” means the Contract signed by the Parties and all the attached documents listed in its Clause 1 that is General Conditions (GC), and the Special Conditions (SC).

“Contract Price” means the price to be paid for the performance of the Services. “Effective Date” means the date on which this Contract comes into force.

“GC” mean these General Conditions of Contract.

“Government” means the Government of Sindh.

“Currency” means Pak Rupees.

“Member” means any of the entities that make up the joint venture/consortium/association, and “Members” means all these entities.

“Party” means the PA or the Contractor, as the case may be, and “Parties” means both of them.

“Personnel” means persons hired by the Contractor or by any Sub- Contractors and assigned to the performance of the Services or any part thereof.

“SC” means the Special Conditions of Contract by which the GC may be amended or supplemented.

“Services” means the services to be performed by the Contractor pursuant to this Contract, as described in the scope of services.

“In writing” means communicated in written form with proof of receipt.

5.1.2 Law Governing Contract

This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the laws of the Islamic Republic of Pakistan.

5.1.3 Notice

- Any notice, request or consent required or permitted to be given or made pursuant to this Contract 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 address specified in the SC.

- A Party may change its address for notice hereunder by giving the other Party notice in writing of such change to the address specified in the SC.

5.1.4 Authorized Representative

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

5.1.5 Taxes and Duties

The Supplier, Sub-Suppliers, and their Personnel shall pay such direct or indirect taxes, duties, fees, and other impositions levied under the Applicable Law as specified in the SC, the amount of which is deemed to have been included in the Contract Price.

5.1.6 Effectiveness of Contract

This Contract shall come into effect on the date the Contract is signed by both Parties. The date the Contract comes into effect is defined as the Effective Date.

5.1.7 Expiration of Contract

Unless terminated earlier pursuant to Clause GC 5.1.7 hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the SC.

5.1.8 Modifications or Variations

Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.

5.1.9 Force Majeure

The failure on the part of the parties to perform their obligation under the contract will not be considered a default if such failure is the result of natural calamities, disasters and circumstances beyond the control of the parties.

5.1.9.1 No Breach of Contract

The failure of a Party to fulfil any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

5.1.9.2 Extension of Time

Any period within which a Party shall, pursuant to this Contract, 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 as a result of Force Majeure.

5.1.10 Termination

5.1.10.1 Termination by SNDB

The SNDB may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (f) of this Clause GC 5.1.10.1. In such an occurrence the SNDB shall give a not less than thirty (30) days' written notice of termination to the Supplier, and sixty (60) days' in the case of the event referred to in (e).

- a. If the Supplier does not remedy the failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the SNDB may have subsequently approved in writing;
- b. If the Supplier becomes insolvent or bankrupt;
- c. If the Supplier, in the judgment of the SNDB has engaged incorrupt or fraudulent practices in competing for or in executing the Contract;
- d. If, as the result of Force Majeure, the Supplier(s) are unable to perform a material portion of the Services for a period of not less than sixty (60) days; and
- e. If the SNDB, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.

5.1.10.2 Termination by the Supplier

The Suppliers may terminate this Contract, by not less than thirty (30) days' written notice to the SNDB, such notice to be given after the occurrence of any of the events specified in paragraphs (a) through (c) of this Clause GC 5.1.10.2

- a. If the SNDB fails to pay any money due to the Supplier pursuant to this Contract without Suppliers fault.
- b. If, as the result of Force Majeure, the Supplier is unable to perform a material portion of the Services for a period of not less than sixty (60) days.

5.1.10.3 Payment upon Termination

Upon termination of this Contract pursuant to Clauses GC 5.1.10.1 or GC 5.1.10.2, the SNDB shall make the following payments to the Supplier:

- a. Payment for Services satisfactorily performed prior to the effective date of termination;
- b. except in the case of termination pursuant to paragraphs (a) through (c) of Clause GC 5.1.10.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract, including the cost of the return travel of the Personnel and their eligible dependents.

5.1.11 Good Faith

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

5.1.12 Settlement of Disputes

5.1.12.1 Amicable Settlement

The Parties agree that the avoidance or early resolution of disputes is crucial for a smooth execution of the Contract 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 this Contract or its interpretation.

5.1.12.2 Arbitration

If the SNDB and the Supplier fail to amicably settle any dispute arising out of or in connection with the Contract within ten (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.

5.1.13 Data Ownership

The data in the implemented Computer System shall at all times remain the exclusive property of SNDB. The Supplier is hereby required to transfer all necessary passwords, access codes or other information required for full access to the data to SNDB upon successful commissioning of the Computer System and should not be available to any other party including the employees of the supplier.

5.1.14 Obligations of the Supplier

The Supplier 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. The Supplier shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the SNDB, and shall at all times support and safeguard the SNDB legitimate interests in any dealings with Sub-Suppliers or third Parties.

5.1.14.1 Conflict of Interest

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

5.1.14.2 Confidentiality

Except with the prior written consent of the SNDB, the Supplier and the Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Supplier and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services.

5.2 Special Conditions of Contract

The following Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, the provisions herein shall prevail over those in the General Conditions of Contract.

5.2.1 Performance Security

Service provider shall deposit a Pay Order of Performance Security equals to 5 % of contract price.

5.2.2 Payment

The payment to be made to the Supplier under this Contract shall be made in accordance with the payment schedule as shall be agreed between SNDB and the Supplier. NO EXTRA PAYMENT other than the monthly reoccurring charges for Support Services will be raised by the Service provider for operations or trouble shooting not including services required out of scope, however, if there is any renewal of contract occurs after expiry of contract term then service provider may revise the prices upto 10% of the existing contract value.

5.2.3 Price

Schedule of prices shall be as fixed in the Contract.

Annexure “A”

**6. BID FORM [IT SHOULD BE SPECIFIC TO EACH CONTRACT AND
WILL HAVE TO BE TAILORED SEPARTELY FOR EACH TENDER
DOCUMENT]**

Dated: _____, 2021

To,

Head of Administration Division
SINDH BANK LIMITED
HEAD OFFICE
Basement-2 Floor, Federation House,
Abdullah Shah Ghazi Road,
Clifton,
Karachi 75600

Gentleman,

Having examined the bidding documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer, in conformity with the said bidding documents for the sum of currency _____ [total bid amount in words and figures].

We undertake, if our Bid is accepted, [to provide goods/work/related service], that will be in accordance with the terms defined in the proposal and /or contract.

Our firm, including any subcontractors or suppliers for any part of the Contract, have nationalities from the following eligible countries _____.

If our Bid is accepted, we will obtain the Bank Guarantee in a sum equivalent to five percent (5%) of the Contract Price for the due performance of the Contract, in the form prescribed by SNDB.

We agree to abide by this Bid for a period of ninety (90) days from the date fixed for Bid Opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

Commissions or gratuities, if any, paid or to be paid by us to agents relating to this Bid and to contract execution if we are awarded the contract, are listed below:

Name & Address of Agent

Amount and Currency

(If none, State none)

We understand that you are not bound to accept the lowest or any bid you may receive.

Dated this _____ day of _____ 2021.

[Signature]

[In the Capacity of]

Duly authorized to sign Bid for and on behalf of _____

Annexure “B”

7. BID SECURITY FORM

Whereas [name of the Bidder] has submitted its bid dated [date of submission of bid] for _____.

KNOW ALL PEOPLE by these presents that WE [name of bank] of [name of country], having our registered office at [address of bank] (hereinafter called “the Bank”), are bound unto SNDB (hereinafter called “the Purchaser”) in the sum of for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this ____ day of ____ 2021.

THE CONDITIONS of this obligation are:

1. If the Bidder withdraw its Bid during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its Bid by the SNDB during the period of bid validity:
 - a. fails or refuses to execute the Contract, if required; or
 - b. fails or refuses to furnish the performance security, in accordance with the Instructions to Bidders;

We undertake to pay to the Purchaser up to the above amount upon receipt of its written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including twenty eight (28) days after the period of bid validity and any demand in respect thereof shall reach the Bank not later than the above date.

[Signature and Seal of the Bank]

Annexure “C”

8. PERFORMANCE SECURITY FORM

To,

Head of Administration Division
SINDH BANK LIMITED
HEAD OFFICE
Basement-2 Floor, Federation House,
Abdullah Shah Ghazi Road,
Clifton,
Karachi 75600

WHEREAS [name of Supplier] (hereinafter called “Supplier” or “Contractor”) has undertaken, in pursuance of Contract No. _____ [reference number of the contract] dated ____ 2021 to _____ [details of task to be inserted here] (hereinafter called “the Contract”).

AND WHEREAS we have agreed to give the Supplier / Contractor guarantee as required pursuant to the budding document and the contract:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier / Contractor, up to a total of [amount of the guarantee in words and figures], and we undertake to pay you, upon your first written demand declaring the Supplier / Contractor to be in default under the Contract and without cavil or argument, any sum or sums within the limits of [amount of guarantee] as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the _____ day of _____ 2021.

Signature and Seal of the Guarantors

Name of Bank

Address

Date

Annexure “D”

9. INTERGRITY PACT

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

_____ [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

Signature: _____

Name: _____

NIC No: _____

Annexure “E”

10. Schedule of Availability, Submission & Opening of Bids

Please refer to Notification Advertisement on the subject matter.

Annexure “F”

11. Form of Contract

This Mutual Non-Disclosure Agreement (“Agreement”) is made and entered into between Sindh Bank Limited, and [Supplier Name], individually referred to as a ‘Party’ and collectively referred to as the ‘Parties’. The Parties wish to exchange Confidential Information (as defined below in Section 2) for the following purpose(s): a) to evaluate whether to enter into a contemplated business transaction; and b) if the Parties enter into an agreement related to such business transaction, to fulfill each Party’s confidentiality obligations to the extent the terms set forth below are incorporated therein (the “Purpose”).

The Parties have entered into this Agreement to protect the confidentiality of information in accordance with the following terms:

1. The Effective Date of this Agreement is _____ 2021.
2. In connection with the Purpose, a Party may disclose certain information it considers confidential and/or proprietary (“Confidential Information”) to the other Party including, but not limited to, tangible, intangible, visual, electronic, present, or future information such as:
 - a. Trade secrets;
 - b. Financial information, including pricing;
 - c. Technical information, including research, development, procedures, algorithms, data, designs, and know-how;
 - d. Business information, including operations, planning, marketing interests, and products;
 - e. The terms of any agreement entered into between the Parties and the discussions, negotiations and proposals related thereto; and
 - f. Information acquired during any facilities tours.
3. The Party receiving Confidential Information (a “Recipient”) will only have a duty to protect Confidential Information disclosed to it by the other Party (“Discloser”):
 - g. If it is clearly and conspicuously marked as “confidential” or with a similar designation;
 - h. If it is identified by the Discloser as confidential and/or proprietary before, during, or promptly after presentation or communication; or
 - i. If it is disclosed in a manner in which the Discloser reasonably communicated, or the Recipient should reasonably have understood under the circumstances, including without limitation those described in Section 2 above, that the disclosure should be treated as confidential, whether or not the specific designation “confidential” or any similar designation is used.
4. A Recipient will use the Confidential Information only for the Purpose described above. A Recipient will use the same degree of care, but no less than a reasonable degree of care, as the Recipient uses with respect to its own information of a similar nature to protect the Confidential Information and to prevent:
 - j. Any use of Confidential Information in violation of this agreement; and/or

- k. Communication of Confidential Information to any unauthorized third parties. Confidential Information may only be disseminated to employees, directors, agents or third party contractors of Recipient with a need to know and who have first signed an agreement with either of the Parties containing confidentiality provisions substantially similar to those set forth herein.
5. Each Party agrees that it shall not do the following, except with the advanced review and written approval of the other Party:
- l. Issue or release any articles, advertising, publicity or other matter relating to this Agreement (including the fact that a meeting or discussion has taken place between the Parties) or mentioning or implying the name of the other Party; or
 - m. Make copies of documents containing Confidential Information.
6. This Agreement imposes no obligation upon a Recipient with respect to Confidential Information that:
- n. Was known to the Recipient before receipt from the Discloser;
 - o. Is or becomes publicly available through no fault of the Recipient;
 - p. Is independently developed by the Recipient without a breach of this Agreement;
 - q. Is disclosed by the Recipient with the Discloser's prior written approval; or
 - r. Is required to be disclosed by operation of law, court order or other governmental demand ("Process"); provided that (i) the Recipient shall immediately notify the Discloser of such Process; and (ii) the Recipient shall not produce or disclose Confidential Information in response to the Process unless the Discloser has: (a) requested protection from the legal or governmental authority requiring the Process and such request has been denied, (b) consented in writing to the production or disclosure of the Confidential Information in response to the Process, or (c) taken no action to protect its interest in the Confidential Information within 14 business days after receipt of notice from the Recipient of its obligation to produce or disclose Confidential Information in response to the Process.
7. EACH DISCLOSER WARRANTS THAT IT HAS THE RIGHT TO DISCLOSE ITS CONFIDENTIAL INFORMATION. NO OTHER WARRANTIES ARE MADE. ALL CONFIDENTIAL INFORMATION DISCLOSED HEREUNDER IS PROVIDED "AS IS".
8. Unless the Parties otherwise agree in writing, a Recipient's duty to protect Confidential Information expires [YEARS] from the date of disclosure. A Recipient, upon Discloser's written request, will promptly return all Confidential Information received from the Discloser, together with all copies, or certify in writing that all such Confidential Information and copies thereof have been destroyed. Regardless of whether the Confidential Information is returned or destroyed, the Recipient may retain an archival copy of the Discloser's Confidential Information in the possession of outside counsel of its own choosing for use solely in the event a dispute arises hereunder and only in connection with such dispute.
9. This Agreement imposes no obligation on a Party to exchange Confidential Information, proceed with any business opportunity, or purchase, sell, license and transfer or otherwise make use of any technology, services or products.

10. Each Party acknowledges that damages for improper disclosure of Confidential Information may be irreparable; therefore, the injured Party is entitled to seek equitable relief, including injunction and preliminary injunction, in addition to all other remedies available to it.
11. This Agreement does not create any agency or partnership relationship. This Agreement will not be assignable or transferable by Participant without the prior written consent of the other party.
12. This Agreement may be executed in two or more identical counterparts, each of which shall be deemed to be an original including original signature versions and any version transmitted via facsimile and all of which taken together shall be deemed to constitute the agreement when a duly authorized representative of each party has signed the counterpart.
13. This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof, and supersedes any prior oral or written agreements, and all contemporaneous oral communications. All additions or modifications to this Agreement must be made in writing and must be signed by the Parties. Any failure to enforce a provision of this Agreement shall not constitute a waiver thereof or of any other provision.

Sindh Bank Limited

Company Name:

Registered Address:

Registered Address:

Name: _____

Name: _____

Signature: _____

Signature: _____

Title: _____

Title: _____

Date: _____

Date: _____

Annexure “G”

12. Contract Agreement

SERVICE LEVEL AGREEMENT

This Service Level Agreement (the "Agreement") is effective as of [DATE] (the "Effective Date").

BETWEEN: M/S _____ ("Service Provider"), with its head office located at:

AND: **Sindh Bank Ltd** (the "Client"), with its head office located at:

RECITALS

This Agreement sets forth the terms and conditions under which Service Provider will provide support services to Client on maintenance of CCTV cameras including spare parts, Software, Software updates and patches etc at clients designated sites.

WHEREAS, Service Provider is desirous and capable of providing support services for CCTV Cameras that are installed in clients branch network all over Pakistan.

WHEREAS, Client desires to have the Maintenance of CCTV Cameras supported by Service Provider in a designated portion of clients Location(s), as set forth in Exhibit A of this agreement (hereinafter referred to as the "Location and Equipment Summary"), which is attached hereto and made a part hereof; and

WHEREAS, Client and Service Provider (hereinafter referred to cumulatively as the "Parties" and singularly as the "Party") have agreed on the terms which shall govern the bailment and support of the Equipment as set forth in Exhibit B (Statement Of Work) of this agreement (hereinafter referred to as the "Statement of Work"), which is attached hereto and made a part hereof, and as set forth in Exhibit C of this agreement (hereinafter referred to as the "Non-Recurring and Monthly Recurring Pricing Summary"), which is attached hereto and made a part hereof;

NOW, THEREFORE, in consideration of the mutual benefit and promises contained herein and for other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties agree as follows:

1. UNDERTAKINGS

- A. Service Provider will provide the comprehensive support to CCTV network at client Location(s) as specified in the Location and Equipment Summary with proper and timely manner as specified in the Statement of Work.

- B. Service Provider will maintain CCTV equipment as specified in the Location and Equipment Summary in accordance with Service Provider and Industry standards and practices as specified in the Statement of Work.
- C. Service Provider will hold the Equipment in bailment (if needed) for use only at the Maintenance at Service Provider Network Location(s) only for the purposes contemplated herein.
- D. During the term of the bailment or support services, any act of damage/vandalism caused due to negligence of Service Provider shall be responsible for recovery and restoration of the damaged equipment.
- E. Client shall cooperate fully with Service Provider in the provision of these support services and agrees to perform those activities identified as Client Responsibilities in the Statement of Work.

2. TERM AND TERMINATION

- A. The initial term of this Agreement shall commence on the _____, shall continue for a period of one year, and will be extendable with mutual consent for further period of two years on 5% service charges will be increased annually after end of first year.
- B. This Agreement is binding when executed by parties, the rates and charges provided in this Agreement will be effective from the first day of signing of the contract also referred here as (the "Effective Date"), whereas the penalty clause will be applicable after 3 months of the signing of the contract.
- C. Either Party may terminate this Agreement following the giving of 30-calendar day's prior written notice of termination to the other Party after completion of one year.
- D. Service Provider shall return clients its Equipment (if held) from the Service Provider Location(s) within 15 calendar days of the termination of this agreement.
- E. If two (2) unsatisfactory letters/emails are issued by the Bank for unsatisfactory current performance to the supplier the service level agreement will stand cancelled.
- F. Control Room items will remain property of Sindh Bank Ltd.

3. FINANCIAL PROVISIONS

- A. Client shall pay Service Provider on a monthly recurring basis for each Branch including any offsite ATM as Management / Maintenance Services @ Pak Rupee _____ only. (Mentioned in Pricing Summary Exhibit C). This price includes replacement of all faulty Hardware with Parts and Software with patches.
- B. Client shall pay directly or reimburse Service Provider, as applicable, for all taxes, duties, and similar liabilities, which may result from this Agreement
- C. The service provider will invoice the client on 25th of every month and the client will do its best of clearing the invoices within 10 working days after satisfactory assurances from the branches on the performance of this supplied items/supply.
- D. All invoice shall be due and payable in Pak Rupees within 15 calendar days upon receipt

4. WARRANTY AND LIABILITY

- A. Service Provider warrants that its undertakings hereunder shall be performed in a professional and competent manner and that it will provide Support Services in accordance with this Agreement.
- B. Service provider shall ensure that videos backup of cameras are available all the time and video shall be extractable on demand from the client.
- C. Service provider shall be liable of penalty equal to Rs.1,000/- (Rupees: One thousand Only) if recording are not extracted or available due to service provider negligence for backup on demand. (No. of branches are mentioned in Exhibit A)
- D. Except as otherwise set forth herein, neither Party shall be deemed negligent, at fault or liable in any respect to the other for any delay, interruption or failure in performance hereunder resulting from fire, flood, water, the elements, explosions, acts of God, war and others beyond the reasonable control of the Party delayed or prevented from performing.
- E. In case of any incident or requirement by any Law Enforcement Agency, the Service Provider will be fully responsible to provide the required video to their satisfaction for which a permission may granted to service provider by the Bank's premises Security Department.
- F. Service Provider shall be liable for any damages to the Equipment for any reason to the extent the same is caused by Service Provider, its authorized agents or employees; provided, however, that in the event the Equipment while in the possession and control of Service Provider is either lost or damaged, the maximum liability of Service Provider for said Equipment shall not exceed the replacement value of the Equipment.

5. Lost / Misplaced SD Card:

Service provider will ensure that 32GB SD cards are working all the time and recording is properly being managed and being automatically replaced by the oldest recording.

6. Up gradation of Branch CCTV/ Control Room

In case if the bank require any upgradation in the CCTV system including numbers of NVR, Cameras, wiring, Hdd or required upgradation of existing equipment with equipment of higher specification, or want to increase number of cameras in the branch then the equipment cost shall be borne by the bank.

7. Provision of Internet/intranet bandwidth

Provision of Internet/ Intranet/ LAN/ WAN, whatsoever, is required for the connectivity of Branches CCTV system with the Control Room/ CMS shall be the responsibility of Bank and as per the existing scenario the vendor shall use bank's existing connectivity infrastructure. In case of any connectivity issue if the branch is not viewed by control room then the vendor shall not be held responsible.

In case if the existing bandwidth has to be upgraded or a separate bandwidth is required other than banks infrastructure, then the bank shall borne all the expenses occurs in all such upgrades.

In both the cases whether there is connectivity issues or more bandwidth is required the vendor must inform and request the bank for its provision.

8. Special Services other than the Remedial or preventive maintenance

All additional works/ extension/ change of location/ change of premises/ video backup/ pinor password change/ technical training shall be considered extra work and shall not be fall under the SLA. (A mutually decided charges shall be charged for all such visits)

9. ACCESS, TITLE AND INSURANCE

- A. Service Provide, its agents, employees who shall be permitted access to client Location(s) listed in the Location and Equipment Summary, to be accompanied at all times by an client escort, during normal business hours for the purpose of installing, operating, maintaining, repairing or removing
- B. the unit(s) of Equipment. Service Provide agrees to comply with client's security regulations and other local site operating policies and procedures while on the client Location for these express purposes. Service provider will be solely responsible for the conduct of its agent or employee. List of such employee will be provided to client i.e. (ID, Name, CNIC etc.) Client will issue ID cards to enable the access to branch premises.
- C. The Service provider will be solely responsible for the Conduct of their agents and employees and list of their personals deployed for providing support and services under this agreement to the client will be provided with by the service provider. All the respective branch managers will know the regional teams designated to service their branch under the SLA. All the personals of the service provider will always be wearing name cards issued by the service provider for security purpose.
- D. The Parties agree that Client is making the Equipment available hereunder as a bailment and that title to the Equipment will remain with Client and that Service Provider shall have no right, title or interest therein, except as expressly provided in this Agreement. Service Provider will not impose liens, security interests, or encumbrances on the Equipment.
- E. Throughout the term of this Agreement, Client shall obtain, maintain and pay for: (i) all risk property insurance covering the Equipment; (ii) comprehensive general liability (including products and completed operations liability and broad form property damage) insurance covering the Equipment.

10. NON-COMPETITION

A. By Client

The Client covenants and agrees that it will not directly or indirectly for the term of this Agreement and for a period of six months following the termination of this Agreement:

- (i) Offer employment to a person who is or was employed by Service Provider during the then immediately preceding six months, or assist any other person or entity in offering employment to a person who is or was employed by Service Provider, during the then immediately preceding six months, without the prior written consent of Service Provider;

- (ii) Engage in any practice the purpose of which is to evade the provisions of this covenant not to compete.

B. By Service Provider

Service Provider covenants and agrees that it will not directly or indirectly for the term of this agreement and for a period of two years following the termination of this Agreement:

- (i) consult with, advise or assist in any way, whether or not for consideration, any corporation, partnership, firm or other business organization which is now or becomes a Competitor of the Client if the principal purpose of such consultation, advice or assistance is to permit such corporation, partnership, firm or business organization to compete with Client in the Client's Business, including, but not limited to, advertising or otherwise endorsing the products of any Competitor of the Client for such purpose; soliciting customers or otherwise serving as an intermediary for any such Competitor of the Client for such purpose; loaning money or rendering any other form of financial assistance to or engaging in any form of business transaction with any Competitor of the Client for such purpose;
- (ii) Engage in any practice the purpose of which is to evade the provisions of this covenant not to compete.

11. NOT A LEASE OR LICENSE

Service Provider understands and agrees that this Agreement is not intended to and shall not be deemed to grant Service Provider any property rights in any of the equipment at client Network Location(s) listed in the Location and Equipment Summary.

12. INDEPENDENT CONTRACTOR RELATIONSHIP

It is acknowledged and agreed that Service Provider's relationship with the Client is at all times hereunder an independent contractor. The Client shall have no authority over Service Provider's internal business affairs and decisions. Service Provider shall have no authority to act on behalf of, or legally bind the Client, and Service Provider shall not hold itself out as having any such authority. This Agreement shall not be construed as creating a partnership or joint venture.

13. GENERAL

- A. This Agreement sets forth the entire understanding between the Parties with regard to the subject matter hereof and supersedes any prior discussions or representations between them with respect thereto. All amendments to this Agreement shall be in writing and signed by both Parties.
- B. Neither Party may use the name, trademark, service mark or Logo of the other Party in any advertising, news releases or in any other manner without the written consent of such Party.
- C. Neither Party may not assign this Agreement or any of its rights hereunder without written consent by the other party, which shall not be unreasonably withheld.
- D. The relevant rights and obligations of the parties shall survive the termination of this Agreement.
- E. All notices, requests, demands or communications required or permitted hereunder shall be in writing, delivered personally or by telex, telegram, Service Provider Mail, or certified, registered, or
- F. express mail at the respective addresses set forth below (or at such other addresses as shall be given in writing by either Party to the other). All notices, requests, demands, or communications shall be deemed effective upon personal delivery or on the calendar day following the date of the telex, telegram, or Service Provider Mail, or when received if sent by registered certified or express mail.

If to Service Provider:

ATTN.

If to Client:

ATTN.

14. GOVERNING LAW

This Agreement, and any dispute arising from the relationship between the parties to this Agreement, shall be governed by the law of the Pakistan excluding any laws that direct the application of another jurisdiction's laws.

15. ATTORNEY FEES PROVISION

In any litigation, arbitration, or other proceeding by which one party either seeks to enforce its rights under this Agreement (whether in contract, tort, or both) or seeks a declaration of any rights or obligations under this Agreement, the prevailing party shall be awarded its reasonable attorney fees, and costs and expenses incurred, if awarded by the court or any forum of alternate dispute resolution..

IN WITNESS WHEREOF, the parties have executed this Agreement at [DESIGNATE PLACE OF EXECUTION], with full knowledge of its content and significance and intending to be legally bound by the terms hereof the day and year first above written.

SERVICE PROVIDER

CLIENT

Authorized Signature

Authorized Signature

Print Name and Title

Print Name and Title

EXHIBIT B

STATEMENT OF WORK

SERVICE PROVIDER RESPONSIBILITIES:

- A. Furnish comprehensive maintenance support of CCTV network Equipment installation at the Client Network Location(s) specified in Exhibit A. Comprehensive maintenance support means that in case of any issue/problem/hardware components and software shall be provided/replaced by the Service provider. Component/spares including software (software updates/patches) will be provided within time to ensure resolution within the permissible time as per clause F. Support shall include branch visits for attending complaints for breakdown or preventive maintenance. NO EXTRA PAYMENT will be demanded by the Service provider.
- B. Perform testing as Service Provider deems appropriate to verify proper operation of CCTV Cameras at the Client Network Location(s) specified in Exhibit A. All Replacement/New/Spare Parts which includes NVR and Cameras must comply with or equivalent to existing system..
- C. Any equipment malfunctioned at branch, will be covered in the scope of this SLA and Service Provider will provide/replace the equipment as per the clause F.
- D. Service Provider must carry out preventive maintenance of CCTV system on quarter yearly basis.
- E. Service Provider will perform "First Level Maintenance" on the Equipment installed at client Network Location(s) specified in Exhibit A is defined as follows:
 - a. Ensure that clear image are being recorded
 - b. Service Provider shall clean equipment; check connections and replace them where it necessary; testify the computer interface (if present); and verify the video routing and sequencing.
 - c. Vendor will replace loose or faulty connections check camera power supplies for proper voltage; and replace any parts that may have been ordered as a result of the inspection.
 - d. Check time/date settings on controls and adjust where necessary/required.
 - e. Ensure that video feeds are being stored over multiple system for reliability and redundancy and recording available on all medias all the time as follows;
 - i. NVR (In each Branch)
 - ii. Memory Card (Installed inside the Camera)
 - iii. Operation Manger System (Recorded on BR/Operational Manger's System)
 - iv. Head Office (Through Remote Monitoring using Bank Network)
 - v. Make sure all cameras are functioning properly in Night Vision.
 - vi. Make sure all recording can be viewed and accessed from Head office for viewing or copying.

- vii. Make sure that all the outdoor cameras installed at SNDB branches has no blocking in view i.e. the cameras are not installed behind the boards.
- F. Service Provider will ensure to resolve the issue within 24 hours in major cities (*Karachi, Lahore, Islamabad, Quetta, and Peshawar*) and within 48 hours in other cities.
- G. Integration between currently installed Software/Video Management System (VMS) and replacements of new *parts /components will be the responsibility of Service Provider*
- H. It is mandatory for Service Provider to maintain sufficient *inventory of equipment/ spares parts* at Sindh Bank regional offices in Karachi, Islamabad/Rawalpindi, Lahore, Quetta and Peshawar.
- I. Service Requests will be done anytime during the day by Client through email, phone and resolution will be provided as per the clause F.
- J. Provide a central telephone number of the Service Provider Network Management) to be used by Client to report all troubles, schedule routine maintenance visits, request First Level Maintenance and to request Service Provider technical support, should the Service Provider Network Location be unmanned at time of Client's request then effective and alternate medium may be adopted for e.g. (Email, SMS, CMS Ticketing)
- K. Branches which are far-off or placed at remote areas, routine health-check activity for the CCTV system of remote branches will be conducted quarterly similarly as other branches.
- L. Overall Service Provider will be responsible to provide the following facilities in specific.
- Troubleshooting of CCTV system
 - Free of cost replacement of any part malfunctioned
 - Regular checks of recordings
 - Dedicated CCTV Operators in Head Office
 - Configuration of the CCTV system with the SNDB Network
 - 24 hours customer support for any issue related to Branch CCTV
 - Routine video recording retrievals
 - Periodic health check for branches throughout Pakistan
 - Ensuring Compliance as per State Bank and other departments
 - Incident management or DATA handling with Law enforcements agencies
 - Instant Back up support and resolution of any camera outage with in COB
 - Service Provider will allocate following dedicated resource for Sindh Bank along with Deployment of Complaint Management System (CMS).

Escalation Matrix

| | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|--|
| LEVEL-1 | Name/Designation (support staff) | |
| First complain if the call is not resolved " within specified response time " (24 hours) | Landline Phone | |
| | Email | |
| | Cell | |
| LEVEL-2 | Name/Designation (Regional Head/Manager/GM) | |
| 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) | Landline Phone | |
| | Email | |
| | Cell | |
| LEVEL-3 | Name/Designation (CEO of the firm) | |
| 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 | Landline Phone | |
| | Email | |
| | Cell | |
| Note: Ensure that no column above is left blank | | |

M. EXHIBIT C

(MONTHLY RECURRING PRICING SUMMARY)

| SLA Charges | Monthly | Per Month |
|-----------------------------------------------------------------------------------|----------------|------------------|
| Service Level Agreement – SLA (<i>Per Branch</i>) <i>including all taxes</i> | 1 | _____ |

Total expenses for 330 branches per year will be Rs. _____/-

EXHIBIT D

FOR DATA RETRIEVAL

- A. For retrieval of any data from its memory or the system, some mandatory protocols has to be followed by the Branch Manager or Operation Manager accordingly, because installed specialized cameras are dependent on specific software, else the data will be completely corrupt, lost or in some cases memory card damage/failure.
- B. To retrieve any video recording from installed cameras or from its SD/Memory Cards which is a secondary/backup medium of recording. The Branch Manager or Operation Manager will request M/s. _____ Pvt. Ltd. To provide the recording.

16. CONFIDENTIALITY

- i. **Confidential Information.** For the purposes of the Agreement, the term “Confidential Information” shall mean any information comes in possession of Service Provider 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’s 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 Service Provider .
- ii. Service Provider acknowledges that SNDB is under strict confidentiality obligations with regard to all the information and affairs of its Customers. Therefore, Service Provider shall not disclose any data, information or other affairs of SNDB’s customers which may come to the knowledge of Service Provider in providing the above services. Service Provider undertakes to obtain from its employees involved in the Services written undertakings to maintain the confidentiality obligations of Service Provider under this Agreement.
- iii. In the event of breach of aforesaid clauses, Service Provider shall be liable to pay damages to the SNDB hereby indemnifies SNDB against any loss arising out of any breach of this clause by the SNDB.
- iv. This clause shall survive termination of the Agreement.
- v. For the purpose of clarity, such information does not need confidentially if the same
 - a. Has been lawfully obtained by the Service Provider, free of any duty of confidentiality, other than directly or indirectly from disclosing party.
 - b. Was already in the TCS’s possession other than as a result of a breach of this clause 7.
 - c. Is in the public domain other than as a result of a breach of this clause 7.
 - d. Is necessary disclosed pursuant to a statutory and legal obligation or the order of any court of competent jurisdiction or official body including SBP having authority to require disclose.

17. ENSURING ACCESS TO SBP

Service Provider and SNDB agree to provide to State Bank of Pakistan necessary access to the documentation and accounting records in relation to the Provision of Service Level Agreement – CCTV Monitoring & Maintenance and right to conduct on-site to Service Provider, if required

18. LIABILITY

In case of loss, damage and / or delay after agreed time Service Provider shall pay the damages to the SNDB as mutually agreed. It is agreed between the parties hereto that no claim for loss of or damage shall be entertained till such time as all printing charges have been paid, in full, by the SNDB. The SNDB agrees not to deduct any amount from any payment to be made to Service Provider, against any bills raised and/or invoices issued by Service Provider, in respect of the printing and delivery of SNDB statements under this Agreement. This Addendum shall form an integral part of the Agreement.

16. INDEMNIFICATION.

Service provider (the “Indemnifier”) agrees that it shall indemnify, defend, and hold harmless the Bank 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).

This Article shall also survive after termination of this Agreement.

17. Anti – Money Laundering.

“Service provider 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.”

18. 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 first complaint redressal committee of the bank and if parties could not reach at amicable situation, then the matter will 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 at Karachi, Pakistan and proceedings of arbitration shall be conducted in English.

19. Conflict of Interest:

The Service provider shall hold the Bank’s interests paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.

13. LIST OF BRANCHES

ANNEXURE “H”

SINDH BANK LIMITED

| S.No. | Branch Code | Branch Name |
|-------------------------|-------------|---------------------------------------------------|
| | | |
| KARACHI BRANCHES | | |
| | - | GROUP BUSINESS HEAD SOUTH OFFICE |
| - | - | Plot # Misc.-2, Bahria Complex-II |
| - | - | M.T. Khan Road, Karachi |
| - | - | |
| 1 | 5303 | ALLAMA SHABBIR AHMED USMANI ROAD (ISLAMIC) |
| - | - | Shop No.2,3, & 4, Shaheen Heights, Block-7, |
| - | - | KDA Scheme No.24, Gulshan-e-Iqbal, |
| - | - | Karachi |
| - | - | |
| 2 | 0390 | ABUL HASAN ISPHAHANI ROAD BRANCH |
| | - | Plot No.A-1/10, Block No.4, |
| - | - | Gulshan-e-Iqbal, Karachi |
| - | - | |
| 3 | 0341 | BAHADURSHAH ZAFAR MARKET BRANCH |
| | | Property No.G-3 of R.B. 11/22, III-A-239-B, |
| | | Rambagh Quarters, Gwali Lane No.1, |
| 0 | | Karachi |
| - | - | |
| 4 | 0329 | BUFFERZONE NAGAN CHOWRANGI BRANCH |
| | | Plot No. 32, Sector 11-H, |
| | | North Karachi Township Scheme, Karachi |
| | | |
| 5 | 0360 | BAHADURABAD BRANCH |
| | | Plot No.111, Shop No.4, The City Towers, |
| | | Bahadur Yar Jang Co-operative Housing Society |
| | | Alamgir Road, Karachi |
| | | |
| 6 | 0364 | BHAINS COLONY BRANCH |
| | | Plot No. 217, Block-A, Cattle (Bhains) Colony |
| | | Landhi, Karachi |
| | | |
| 7 | 0366 | BAHRIA COMPLEX-II BRANCH |
| - | - | Plot # Misc.-2, Bahria Complex-II |

| | | |
|----|------|-------------------------------------------------------|
| - | - | M.T. Khan Road, Karachi |
| 8 | 0375 | BOHRAPIR BRANCH |
| | | Shop No.3 & 4, Plot Survey No.88, RC.12 |
| | | Ranchore Line Quarter, Karachi |
| 9 | 0391 | BALDIA TOWN BRANCH |
| | | Plot No.667, Anjam Colony, |
| | | Badia Town, Karachi |
| 10 | 0385 | BAHRIA TOWN BRANCH |
| | | Plot No.109-A, Precinct-A, Street Commercial Lane-05, |
| | | Midway Commercial, Bahria Town, |
| | | Karachi |
| 11 | 0302 | CLIFTON BRANCH |
| | | Ground Floor, St-28, Block-5, Federation House, |
| | | Clifton, Karachi |
| 12 | 0303 | COURT ROAD BRANCH |
| | | Ground floor, G-5-A, Court View Apartments, |
| | | Opposite Sindh Assembly, Karachi |
| 13 | 0318 | CLOTH MARKET BRANCH |
| | | Shop No.28, Ground Floor, Cochinwala Market, |
| | | Bunder Road Quarters, Karachi |
| 14 | 0369 | CIVIC CENTER BRANCH |
| | | Ground Floor, Civic Center, |
| | | Gulshan-e-Iqbal, Karachi |
| 15 | 0325 | DHORAJEE BRANCH |
| | | Plot # 35/243, Block 7&8, |
| | | C.P. Berar Cooperative Housing Society, |
| | | Dhorajee Colony, Karachi |
| 16 | 0357 | DHA PHASE-II BRANCH |
| | | Plot No. 13-C, Commercial Area "A", |
| | | DHA Phase-II, Karachi |
| 17 | 0338 | DHA Phase-IV |
| | | Shop # 1,2,3, and 4, Plot No.III |

| | | |
|----|-------------|-----------------------------------------------------------|
| | | 9th Commercial Street, Phase-IV, |
| | | DHA, Clifton Cantonment, Karachi |
| | | |
| 18 | 0304 | DHA 26th STREET BRANCH |
| | | Plot No.14-E, 26 th Street Phase 5 Ext. D.H.A, |
| | | Karachi |
| | | |
| 19 | 0380 | DHA PHASE-VIII BRANCH |
| | | Ground Floor, Plot No.75-C, |
| | | Al-Murtaza, Lane-3, DHA, Phase-VIII, |
| | | Karachi |
| | | |
| 20 | 0372 | DR. ZIAUDDIN AHMED ROAD |
| | | Plot No.2/1, Sheet No. C 11-9, |
| | | Imperial Court, Dr. Ziauddin Ahmed Road, |
| | | Karachi |
| | | |
| 21 | 0349 | GARDEN EAST BRANCH |
| | | Plot No. GRE-491/2-B, Shop No.2 & 3, |
| | | Seven Star Residency, |
| | | Garden East Quarters, Karachi |
| | | |
| 22 | 0321 | GOLE MARKET BRANCH |
| | | Plot # 16, Row # 18, Sub-Block-F in Block-III, |
| | | Gole Market, Karachi |
| | | |
| 23 | 0335 | GULISTAN-E-JOHAR BRANCH |
| | | Shop # 7 & 8, Casim Paradise, Block-18, |
| | | Scheme 33, Gulistan-e-Johar, Karachi |
| | | |
| 24 | 0343 | GULSHAN-E-HADEED BRANCH |
| | | ` |
| | | Gulshan-e-Hadeed, |
| | | Karachi |
| | | |
| 25 | 0305 | GULSHAN-E-IQBAL BRANCH |
| | | FI : 1/13, block 5, KDA Scheme No.24, |
| | | Main Rashid Minhas Road, Gulshan-e-Iqbal Karachi |
| | | |
| 26 | 0337 | GULSHAN-E-MAYMAR BRANCH |
| | | Plot No.SB-016, Sector-7, Sub-Sector IV, |
| | | Gulshan-e-Maymar , Karachi |
| | | |
| 27 | 0311 | GIZRI BRANCH |

| | | |
|----|------|-----------------------------------------------------|
| | | Commercial Plot No.G-1/2 & 23 |
| | | Lower Gizri Bazar Area, |
| | | Clifton Cantonment, Karachi |
| - | | |
| 28 | 0387 | GADAP TOWN BRANCH |
| - | | Plot No.345, Haji Zakaria Jokhio Goth, |
| - | | Distt. Malir, Karachi |
| - | | |
| 29 | 0392 | GULSHAN-E-IQBAL BLOCK 13D-2 BRANCH |
| - | | Plot No.SB-04, Shop No.1 & 2, |
| - | | Block 13D-2, Scheme 24, Gulshan-e-Iqbal, Karachi |
| - | | |
| 30 | 0377 | GULZAR-E-HIJRI BRANCH |
| - | | Shop No. 65 & 66, Block-9, Ground Floor,, |
| - | | County Garden, Sub Plot 06/09, Sector 14-B, |
| - | | KDA Scheme No.33, Gulzar-e-Hijri, Karachi |
| - | | |
| 31 | 0306 | HYDERI BRANCH |
| | | Plot No. SD-27, Block-G, Scheme No.2. |
| | | Hyderi Market, North Nazimabad, Karachi |
| | | |
| 32 | 0301 | I.I. CHUNDRIGAR ROAD BRANCH |
| | | Ground Floor, P & O Plaza, Opposite |
| | | I.I. Chundrigar Road, Karachi |
| | | |
| | | |
| 33 | 0381 | IBRAHIM HYDERI BRANCH |
| | | Commercial Plot, Situated in Naiclass 25, |
| | | Deh Ibrahim Hyderi, |
| | | Karachi |
| | | |
| 34 | 0323 | JAMSHED QUARTER BRANCH |
| | | House # 13/B, Plot # 710/6, |
| | | Survey Sheet # J.M. Quarters, |
| | | Karachi |
| | | |
| 35 | 0307 | JODIA BAZAR BRANCH |
| | | Shop No. 1 Ground Floor, |
| | | Soomro Center, Jodia Bazar, Napier Quarter, Karachi |
| | | |
| 36 | 0332 | KARACHI ADMINISTRATION SOCIETY BRANCH |
| | | Plot # SA/90, Block-8, KAECHS Society, |
| | | Opposite Shaheed-e-Millat Road, |
| | | Karachi |

| | | |
|----|-------------|--------------------------------------------------|
| | | |
| 37 | 0348 | KHAYABAN-E-ITTEHAD BRANCH |
| | | Plot No.128-N, Muslim Commercial Area, |
| | | Khayaban-e-Ittehad, DHA, Phase-VI, |
| | | Karachi |
| | | |
| 38 | 5301 | KHAYABAN-E-ITTEHAD ISLAMIC BANKING BRANCH |
| | | Ground Floor, Plot No. 13-C, |
| | | Khayaban-e-Ittehad, Phase-II Ext. DHA. Karachi |
| | | |
| 39 | 0354 | KHAYABAN-E-SHAHBAZ BRANCH |
| | | Plot No.11-C, Shop No.1 & 2, Ground Floor, |
| | | Shahbaz Lane-2, Phase-VI, |
| | | Pakistan Defence Housing Authority, Karachi |
| | | |
| 40 | 0308 | KORANGI INDUSTRIAL AREA BRANCH |
| | | Plot No.27/28, Showroom No.5, |
| | | Korangi Industrial Area, Sector-16, Karachi |
| | | |
| 41 | 0359 | KEHKASHAN CLIFTON BRANCH |
| | | Plot No. F/101, Block # 7, |
| | | Scheme No.5, Kehkashan, Clifton, Karachi |
| | | |
| 42 | 0368 | KARIMABAD BRANCH |
| | | C-23, Al-Habib Blessing, Block-4, |
| | | Federal B Area, Meena Bazar, |
| | | Karimabad, Karachi |
| | | |
| 43 | 0373 | KARACHI UNIVERSITY |
| | | Main Campus, |
| | | University of Karachi |
| | | University Road, Karachi |
| | | |
| 44 | 0378 | KORANGI TOWNSHIP BRANCH |
| | | Plot No.0-13, Sector 33-A, |
| | | Korangi, Karachi |
| | | |
| 45 | 0382 | KEAMARI BRANCH |
| | | Plot No.18, Locality No.11, |
| | | Jungle Shah Keamari, Karachi |
| | | |
| 46 | 0383 | KHADDA MARKET BRANCH |
| | | Ground Floor, Plot No.18/2, Survey Sheet No.LY-6 |
| | | Khadda Market, Lyari, |

| | | |
|----|------|----------------------------------------------------------------------------------------------------------------------------------|
| | | Karachi |
| 47 | 0345 | LANDHI BRANCH Quarter No.14/10, Block-5 D, Landhi Township, Karachi |
| 48 | 0339 | LEA MARKET BRANCH, KARACHI Plot Survey # 2, Lea Quarters, Lea Market, Karachi |
| 49 | 0330 | LIAQUATABAD BRANCH Plot # 2, Block-3, Machine Area Survey Sheet # 7/9, Liaquatabad, Karachi |
| 50 | 0322 | M.A. JINNAH ROAD BRANCH, KARACHI Plot No.28/2, Shop No. 13, 14 & 15 Amber Medical Centre, M.A. Jinnah Road, Karachi |
| 51 | 0344 | MALIR CANTT. BRANCH Plot No.11, Block-S, Cantt. Bazar Area, Malir Cantonment, Karachi |
| 52 | 0352 | MEHMOODABAD BRANCH Plot No.476 & 476A, MAC-II Mehmoodabad, Karachi |
| 53 | 0316 | MEMON GOTH BRANCH Plot No.232 Deh. Malh, Tapu Dersano Chano, Murad Memon Goth, Karachi |
| 54 | 0347 | METROVILLE BRANCH Plot No.F-5, Block-3, Category-B, KDA Scheme, Metroville No.1, S.I.T.E., Karachi |
| 55 | 0333 | MOHAMMAD ALI SOCIETY BRANCH Plot No.39/F, Mohammad Ali Society, Karachi |
| 56 | 0370 | MALIR CITY BRANCH Plot No.46, Block-A, Malir Township, Near Atia Hospital, National Highway, Karachi |

| | | |
|----|------|-----------------------------------------------|
| 57 | 5302 | MODEL COLONY (ISLAMIC) |
| | | Plot No.9-1/2-A, Model Colony, |
| | | Near National Saving Centre, Karachi |
| 58 | 0328 | NEW CHALLI BRANCH |
| | | Property Bearing # 37, Survey Sheet # SR-7, |
| | | Serai Quarters New Challi, Karachi |
| 59 | 0317 | NEW KARACHI BRANCH |
| | | Plot # AS-24, Street # 3, Sector # 5-H, |
| | | North Karachi Township |
| 60 | 0319 | NORTH KARACHI INDUSTRIAL AREA |
| | | 1/1, Sector 12-A, |
| | | North Karachi Industrial Area, Karachi |
| 61 | 0324 | NORTH NAPIER ROAD BRANCH |
| | | Plot # 32/2, Survey # NP-10, Sheet # 10 |
| | | Napier Quarters, Napier Road, |
| | | Karachi |
| 62 | 0355 | NORTH NAZIMABAD BRANCH |
| | | Ground Floor, Plot No.SC-7 |
| | | Chayell Comfort, Block-N, KDA Scheme No.2, |
| | | North Nazimabad, Karachi |
| 63 | 0371 | NISHTAR ROAD BRANCH |
| | | Shop No.1A, Ground Floor, |
| | | Building Bearing Survey No.61/II, |
| | | Nishtar Road, Karachi |
| 64 | 0376 | NAZIMABAD BRANCH |
| | | Shop No.S-1, Plot No.26 Row-01, Sub Block-A, |
| | | Block-1, Nazimabad, Liaquatabad Town, Karachi |
| | 0384 | ORANGI TOWNSHIP BRANCH |
| | | Plot No.C.1-57, Sector No.11, |
| | | Orangi Township, Karachi |
| 66 | 0389 | ORANGI TOWN BRANCH |
| | | Plot No.L-1 & Plot No.L-245, Section 1/D, |
| | | Orangi Town, Karachi |
| 67 | 0310 | PAPER MARKET BRANCH |

| | | |
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| | | Plot No.22/2, Sheet No.SR.18, Serai Quarters, |
| | | Saddar Town, Karachi |
| | | |
| 68 | 0353 | PECHS COMMERCIAL AREA BRANCH |
| | | Plot No.187-3A, Shop No. 3 & 4, |
| | | Ground Floor, Dawood Apartment, |
| | | Block-2, PECHS, Karachi |
| | | |
| 69 | 0358 | PIA EMPLOYEES CO-OPERATIVE HOUSING SOCIETY BRANCH |
| | | Plot No.B-44, Block-9, KDA Scheme # 36, |
| | | PIA Employees Co-Operative Housing Society, |
| | | Gulistan-e-Jauhar, Karachi |
| | | |
| 70 | 0342 | PIB COLONY BRANCH |
| | | Shop No. 2, Plot No.340, |
| | | Pir Illahi Bux Co-operative Housing Society Ltd., |
| | | PIB Colony, Karachi |
| | | |
| 71 | 0309 | PREEDY STREET, SADDAR BRANCH |
| | | Property bearing # 326/2, Artillery Maidan, |
| | | Preedy Street, Saddar Karachi |
| | | |
| 72 | 0393 | QUAIDABAD BRANCH |
| | | Plot No.SV-09, Maria Center, |
| | | Quaidabad, Landhi, Karachi |
| | | |
| 73 | 0367 | RASHID MINHAS ROAD BRANCH |
| | | Plot No. A-2, Shop No.S12 to S-15, Akbar Paradise, |
| | | Block-A, National Cement Employees |
| | | Cooperative Housing Society, |
| | | Rashid Minhas Road, Karachi |
| | | |
| 74 | 0356 | SAFOORA GOTH BRANCH |
| | | Plot No.SB-23, Shop No.2, Euro Heights, |
| | | Block-7, KDA Scheme # 36, Gulistan-e-Johar, Karachi |
| | | |
| 75 | 0326 | SHAHEED-E-MILLAT ROAD BRANCH |
| | | Show Room # G-01, Sagar Heights, Block-3, |
| | | M.S.G.P. Cooperative Housing Society, |
| | | Shaheed-d-Millat Road, Karachi |
| | | |
| 76 | 0314 | SITE BRANCH |
| | | B/9-B-2, |
| | | SITE, Karachi |

| | | |
|----|------|------------------------------------------------------|
| 77 | 0312 | SHAHRAH-E-FAISAL BRANCH |
| | | Plot No.30-A, Ground Floor, Showroom No. 4, 5 & 6, |
| | | Progressive Centre, Block-6, P.E.C.H.S, |
| | | Shahrah-e-Faisal, Karachi |
| 78 | 0340 | SHERSHAH BRANCH |
| | | Plot No.D/95, Shop# A-1 & A-2, |
| | | SITE Area, |
| | | Karachi |
| 79 | 3021 | SIR SYED HOSPITAL – SUB BRANCH |
| | | Plot No.887, Block-A, Korangi Road, |
| | | Near KPT Interchange, Qayyumabad, |
| | | Opposite DHA Phase-VII Ext. Karachi |
| 80 | 3031 | SINDH SECRETARIAT – SUB BRANCH |
| | | C.S. No.409, Sheet No. AM-1, |
| | | Artillery Maidan Quarter, |
| | | Karachi |
| 81 | 0334 | SOHRAB GOTH BRANCH |
| | | Shop # 14/A & B, 15/A & B, Ground Floor, |
| | | Al-Asif Square, Sohrab Goth, |
| | | Karachi |
| 82 | 0336 | STOCK EXCHANGE BRANCH, KARACHI |
| | | Property No. 142 & 143, Third Floor, |
| | | Stock Exchange Building, |
| | | Karachi |
| 83 | 0362 | SINDHI MUSLIM HOUSING SOCIETY BRANCH |
| | | Plot No. 117 & 118, Shah Abdul Latif Education Trust |
| | | Block-A, Sub-Block B, |
| | | Sindh Muslim Cooperative Housing Society, |
| | | Main Chowrangi, Karachi |
| 84 | 0363 | SHIREEN JINNAH COLONY BRANCH |
| | | Plot No.46, Block-I, Category-B, |
| | | Scheme No.05, Shireen Jinnah Colony, |
| | | Clifton, Karachi |
| 85 | 0374 | SHAH FAISAL COLONY |
| | | House No.CB-52, Ground Floor, |

| | | |
|----|------|---------------------------------------------------------|
| | | Alfalalah Co-operative Housing Society (Drigh Colony) |
| | | Shah Faisal Colony, Karachi |
| | | |
| 86 | 0379 | SINDH SOCIAL SECURITY INSTITUTION (SESSI) BRANCH |
| | | Ground Floor, Sindh Employees Social Security Institute |
| | | Head Office, ST/17, Block-06, |
| | | Gulshan-e-Iqbal, Karachi |
| | | |
| 87 | 0386 | SAADI TOWN BRANCH |
| | | Plot No.C-33 (Commercial), Block-II, Saadi Town, |
| | | Scheme-33, Gulzar-e-Hijri, Malir Cantt, Karachi |
| | | |
| 88 | 0388 | SAMANABAD / GULBERG BRANCH |
| | | Plot No.R-323, Block-18, Scheme No.16, |
| | | F.B. Area, Samanabad, Gulberg, Karachi |
| | | |
| 89 | 0313 | TARIQ ROAD BRANCH |
| | | Plot No.55-C, 56-C, Central Commercial Area, |
| | | Block-2, PECHS, Karachi |
| | | |
| 90 | 0315 | TIMBER MARKET BRANCH |
| | | Plot Survey # 22 (Old Survey # E-5/3-14), |
| | | Lawrence Quarter, Siddique Wahab Road, |
| | | Timber Market, Karachi |
| | | |
| 91 | 0331 | UNIVERSITY ROAD BRANCH, GULSHAN-E-IQBAL |
| | | Shop # 2 & 3 Bearing Plot # SB-13, |
| | | Ground Floor, Gulshan Centre, Block-13-C, |
| | | Scheme-24, Gulshan-e-Iqbal, Karachi |
| | | |
| 92 | 0320 | WATER PUMP BRANCH |
| | | Plot # 9, Block-16, Scheme # 16, |
| | | Federal "B" Area, Karachi |
| | | |
| 93 | 0346 | WEST WHARF BRANCH |
| | | Plot No. 20, Warehouse Area, |
| | | West Wharf Road, Karachi |
| | | |

INTERIOR SINDH BRANCHS

| | | |
|---|------|------------------------------------------|
| 1 | 0149 | AHMED PUR BRANCH |
| - | - | Jiryan No.309, Survey No.625, Ahmed Pur, |
| - | - | Taluka Kingri, District Khairpur |
| - | - | - |
| 2 | 0401 | AUTOBHAN ROAD BRANCH, HYDERABAD |

| | | |
|----|------|-----------------------------------------------------|
| | | Wali Arcade, Plot No.M-577, |
| | | Autobhan Road, Latifabad, Hyderabad |
| - | - | - |
| 3 | 0144 | ANAJ MANDI LARKANA BRANCH |
| - | - | Survey No.3830/1831 & 1981/1, Ward-A, |
| - | - | Mohallah Shewa Mandi, Main Road Larkana |
| - | - | - |
| 4 | 0124 | BADAH BRANCH |
| | | Juryan No.87, Main Badah Road, Badah, |
| | | Tehsil Dokri, District Larkana |
| - | - | - |
| 5 | 0409 | BADIN BRANCH |
| | | Plot / Survey No.157, Main Bus Stop, |
| | | Hyderabad Badin Road, Badin |
| - | - | - |
| 6 | 4091 | BAWANI SUGAR MILLS – SUB-BRANCH |
| | | Ahmed Nagar, Talhar Distt. |
| | | Badin |
| | | |
| 7 | 0423 | BHAN SAEEDABAD BRANCH |
| | | Jaryan No.698, Main Bhan Saeedabad Road, |
| | | District Jamshoro |
| | | |
| 8 | 0435 | BERANI BRANCH |
| | | Survey No.45(1-2-3) & 46, Deh Berani, |
| | | Taluka Jam Nawaz Ali |
| | | District Sanghar |
| | | |
| 9 | 0441 | BANDHI DISTT. SHAHEED BENAZIRABAD BRANCH |
| | | Plot No.13 & 14 Farooque Town Bandhi, |
| | | Deh 64, Nasrat Bandhi, Taluka Daur, |
| | | Distt. Shaheed Benazirabad |
| | | |
| 10 | 0148 | BUXAPUR, DISTRICT KASHMORE BRANCH |
| | | Jiryan No.06, Buxapur Town, Main Buxapur Market |
| | | District Kashmore |
| | | |
| 11 | 0445 | BULARI SHAH KARIM BRANCH |
| | | Revenue Survey No.55, Main Bulari Shah Market Road, |
| | | Deh & Tappo Bulari, Taluka Bulari Shah Karim, |
| | | District Tando Muhammad Khan |
| | | |
| 12 | 0427 | CITIZEN COLONY, HYDERABAD BRANCH |

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| | | Shop No.3-7, Royal City Project, |
| | | Citizen Colony, Jamshoro Road, Hyderabad |
| | | |
| 13 | 0439 | CHACHRO DISTT. THARPARKAR |
| | | Plot No.2, Jaryan No. 294, |
| | | Deh Chachro, Taluke Chachro, District Tharparkar |
| | | |
| 14 | 0146 | CHUNDKO DISTRICT KHAIRPUR BRANCH |
| | | Jiryan No.40, Main Road Chundko, |
| | | Taluka Nara, District Khairpur |
| | | |
| 15 | <u>0106</u> | DADU BRANCH |
| | | Plot No.54, RS No.987, Opposite Degree College, |
| | | Dadu City, District Dadu |
| | | |
| 16 | <u>1061</u> | DADU SUGAR MILLS – SUB BRANCH |
| | | Pyaro Goth, Distt. Dadu |
| | | |
| 17 | <u>0115</u> | DAHARKI BRANCH |
| | | Survey No.446, Main Daharki Road, |
| | | Taluka Daharki, District Ghotki |
| | | |
| 18 | <u>0428</u> | DIGRI BRANCH |
| | | Plot No. 118, Deh, 178, |
| | | Mirwah Road, |
| | | Digri |
| | | |
| 19 | 0137 | DOKERI, DISTT. LARKANA BRANCH |
| | | Shop No.3&4 Dokro |
| | | Moen-Jo-Daro Road, Dokeri |
| | | |
| 20 | <u>0121</u> | GAMBAT BRANCH |
| | | Plot No.2153-A, Near Sui Gas Office, Main Gambat Road, |
| | | District Khairpur |
| | | |
| 21 | <u>0429</u> | GHARO BRANCH |
| | | Jaryan No.197, Main National Highway Road, |
| | | Taluka Ghara, District Thatta |
| | | |
| 22 | <u>0110</u> | GHOTKI BRANCH |
| | | Plot/City Survey No.890, Ward-B, |
| | | Main Deviri Sahib Road, Ghotki |
| | | |
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| 23 | <u>0128</u> | GHOUSPUR BRANCH |
| | | Shop No.1 & 2, Shahi Bazar, |
| | | Near Shah Hussain Masjid Ghouspur, |
| | | Taluka Kandhkot, District Kashmore-Kandhkot |
| 24 | 0432 | GHARI KHATA BRANCH |
| | | Shop No.CSF/C/1075,20, |
| | | Qazi Qayoom Road, |
| | | Hyderabad |
| 25 | 0142 | GARHI YASIN, DISTRICT SHIKARPUR |
| | | City Survey No.430, Main Bazar |
| | | Garhi Yasin , District Shikarpur |
| 26 | 0145 | GHARI KHAIRO DISTT. JAOBABAD BRANCH |
| | | Shop No.13, VF-II, Jiryan No.13, |
| | | Main Road Town Ghari Khairo, District Jacobabad |
| 27 | 0443 | GOLARCHI DISTRICT BADIN BRANCH |
| | | Plot No.A-1, Jiryan No.618, Main Golarchi Road, |
| | | Deh Bharo Dari, Tappo Golarchi, District Badin |
| 28 | 0402 | HALA BRANCH |
| | | Survey No. 1397/88, Ward B, Gulshan Fahim Colony, |
| | | Hala, District Matiari |
| 29 | <u>0430</u> | ISLAMKOT BRANCH |
| | | Plot No.17, 18 & 20, Near Jamia Masjid |
| | | Taluka Islamkot, District Tharparkar |
| 30 | <u>0119</u> | JACOBABAD BRANCH |
| | | Property No.232, Ward-6, |
| | | Main Quetta Road, Jacobabad. |
| 31 | <u>0431</u> | JAMSHORO BRANCH |
| | | Plot No.A-133, Sindh University Employees Co-operative |
| | | Housing Society, Phase-I, Taluka Kotri, District Jamshoro |
| 32 | 0433 | JOURNALIST SOCIETY BRANCH |
| | | Plot No.9, Journalist Co-operative Housing Society, |
| | | Near Center Jail, Hyderabad |
| 33 | 0440 | JATI DISTT. SUJAWAL BRANCH |
| | | Revenue No.789/766, |

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| | | Memon Shopping Mall Jati District Sujawal |
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| 34 | 0442 | JHUDDO DISTT. MIRPURKHAS |
| | | City Survey No.444, Usman Complex-II |
| | | Ward No.8, Main Jhuddo Tando Bago Road, |
| | | Jhuddo, District Mirpurkhas |
| | | |
| 35 | 0136 | KHANPUR MAHAR, DISTT. GHOTKI BRANCH |
| | | Plot No.115-II, Khanpur Mahar, |
| | | Taluka Khan Gharh, District Ghotki |
| | | |
| 36 | 0104 | KANDHKOT BRANCH |
| | | S.No.167, opposite Shams petroleum Services |
| | | Deh Akhero Kandhkot |
| | | District Kashmore Kandhkot |

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| 37 | 0129 | KANDIARO BRANCH |
| | | Jaryan No.1588, Opposite Zarai Taraqati Bank Ltd. |
| | | Hospital Road, Taluka Kandiara, District Naushero Feroze |

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| 38 | 0118 | KASHMORE BRANCH |
| | | Jaryan No.874, Main Kashmore Kandhkot Road, |
| | | Kashmore District Kandhkot. |
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| 39 | 0102 | KHAIRPUR BRANCH |
| | | Ground Floor, Syed Ramzan Ali Shah |
| | | Trade Centre,Khairpurmirs |
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| 40 | 0126 | KHAIRPUR NATHAN SHAH BRANCH |
| | | Shop No.C/407-A, |
| | | Taluka Khairpur Nathan Shah, District Dadu |
| | | |
| 41 | 4092 | KHOSKI SUGAR MILLS – SUB BRANCH |
| | | Khoski Sugar Mills Ltd. Khoski, |
| | | District Badin |
| | | |
| 42 | 0403 | KOTRI BRANCH |
| | | City Survey No.290, Ward-A, |
| | | Shop No.8-10, Plot No.1, River Point Kotri, District Jamshoro |
| | | |
| 43 | 0417 | KUNRI BRANCH |
| | | Plot No. 10, Survey No.263/4, |
| | | Block-6 Deh Garaho, Main Station Road, |

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| | | Kunri, District Umerkot. |
| 44 | 0434 | KHIPRO BRANCH |
| | | Plot No.Z-437, Khipro Town, Main Sanghar Khipro Road, |
| | | Taluka Khipro, |
| | | District Sanghar |
| 45 | 0138 | KOT BANGLOW DISTT. KHAIRPUR |
| | | City Survey No.300, Deh Tando Shah, |
| | | Tapo Kotdiji Distt Khairpur |
| 46 | 0107 | LARKANA BRANCH |
| | | Ground Floor, City Survey No. 799, |
| | | Raza Shah Mohalla, VIP Road, Larkana |
| 47 | 0418 | LATIFABAD HYDERABAD BRANCH |
| | | Plot No. 06, Block-D, Unit No. VII, |
| | | Latifabad, Hyderabad |
| 48 | 0426 | MARKET AREA, HYDERABAD BRANCH |
| | | Shop No.A/1194, Ward-A, |
| | | Market Road, Hyderabad |
| 49 | 0415 | MATIARI BRANCH |
| | | Plot # 125, Situated Ward-A Town |
| | | Opposite NADRA Office, |
| | | Matuari |
| 50 | 0122 | MEHAR BRANCH |
| | | Shop No.1086, Ward-A, Mehar, |
| | | District Dadu |
| 51 | 0127 | MILITARY ROAD SUKKUR BRANCH |
| | | Survey No.717, |
| | | Main Military Road, Sukkur |
| 52 | 0116 | MIRPUR MATHELO BRANCH |
| | | Plot No.24(2-01) Deh, Tapo Mirpur, |
| | | Main Mirpur Mathelo Road, District Ghotki |
| 53 | 0404 | MIRPURKHAS BRANCH |
| | | Plot No. RCN-18, Survey No.864/6, |
| | | Main Umerkot Road, Mirpurkhas |

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| 54 | <u>0410</u> | MITHI BRANCH |
| | | Plot/Jaryan No.50, Opposite Hyderi Hotel, |
| | | Mithi |
| 55 | <u>0421</u> | MORO BRANCH |
| | | Plot No.14, Main Road Moro, |
| | | District Noshero Feroze |
| 56 | <u>0132</u> | MEHRABPUR BRANCH |
| | | PTD No.III-A-43, Ward-16, |
| | | Thari Road, Mehrabpur, |
| | | Taluka Mehrabpur, District Naushahrofroze |
| 57 | <u>0437</u> | MATLI DISTRICT BADIN |
| | | Plot No.381/1, Unit-II, Category II, |
| | | Noor Hamd Nodakari Colony, |
| | | Taluka Matli, District Badin |
| 58 | <u>0438</u> | MIRPUR BATHORO |
| | | Survey No.381/A, Ward-A, |
| | | Main Road Sujawal to Mirpur Bathoro, |
| | | Taluka Mirpur Bathoro, District Sujawal |
| 59 | <u>0140</u> | MUHALLA LUQMAN, KHAIRPUR |
| | | Plot No.7,8,9,10,33,34,35 & 36 CS Nos.169,170 & 171 |
| | | Arisha Colony Opp. Mill Colony |
| | | Ciivil Hospital Road, Distt. Khairpur. |
| 60 | <u>0141</u> | MIROKHAN, DISTT. QAMBER SHAHDADKOT |
| | | Jiryan No.105, Deh Shah Ali Tunia, |
| | | Tappo & Taluka Mero Khan, |
| | | District Qamber Shahdadkot |
| 61 | <u>0147</u> | MADEJI, DISTRICT SHIKARPUR BRANCH |
| | | City Survey No.22, Deh Hafeez Dero, Madeji |
| | | Taluka Ghari Yaseen, District Shikarpur |
| 62 | <u>0444</u> | MIRPUR SAKRO BRANCH |
| | | Jiryan No.500/499, Main Road Mirpur Sakro |
| | | Deh Mirpur Sakro, Tappo & Taluka Mirpur Sakro, |
| | | District Thatta |
| 63 | <u>0101</u> | NAUDERO BRANCH |
| | | Naudero Sugar Mills, Main Larkana Road, |

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| | | District Larkana |
| 64 | <u>0105</u> | NAUSHAHRO FEROZ BRANCH Property Jaryan No. 185/28-5-2005, Deh Survey No.137, Main Naushahro Feroz Road Opposite National Savings Centre Taluka Naushahro Feroz |
| 65 | <u>0134</u> | NASIRABAD BRANCH Shop No.1-8, Madina Shopping Center, Mohallah Kathia Bazar, Badah Road, Nasirabad, District Kambar Shahdadkot |
| 66 | <u>0103</u> | PANO AQIL BRANCH Property Survey No.436, Main Pano Aqil Sukkur Road, Taluka Pano Aqil, District Sukkur. |
| 67 | <u>0125</u> | PIR JO GOTH BRANCH Shop No.2180, Anaj Mandi, Pir Jo Goth, Taluka Kingri, District Khairpur |
| 68 | <u>0123</u> | QAMBAR BRANCH City Survey No.121 & 122, Ward-B, Near Shahi Bazar Station Road, Qambar, Shahdadkot |
| 69 | <u>0405</u> | QASIMABAD, HYDERABAD BRANCH Plot No.11, Rs No.274/1, Faraz Villas, Qasimabad, Hyderabad |
| 70 | <u>0130</u> | QAZI AHMED BRANCH Survey No.313, Main Qazi Ahmed Road, Taluka Qazi Ahmed, District Shaheed Benazirabad |
| 71 | <u>0111</u> | RATODERO BRANCH City Survey No.795/5, Ward B, Ratodero Bus Stand, Ratodero Larkana |
| 72 | <u>0120</u> | ROHRI BRANCH City Survey No.2181/9, Ward-B, Mohallah Kot Janullah Shah, G.T. Road, Rohri, District Sukkur |

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| 73 | <u>0425</u> | SAEEDABAD BRANCH |
| | | Shop No.53/2-36, Main Saeedabad Road, |
| | | Taluka Saeedabad, District Matiari |

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| 74 | <u>0424</u> | SAKRAND BRANCH |
| | | Shop No.355/1-4, 356, 357, 367, |
| | | Main Sakrand Road, Taluka Sakrand, |
| | | District Shaheed Benazirabad |

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| 75 | <u>0413</u> | SANGHAR BRANCH |
| | | Plot No.A-B, City Survey No.124/A-B |
| | | Cooperative Housing Society, Sanghar |

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| 76 | <u>0422</u> | SAJAWAL BRANCH |
| | | Plot No.CS-239/2 & 239/3, Mohalla Ward, Near UBL, |
| | | Sajawal, District Thatta |

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| 77 | <u>0109</u> | SEHWAN BRANCH |
| | | Plot No./Survey No.20/49/1951, |
| | | Alam Channa Mohalla, Sehwan, District Jamshoro |

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| 78 | <u>0113</u> | SHAHDADKOT BRANCH |
| | | Building Survey No.652, Ward C, |
| | | Main Kotoo Motoo Chowk, Shahdadkot |

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| 79 | <u>0114</u> | SHIKARPUR BRANCH |
| | | Survey No.34/3, Ward No.23, Station Road, |
| | | opposite Library, Shikarpur |

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| 80 | <u>0108</u> | SUKKUR BRANCH |
| | | Plot No. C-550/17, Shalimar, Minara Road, |
| | | Sukkur |

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| 81 | <u>0416</u> | SHAHDADPUR BRANCH |
| | | City Survey No.543, 548 Muhaga Land |
| | | Station Road, Shahdadpur |
| | | District Sanghar |

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| 82 | <u>0411</u> | SHAHEED BENAZIRABAD BRANCH |
| | | Plot No.2481/13, VIP Road, near Doctor's Colony, |
| | | Nawabshah, District Shaheed Benazirabad |

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| 83 | <u>1141</u> | SHIKARPUR RICE MILLS – SUB BRANCH |
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| | | Shikarpur Rice Mills, Main Jacobabad Road, |
| | | Village Lodhra, District Shikarpur |
| | | |
| 84 | 0436 | SULTANABAD BRANCH |
| | | Sabzi Mandi, Sultanabad, |
| | | Deh Salki Tapo Kamaro, |
| | | Taluka & District Tando Allahyar |
| | | |
| 85 | 0135 | STATION ROAD LARKANA BRANCH |
| | | Plot No.03, Near Al-Abbas Chowk, |
| | | Station Road, Larkana |
| | | |
| 86 | 0143 | SALEHPAT DISTT. SUKKUR BRANCH |
| | | Shop No.1,2,3 & 4 Plot No.135 to 156 |
| | | Deh Chak No.5, Salehpat, Distt. Sukkur |
| | | |
| 87 | 0406 | TANDO ADAM BRANCH |
| | | Shop No.1,2,3, Prime Tower, Hogani Colony, |
| | | Hyderabad Road, Tando Adam, District Sanghar |
| | | |
| 88 | 0407 | TANDO ALLAHYAR BRANCH |
| | | Plot No.4-4A & 5, Survey No.272/1, Al Habib Plaza, |
| | | Main Tando Allahyar Hyderabad Road, Tando Allahyar |
| | | |
| 89 | 0408 | Tando Muhammad Khan |
| | | Plot. Survey No.34, Jaryan No.13/10-7-08, |
| | | Tando Muhammad Khan |
| | | |
| 90 | 0412 | THATTA BRANCH |
| | | Survey No.115, near Badshahi Masjid, |
| | | Thatta Sijawal Road, Thatta |
| | | |
| 91 | 0117 | THUL BRANCH |
| | | Property No.484, Kandhkot Road, |
| | | Thul, District Jacobabad |
| | | |
| 92 | 4121 | THATTA CEMENT – SUB-BRANCH |
| | | Thatta Cement Company Limited, |
| | | Makli Ghulamullah Road, Thatta |
| | | |
| 93 | 4071 | TANDO ALLAHYAR SUGAR MILLS – SUB BRANCH |
| | | Tando Allahyar Sugar Mills, Deh Kanidar, |
| | | UC Sanjar Chang, Taluke Chamber, |
| | | District Tando Allahyar. |

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| 94 | 0139 | THARI MIRWAH, DISTT. KHAIRPUR |
| | | Near Police Station Thari Mirwah, |
| | | Taluka Mirwah Distt. Khairpur. |
| 95 | 0446 | TANDO JAM BRANCH |
| | | Jiryan No.399, Mir Mohallah |
| | | Main Road Tando Jam, Taluka & Distt. Hyderabad |
| 96 | 0419 | UMERKOT BRANCH |
| | | Plot No.52, Survey No.111, Umerkot Nagori Society, |
| | | Tehsil & District Umerkot |
| 97 | 0131 | UBARO BRANCH |
| | | Survey No.714 & 722, Main Ubaro Road, |
| | | Taluka Ubaro, District Ghotki |
| <u>CENTRAL REGION BRANCHES</u> | | |
| - | - | <u>GROUP BUSINESS HEAD – CENTRAL REGION</u> |
| - | - | Plot No.159, Sector Y, Commercial Area, |
| - | - | Defence Housing Authority, Lahore Cantt |
| - | - | - |
| - | - | - |
| 1 | 0658 | ALI PUR CHATHA BRANCH |
| | | Khewat No.979, Khatooni No.1414, Khasra No.3620/1683, |
| | | Gujranwala Road, Ali Pur Chatha, |
| | | Tehsil Wazirabad, District Gujrawanwala |
| - | - | - |
| 2 | 0613 | ALLAMA IQBAL TOWN BRANCH, LAHORE |
| | | 503-Karim Block (Commercial) |
| | | Allama Iqbal Town, Lahore |
| 3 | 0610 | ASHRAFABAD BRANCH, DISTRICT BAHAWALPUR |
| | | Ashrafabad Sugar Mill, Village Ashrafabad, |
| | | Distrtict Bahawalpur |
| 4 | 0668 | ALI WALA BRANCH |
| | | Khewat No.403, 414, 507, Village Ali Wala, |
| | | Tehsil & District Muzaffargarh |
| 5 | 0697 | ADDA UTTARY MOUZA GITH BARABAR BRANCH |
| | | Khewat No.105/105, Khatoni No.137 to 140, 165 to 167, |
| | | Adda Uttary Mouza Gith Barabar, Tehsil & District Multan |

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| | | |
| 6 | <u>0605</u> | BAHRIA TOWN LAHORE BRANCH |
| | | Shop No.1, 2 & 3, Ground Floor, D Plaza, |
| | | Commercial Area, Bahria Town, Lahore |
| 7 | <u>0601</u> | BLUE AREA ISLAMABAD BRANCH |
| | | Shop No. 1-5 & Mezzanine 1, Sohrah Plaza, |
| | | Jinnah Avenue, Blue Area, Islamabad |
| 8 | <u>0602</u> | BANK ROAD RAWALPINDI BRANCH |
| | | Kichlew Building, |
| | | Bank Road, Saddar, Rawalpindi |
| 9 | <u>0623</u> | BURKI BRANCH |
| | | Khasra # 1523, Khewat # 50, Khatoni # 82, |
| | | Village Burki, Lahore |
| 10 | <u>0682</u> | BANK SQUARE MODEL TOWN LAHORE |
| | | Shop No. 34-A, Bank Square Market |
| | | Model Town, Lahore. |
| 11 | <u>0686</u> | BAND ROAD LAHORE |
| | | Khewat No.15, Khatooni # 84, Khasra # 546/115/16, |
| | | Mohallah Sanda, Bhatianwala, Bund Road |
| | | Gulshan-e-Ravi, Lahore |
| 12 | <u>0694</u> | BHALWAL, DISTT. SARGODHA BRANCH |
| | | Khewat # 579, Khatoni # 589, Khasra # 890/2, |
| | | Mandi Bhalwal, Block # 3, Post Office Road, Tehsil Bhalwal, District Sargodha |
| 13 | <u>0695</u> | BAHAWALNAGAR BRANCH |
| | | Khata No.2222, Khatoni No.2310, Al-Fazal Market, |
| | | Oasbia Minchanabad Road, Tehsil & District Bahawalnagar |
| 14 | <u>0607</u> | CHAK GHANIAN, DISTRICT GUJRAT |
| | | Village & PO Chak Ghanian, Tehsil Sarai Alamgir, |
| | | District Gujrat |
| 15 | <u>0650</u> | CHICHAWATNI BRANCH |
| | | Plot No.376, |
| | | Main Bazar Chichawatni, District Sahiwal |
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| 16 | <u>0657</u> | CHINIOT BRANCH |
| | | Khewat No.3133/3117, Khasra No.13557/9602, |
| | | Chah Karian Wala, Faisalabad Road, Chiniot |
| | | |
| 17 | <u>0621</u> | CIRCULAR ROAD BRANCH, LAHORE |
| | | Shop No.1, SE-38-R-55/D, |
| | | Opposite Akbari Mandi |
| | | Circular Road, Lahore |
| | | |
| 18 | <u>0611</u> | DALWAL, CHAKWAL BRANCH |
| | | Village & Post Office Dalwal, Tehsil Choa Saidan |
| | | Shah, District Chakwal |
| | | |
| 19 | <u>0663</u> | EGERTON ROAD BRANCH, LAHORE |
| | | Al-Deen Chambers, Plot Vide No.SE-27-R-3, |
| | | Venus Plaza, Egerton Road, Lahore |
| | | |
| 20 | <u>0631</u> | DERA GHAZI KHAN BRANCH |
| | | Opposite Medical Collge, |
| | | Jampur Road, Dera Ghazi Khan |
| | | |
| 21 | <u>0603</u> | DHA BRANCH, LAHORE |
| | | Plot No.159, Sector Y, Commercial Area, |
| | | Defence Housing Authority, Lahore Cantt |
| | | |
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| 22 | <u>0684</u> | DHA PHASE-IV LAHORE |
| | | 145 CCA, Sector DD, |
| | | Phase-IV, DHA, Lahore Cantt. |
| | | |
| 23 | <u>0652</u> | DHA PHASE-V, LAHORE BRANCH |
| | | Plot No.CCA-39, Phase 5-C, |
| | | Defence Housing Authority, Lahore |
| | | |
| 24 | <u>0648</u> | DHA PHASE-VI LAHORE |
| | | 15-C, Main Boulevard |
| | | DHA Phase-VI, Lahore |
| | | |
| 25 | <u>0673</u> | DEPALPUR, DISTRICT OKARA |
| | | Khewat No.35-36, Grains Market, |
| | | Main Bazar Depalpur, |
| | | District Okara |
| | | |
| 26 | <u>0680</u> | DAROGHAWALA, LAHORE |

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| | | Khasr No.449/289, Khewat No.289, Khtoni No.639, |
| | | Main G.T. Road, Hadbast Masoodpura |
| | | Daroghawala, Lahore |
| | | |
| 27 | 0617 | E-11 BRANCH, ISLAMABAD |
| | | Plot No.1, Sector E-11/3, |
| | | M.P.C.H.S, Islamabad |
| | | |
| 28 | 5607 | EIDGAH ROAD, BAHAWALPUR (ISLAMIC BR) |
| | | Khata No.62/119, Moza Bahawalpur, |
| | | Milad Chowk, Eidgah Road, Bahawalpur |
| | | |
| 29 | 0636 | FAISALABAD BRANCH |
| | | 7-D, Commercial Area, |
| | | People Colony No.1, Faisalabad |
| | | |
| 30 | 0654 | FEROZEPUR ROAD BRANCH |
| | | Plot # S-86-R-79, 79/2, Main Ferozepur Road, |
| | | Ichra |
| | | Lahore |
| | | |
| 31 | 0671 | FAISAL TOWN BRANCH |
| | | Plot No.25, Block A, |
| | | Near Faisal Hospital, Faisal Town, |
| | | Lahore |
| | | |
| 32 | 0675 | FATEH JANG, DISTT. ATTOCK |
| | | Shop No.1-5, Ward No.6, |
| | | Moza Fateh Jang, District Attock |
| | | |
| 33 | 0674 | F-11 MARKAZ, ISLAMABAD BRANCH |
| | | Plot No.39, Shops No.3, 4, 5, 18, & 19, |
| | | Near Rahat Bakery, F-11, Markaz, |
| | | Islamabad |
| | | |
| 34 | 0604 | G.T. ROAD GUJRANWALA BRANCH |
| | | Property No. B-XII-7S-60/A, Bhatia Nagar. |
| | | G.T.Road, Gujranwala |
| | | |
| 35 | 0660 | GAGGO MANDI BRANCH |
| | | Khewat No.58, Chak No.187/E.B. |
| | | Opposite Police Station, Main Multan Road, |
| | | Gaggo Mandi, Tehsil Burewala, District Vehari |
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| 36 | <u>0606</u> | GHURKI BRANCH, LAHORE |
| | | Khewat No. 8, Khatooni No.576/568, Khata No. |
| | | 156/702, Ghurki Union Council, District Lahore |
| 37 | <u>0662</u> | GHARI SHAHU BRANCH |
| | | Property No.SE-6R-107/B, Ground Floor, |
| | | Allama Iqbal Road, Ghari Shahu, Lahore |
| 38 | <u>5602</u> | GHORI TOWN PHASE IV – RAWALPINDI ISLAMIC BANKING |
| | | Plot No.MC-16, Ghorī Town |
| | | Phase 4-A, Rawalpindi |
| 39 | <u>5606</u> | GHALLA MANDI, SHEIKHUPURA (ISLAMIC) |
| | | Shop No.V-4, S112, Ghalla Mandi, |
| | | Sheikhupura |
| 40 | <u>0634</u> | HARAPPA BRANCH |
| | | Main G.T. Road, |
| | | Near Harappa Railway Station, |
| | | Harappa, District Sahiwal |
| 41 | <u>0672</u> | HAROONABAD DISTRICT BAHAWALNAGAR |
| | | Plot No.1/7, Bangla Road, Opposite Grain Market, |
| | | Haroonabad, District Bahawalnagar. |
| 42 | <u>0679</u> | HAVELI LAKHA, DISTRICT OKARA BRANCH |
| | | Khewat No.410/410, Khatoni No.526 to 542, |
| | | Khasra No.35, Pakpatan Road, |
| | | Haverli Lakha, Tehsil Depalpur, District Okara |
| 43 | <u>0692</u> | HEIR VILLAGE BRANCH BEDIAN ROAD |
| | | Khewat # 236, Khatooni # 360-366, Khasra # 2940, |
| | | Mouza Heir, Tehsil Cantt, Lahore |
| 44 | <u>0693</u> | HAFIZABAD BRANCH |
| | | Khewat # 504, Khatoni # 1465, Khasra # 2, |
| | | Gujranwala Road, Near Nadra Office, Tehsil & District Hafizabad |
| 45 | <u>0635</u> | JEHLUM BRANCH |
| | | Property No. 17, Kohinoor Plaza, |
| | | Old G.T. Road, Jhelum |
| 46 | <u>0632</u> | JANDIALA DHABWALA BRANCH |

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| | | Khewat No.216, Khatoni No.512-514, |
| | | G.T. Road, Jandiala Dhabwala, |
| | | Near Motorway Police Office, District Gujranwala |

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| 47 | <u>0614</u> | JOHAR TOWN BRANCH, LAHORE |
| | | Plot No. 7, Block-B, Near Allah Hoo Chowk |
| | | Johar Town, Lahore |
| | | |
| 48 | <u>0678</u> | ADDA JANPUR, DISTT. RAHIM YAR KHAN |
| | | KLP Road, Adda Janpur, |
| | | Tehsil Liaqatpur, Distt. Rahim Yar Khan |
| | | |
| 49 | <u>0639</u> | KALRA KHASA BRANCH |
| | | Khewat No.91, Khatoni No.140, Khasra No.648, |
| | | G.T. Road, Near Vita Fan, Shabnum Colony, |
| | | Kalra Khasa, Tehsil & District Gujrat |
| | | |
| 50 | <u>0341</u> | KUNJAH BRANCH |
| | | Plot No. 5-A/15, Ward No.3, Kunjah, |
| | | Tehsil & District Gujrat. |
| | | |
| 51 | <u>0665</u> | KASUR BRANCH |
| | | B-2/13, R-1/D, Haji Farid Road, |
| | | Kasur |
| | | |
| 52 | <u>0664</u> | KHANEWAL BRANCH |
| | | Plot No.1743, Ground Floor, |
| | | Sir Syed Road, Khanewal |
| | | |
| 53 | <u>5605</u> | KACHEHRI ROAD, GUJRAT (ISLAMIC) |
| | | Khewat No.562-565, Khatooni No.651-654, |
| | | Khasra No.2199/490, 2205/492, 2201/490, |
| | | Nanwan Shah Pur, Kacheheri Road, Gujrat |
| | | |
| 54 | <u>0688</u> | KHUDDIAN BRANCH KASUR |
| | | Khewat # 3218, Khasra # 6671, |
| | | Khuddian, District Kasur |
| | | |
| 55 | <u>0616</u> | LALAMUSA BRANCH |
| | | Plot No.1/123 Tehsil Kharian, |
| | | Lalamusa, District Gujrat |
| | | |
| 56 | <u>0622</u> | LIDHAR BRANCH |
| | | Village Lidhar, Wagha Town, |

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| | | Lahore |
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| 57 | <u>0608</u> | LILA BRANCH, DISTRICT JEHLUM |
| | | Post Office Lilla Town, Tehsil Pind Daden Khan, |
| | | District Jehlum |
| | | |
| 58 | <u>5603</u> | LIAQUAT ROAD SAHIWAL – ISLAMIC BANKING BR |
| | | Khewat No.142, Khatoni No.161, |
| | | Liaquat Road, Sahiwal |
| | | |
| 59 | <u>0638</u> | MULTAN BRANCH |
| | | 64-Abdali Road, |
| | | Multan |
| | | |
| 60 | <u>0643</u> | MANAWALA BRANCH DISTRICT SHEIKHUPURA |
| | | Main Bazar Village Manawala, |
| | | Sheikhupura |
| | | |
| 61 | <u>0647</u> | MIAN CHANNU BRANCH |
| | | Khewat No.635, Khatooni No.647, |
| | | Khasra No.1671 & 1672, Lakar Mandi, |
| | | Mian Channu, District Khanewal |
| | | |
| 62 | <u>0669</u> | MAIN BOULEVARD DHA LAHORE BRANCH |
| | | Shop No. 4, Mujtaba Plaza, |
| | | Main Boulevard, DHA, Lahore Cantt. |
| | | |
| 63 | <u>0620</u> | MUREE ROAD BRANCH, RAWALPINDI |
| | | K-583, Ch. Mouladad Khan Road, |
| | | Main Murree Road, Rawalpindi |
| | | |
| 64 | <u>0612</u> | MAIN BOULEVARD GULBERG BRANCH, LAHORE |
| | | 61-Main Bolulevard, Gulberg |
| | | Lahore |
| | | |
| 65 | <u>0645</u> | MOHLANWAL BRANCH |
| | | Khewat No.126, Khatoni No.524 to 527, |
| | | Main Defence Road, Village Mohlanwal, Lahore |
| | | |
| 66 | <u>0642</u> | MORR AIMANABAD BRANCH |
| | | Khasra No.1215/1 & 2, Khewat No.968, Khatoni No.1126 |
| | | Main G.T. Road, Morr Aminabad, District Gujranwala |
| | | |
| 67 | <u>0653</u> | MUGHAL PURA BRANCH |

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| | | Plot No.13, Street No.17, |
| | | Near Lalpul, Mughal Pura, Lahore |
| | | |
| 68 | 5601 | MALL ROAD LAHORE – ISLAMIC BANKING BRANCH |
| | | Plot No.S.19-R-30, Shop # 30, 30/A, |
| | | 1 st and 2 nd Floor, Commercial Building |
| | | Shahrah-e-Quaid-e-Azam, Mall Road, |
| | | Lahore. |
| | | |
| 69 | 0666 | MOUZA GOJRA BRANCH |
| | | Khasra No.237, Khewat No.64/65, Khatoni No.435 to 452, |
| | | Mouza Gojra, Tehsil Malakwal, |
| | | District Mandi Bahauddin |
| | | |
| 70 | 0677 | VILLAGE MINHALA LAHORE |
| | | Village Minhala, Main Road, |
| | | Near Govt. Higher Secondary School, |
| | | Tehsil Shalamar, District Lahore |
| | | |
| 71 | 0687 | MUSTAFAABAD (LALYANI) BRANCH |
| | | Khewat No.39 & 40, Khatooni # 44 & 45, |
| | | Transfer # 6753, Khasra # 1177/3, Main Ferozepur Road |
| | | Lalyani (Mustafaabad) Kasur |
| | | |
| 72 | 0696 | MURREE BRANCH |
| | | Property No.161-A/1, Rich Villah, Cart Road, Murree, |
| | | Tehsil Murree, District Rawalpindi |
| | | |
| 73 | 0649 | NANKANA SAHIB BRANCH |
| | | Khewat No.309, Khatoni No.521 |
| | | Khasra No.1503 & 1504, Ghala Mandi, |
| | | Tehsil & District Nankana Sahib |
| | | |
| 74 | 0644 | OKARA BRANCH |
| | | Khasra # 52/12/1, Khewat # 428, Khatoni No.1085, |
| | | Mian Colony, M.A. Jinnah Road, |
| | | Okara |
| | | |
| 75 | 0641 | PECO ROAD BRANCH LAHORE |
| | | Plot No.1-C/P-II, Phase-III, |
| | | Main Peco Road, Lahore |
| | | |
| 76 | 0646 | PESHAWAR ROAD RAWLPINDI |
| | | Plot No.1211, Chur Harpal, |

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| | | Near Govt. College for Women, Peshawar Road, Rawalpindi |
| | | |
| 77 | 0609 | PINDI BAHAUDDIN BRANCH |
| | | Village Pindi Bahauddin, Rasool Road, Tehsil & District Mandi Bahauddin |
| | | |
| 78 | 0627 | PWD HOUSING SOCIETY ISLAMABAD |
| | | 3-Civic Center, Block-A PWD Employees Cooperative Housing Society Islamabad |
| | | |
| 79 | 0698 | PEER FATEH DARYA BRANCH |
| | | Khewat No.368/355, Khatoni No.160, Kela No.16, Mouza Pir Fateh Darya, Jamaldin Wali Road, Tehsil Sadiqabad, District Rahim Yar Khan |
| | | |
| 80 | 0630 | RAHIM YAR KHAN BRANCH |
| | | 24 Model Town Rahim Yar Khan |
| | | |

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| 81 | 0655 | RAIWIND BRANCH LAHORE |
| | | Plot 4-A, Mouza Niaz Baig, Main Raiwind Road, Lahore |
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| 82 | 0619 | RAJA BAZAR BRANCH, RAWALPINDI |
| | | Shop No.U/1328, Dingi Khuee, Raja Bazar, Rawalpindi |
| | | |
| 83 | 0615 | SARGODHA BRANCH |
| | | Prince Cinema Market, Railway Road, Sargodha |
| | | |
| 84 | 0633 | SATGARAH DISTRICT OKARA |
| | | Adda Chow, Sat Garah, Tehsil and District Okara |
| | | |
| 85 | 0637 | SIALKOT BRANCH |
| | | Khasra No.834/2, Khatooni # 39, Khewat No.29, Shahab Pura Road, Near Masjid Tajdar-e-Madina Sialkot |
| | | |
| 86 | 0628 | SHAHRAH-E-FATIMA JINNAH BRANCH |
| | | G-4, G-12 & 13, Queens Center, |

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| | | 33-Shahrah-e-Fatima Jinnah (Queens Road), Lahore |
| 87 | 5604 | SAMANABAD, LAHORE (ISLAMIC BRANCH) |
| | | Plot No.91, Main Road Samanabad, |
| | | Lahore |
| 88 | 0681 | SHAHDARA LAHORE |
| | | Shop No. 1 & 2, Malik Market, |
| | | Bus Stop Yousaf Park, Sheikhpura Road, |
| | | Shahdara Lahore. |
| 89 | 0685 | SABZAZAR SCHEME BRANCH LAHORE |
| | | Plot No. 308, Block-B, |
| | | Sabzazar Scheme, Lahore |
| 90 | 0689 | SHEIKHUPURA ROAD GUJRANWALA |
| | | Sr. No.11273, Khata # 122 \$ 128, 754/183, |
| | | Had # 76, Tehsil Khiali, |
| | | Shahpur Town, Gujranwala |
| 91 | 0625 | TARAMARI BRANCH ISLAMABAD |
| | | Khewat No.18, Khatoni No.19, Khasra No.197/139, |
| | | Taramari, Tehsil & District Islamabad |

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| 92 | 0659 | TOBA TEK SINGH BRANCH |
| | | Khewat No.7/7, Khatoni No.7, |
| | | Allama Iqbal Road, Mohalla Janj Ghar, |
| | | Toba Tek Singh |
| 93 | 0676 | TALAGANG ROAD, CHAKWAL |
| | | Khasra No.6150/2284, Khewat No.68, |
| | | Khatooni No.143, Talagang Road, Chakwal |
| 94 | 0691 | TARA GARH BRANCH DISTT. KASUR |
| | | Khewat # 155, Khatooni No.499 & 505, |
| | | tara Garh Chowk, Tara Garh |
| | | District Kasur |
| 95 | 0629 | VILLAGE KAHNA BRANCH |
| | | Hakim Ghulam Hussain Colony, |
| | | Mozoa Gajomata, Kahna |
| | | Distt. Lahore |
| 96 | 0683 | VILLAGE HUIRA SHAH MUQEEM |

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| | | Khasra No.362/354, Khewat No.859, |
| | | Hujra Road, Near Gillani Marriage Hall, |
| | | Hujra Shah Muqem, Tehsil Depalpur, District Okara |
| | | |
| 97 | 0626 | VILLAGE MANGA MANDI |
| | | Near Javed High School, |
| | | Multan Road, Manga Mandi, Tehsil & District Lahore. |
| | | |
| 98 | 0690 | VILLAGE QILA DEEDAR SINGH |
| | | Khewat No.459, Khatooni # 539, Khasra # 4311/2716/2437, |
| | | Hafizabad Road, (South) Mouza Qila Deedar Singh, |
| | | District Gujranwala |
| | | |
| 99 | 0651 | WAH CANTT RAWALPINDI BRANCH |
| | | 82-A, Minar Road, |
| | | Lala Rukh, Wah Cantt. |

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| 100 | 0624 | WALTON ROAD LAHORE |
| | | House No.E/48, Khasra No.2328/280, Kheot No.1, |
| | | Khatoni No.537, Super Town, Walton Road, Lahore |
| | | |
| 101 | 0670 | WAPDA TOWN LAHORE BRANCH |
| | | Plaza No.12, Block-A-1, PECHS, |
| | | Valencia (Commercial Area), |
| | | Wapda Town, Lahore |
| | | |
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NORTH REGION BRANCHES

| | | |
|---|-------------|-----------------------------------------------------|
| - | - | <u>GROUP BUSINESS HEAD – NORTHERN REGION</u> |
| - | - | Shop No. 4, Ground floor, Jasmine Arcade, |
| - | - | 1-Bashir lane, Fakhar-e-Alam Road, Peshawar |
| - | - | - |
| | | |
| 1 | 0804 | ABBOTTABAD BRANCH |
| | | Opposite Radio Pakistan, Mansehra Road, |
| | | Abbottabad |
| | | |
| 2 | 5801 | ASHRAF ROAD PESHAWAR – ISLAMIC BANKING BR |
| | | Haji Darwesh Plaza, |
| | | New Rampura Gate, |
| | | Ashraf Road, Peshawar |
| | | |
| 3 | 0814 | BATKHELA, DISTRICT MALAKAND BRANCH |
| | | Shops No.1 to 4, Bahadur Khan Plaza, |

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| | | Main Bazar, Batkhela, Tehsil Batkhela, District Malakand |
| 4 | 5901 | DADYAL, AJK BRANCH (ISLAMIC BR) Commercial Plots No.108 & 109, Dadyal Hamlet, District Mirpur Azad Kashmir. |
| 5 | 0813 | DERA ISMAIL KHAN BRANCH Shop No.1 & 2, Sharjah Market, North Circular Road, Dera Ismail Khan Tehsil & District Dera Ismail Khan |
| 6 | 0815 | DARRA-E-ADAM KHAIL BRANCH Shop No.1 to 7, Nawab Shah Plaza, Darra Bazar Muhammad Khel, Gargan Khel, Darra Adam Khel, Tehsil Darra Adam Khel, Distt. F.R. Kohat |
| 7 | 0905 | DANYORE, GILGIT BRANCH Khasra No.959, Village Shanot, Tehsil Danyore, District Gilgit |
| 8 | 0802 | G.T. ROAD PESHAWAR BRANCH Shop No.1 & 2 Jibran Adeel Plaza Bilal Town, G.T. Road, Peshawar |
| 9 | 0903 | GILGIT BRANCH Khasra No.104/5093-5339, Khewat No.185/185, Z.S. Plasa, Main Shahrah-e-Quaid-Azam, Gilgit |
| 10 | 0806 | HAYATABAD, PESHAWAR BRANCH Unit No.13, Sector D-1, Phase-1, Bilal Commercial Market, Hayatabad, Peshawar |
| 11 | 0805 | KARKHANO MARKET BRANCH, PESHAWAR C-Block, Palace Plaza, Karkhano Market, Regi Lalma, Peshawar |
| 12 | 0808 | KOHAT BRANCH Shop No.889 to 896, Syed Saadullah Shah Building Kacher Chowk, Bank Square, Hangu Road, Kohat |
| 13 | 0901 | MIRPUR AZAD KASHMIR BRANCH Ground Floor, Portion No.2, Younus Plaza, |

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| | | Allama Iqbal Road, Mirpur, Azad Jammu & Kashmir |
| 14 | 0902 | MUZAFFARABAD BRANCH Khasra No.1845/1314, Bank Road, Muzaffarabad |
| 15 | 0807 | MERAN BRANCH Village Mehran Tehsil Parva (Tandianwala Sugar Mills Ltd) Dera Ismail Khan |
| 16 | 5802 | MARDAN BRANCH (ISLAMIC BR) Shop No. C-959/C, Survey No.127/4, Bank Road, Mardan Cantt. |
| 17 | 0810 | MINGORA DISTRICT SWAT Khata # 1495, Khatooni # 1688, Khasra # 809, Shahdra, Watkey, Opposite Sabzi Mandi, Mingora, Tehsil Babuzai, District Swat. |
| 18 | 0811 | PABBI DISTT. NOWSHEHRA Sr. No.9015, Khasra # 1244 & 1245, Main G.T. Road, Pabbi, District Nowshehra |
| 19 | 0801 | PESHAWAR BRANCH Shop No. 4, Ground floor, Jasmine Arcade, 1-Bashir lane, Fakhar-e-Alam Road, Peshawar |
| 20 | 0904 | RAWALAKOT, AJK BRANCH Plot No.D-20, Housing Scheme, Rawalakot, AJK. |
| 21 | 0809 | RING ROAD PESHAWAR BRANCH Shop No.1-7, Block-C, Noor Decoration Plaza, Main Ring Road, Near Namkeen Restaurant, Mouza Achesni Yaban, Had Bast # 228, Distt. Peshawar |
| 22 | 0812 | SHAHKAS BRANCH, KHYBER AGENCY Muqaddas Market, Wazir Dhand, Shahkas, Khyber Agency |
| 23 | 0803 | UNIVERSITY ROAD PESHAWAR BRANCH Khata No.179/661 & 662 New Khata Jamabandi No.193/738, University Road, |

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| | | Peshawar |
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| | | |
| <u>BALUCHISTAN</u> | | |
| 1 | 5701 | AIRPORT ROAD QUETTA (ISLAMIC) |
| - | - | Khasra No.1246/140, Ground Floor, |
| - | - | Pak Red Crescent Balochistan Almo Chowk, |
| - | - | Airport Road, Quetta |
| - | - | - |
| 2 | 0703 | CHAMAN BRANCH |
| | | Khasra No.1311 & 1312, |
| | | Dularam Road, Chaman |
| - | - | - |
| 3 | <u>0705</u> | DERA MURAD JAMALI BRANCH |
| | | Khatoni # 3014, Block # 84, |
| | | National Highway Main Bazar, |
| | | Dera Murad Jamali, District Naseerabad |
| | | |
| 4 | 0714 | DERA ALLAHYAR BRANCH |
| | | Shop No.36 & 37, Near Sohbat Pur Chowk, |
| | | Quetta Road, Dera Allah Yar, Balochistan |
| | | |
| 5 | <u>0706</u> | GAWADAR BRANCH |
| | | The Coast Medical Building |
| | | Airport Road, Moza Thani Ward, Gawadar. |
| | | |
| 6 | <u>0707</u> | HUB BRANCH |
| | | Shop No.1 & 2, |
| | | International Shopping Mall 7 Hotel Mouza Baroot, |
| | | Tehsil Hub, District Lasbella |
| | | |
| | | |
| 7 | <u>0701</u> | JINNAH ROAD QUETTA BRANCH |
| | | Shop# 20-21, Ward # 18, Main M.A. Jinnah Road, |
| | | Quetta |
| | | |
| 8 | 0711 | KHUZDAR BRANCH |
| | | Shop No.B-39, to B-42, Agha Abdul Zahir Market |
| | | Rabia Khusdari Road, |
| | | Khuzdar, Balochistan |
| | | |
| 9 | 0715 | KASI ROAD QUETTA BRANCH |
| | | Intiqal No.433, Kitta No.2, |
| | | Kashi Road, Quetta |

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| 10 | <u>0702</u> | LIAQAT BAZAR QUEETA |
| | | Property Bearing Khasra No.75, 76, 77 & 79, |
| | | Ward-22, Halqa Arban No.1, |
| | | Tehsil City Quetta |
| 11 | <u>0710</u> | LORALAI BRANCH |
| | | Shop No.1011-995, Bhagi Bazar |
| | | Loralai, Balochistan |
| 12 | <u>0708</u> | SIRKI ROAD QUETTA BRANCH |
| | | Commercial Plot # C-48-A, |
| | | Small Industrial Estate, Sirki Road, Quetta |
| 13 | <u>0713</u> | SIBI BRANCH |
| | | shop No.3-1/1, 3-1/2 & 3-1/2-1, Jinnah Road, |
| | | Saqi Chowk, Sibi, Balochistan |
| 14 | <u>0712</u> | SARANAN BRANCH |
| | | shop No.3/3, Qita-2, Sikni Bazar, Battay Zai, |
| | | Shabo Kanal, Tehsil Saranan, Distt. Pishin, Balochistan |
| 15 | <u>0709</u> | USTA MUHAMMAD BRANCH |
| | | Shop No.494/14-3-1 & Shop No.494/14-4, |
| | | Jinnah Road, Usta Muhammad, Balochistan |
| 16 | <u>0704</u> | ZHOB BRANCH |
| | | House # H/176-A, Shop # H/148, |
| | | Tehsil Road, Zhob |

15. AFFIDAVIT/DECLARATION

ANNEXURE “I”

(Ann “A”)

To be typed on Rs.50/- Stamp Paper

AFFIDAVIT / DECLARATION
(AS REQUIRED BY THE STATE BANK OF PAKISTAN THROUGH
BPRD CIRCULAR NO.13, DATED DECEMBER, 11, 2014)

I, _____ S/o _____, Proprietor/Authorized
Representative/Partner/Director of M/s _____, having NTN # _____, holding
CNIC # _____, do hereby state on solemn affirmation as under:-

1. That the above named firm/company has not been adjudged an insolvent from any Court of law.
2. That no execution of decree or order of any Court remains unsatisfied against the firm/company.
3. That the above named firm/company has not been compounded with its creditors.
4. That my/our firm/company has not been convicted of a financial crime.

That whatever stated above is true and correct as to the best of my knowledge and belief.

City: _____
Dated. _____

DEPONENT
(PROPRIETOR / REPRESENTATIVE)/DIRECTOR

Solemnly affirmed and stated by the above named deponent, personally, before me, on this
_____ day of _____ 2021 , who has been identified as per his CNIC.

COMMISSIONER FOR TAKING AFFIDAVIT

ANNEXURE “J”

Date: _____

Undertaking for Scope of work:

3) SCOPE OF WORK / TECHNICAL SPECIFICATION

4) SCOPE OF WORK / TECHNICAL SPECIFICATION

Sindh Bank requires comprehensive monitoring and maintenance contract of all its 330 existing branches for CCTV Surveillance. The main requirements of the bank are as follows

3.1) Providing Monitoring and Maintenance Services for CCTV Equipment

Full 24/7 by 365 days monitoring, operation, maintenance and support of CCTV Network Equipment Installed in all 330 branches of the bank across Pakistan (List of branches attached as Annexure “H”).

- i. To make sure Un-Interrupted Recording at branch and Head Office / remote location level where the CCTV System is installed.
- ii. Comprehensive maintenance support means that in case of any issue/problem hardware components and software shall be provided / replaced by the Service provider without any additional cost.
- iii. The Embedded NVR should integrate with the CMS System.
- iv. All the legacy Cameras shall be with minimum Resolution of 2 Mega Pixel to ensure full integration with CMS.
- v. CCTV system must be connected with branch UPS system for its uninterrupted operations and in case where the ups is not available inform bank to provide a UPS system for uninterrupted services. The charges will be borne by the bank for UPS and Battery.
- vi. Service Provider will ensure to resolve any hardware / software CCTV related issues in the branch within 24 hours in major cities i.e. Karachi, Islamabad/Rawalpindi, Lahore, Peshawar and within 48 hours in other cities including hardware replacement without any additional charges with the same hardware as mentioned in this tender, however, upgradation of equipment with the higher specs models, and cost of new installations at any new branch/ office/location will be charged with the bank as per actual basis.
- vii. Vendor has to commission all the CCTV to Control Room using the existing internet Intranet bandwidth in case if the bandwidth is down at any specific branch then the vendor has to inform bank immediately. In case existing bandwidth is not supporting the connectivity or if the existing bandwidth required any up gradation, the vendor shall propose a plan of outsourcing the bandwidth for the same. (All the expenses occurs shall be borne by the bank if required)
- viii. Daily System recording check for all Branches to ensure system is working.
- ix. Providing report of system status to Security Manager of the bank on daily basis.
- x. Backup recording (24 x 7) for all cameras of all 330 branches shall be available for minimum 60 days. In case any video recording is not provided when needed by the vendor, penalty imposed by the regulatory bodies will be borne by the vendor.
- xi. In case the complaint for major cities is not resolved within 24 hours and other than major cities in 48 hours without any justified reason then Rs.500/- per day will be imposed as penalty. In case if any assignment is also not completed within given time frame same penalty will be imposed.
- xii. Quarterly visit of each branch.
- xiii. All Equipment's and its accessories installed at CCTV Control Room will be the ownership of Sindh Bank.

3.2) Supply of Centralized Monitoring System “CMS” Licences with Monthly Maintenance and Support

The equipment i.e. IP Cameras, Network Switches, Cabling, Connectors, Memory Cards, Adaptors, NVRs and / or any other equipment that is used by CCTV will be fully covered in this contract. Bidder will be responsible to provide support and / or replace the faulty hardware equipment in case found without any additional cost to the bank.

- i. Providing of Complain Management System (CMS) Licence for 1600 Cameras.
- ii. Routine Monthly Service for System Stability and Recording status.
- iii. It is mandatory for Service Provider to maintain sufficient inventory of equipment/ spares parts at Sindh Bank regional offices in Karachi, Islamabad/Rawalpindi, Lahore, Quetta, Peshawar and Sukkur.
- iv. Service provider will provide a Complain Management System to be used by Client to report all troubles, schedule routine maintenance visits.
- v. Service Requests will be done anytime during the day by Client through CMS Complain Management System.
- vi. Component/spares including software (software updates/patches) will be provided within time to ensure resolution within the permissible time.
- vii. Support shall include branch visits for attending complaints for remedial or preventive maintenance.
- viii. Ensure that Recording is operational at all branches and clear image are being recorded.
- ix. Service Provider shall test all equipment; check connections and replace where there are any faulty items.
- x. Vendor will replace any loose or faulty power connections check camera power supplies for proper voltage; and replace these faulty parts.
- xi. Check time/date settings on controls and adjust where necessary/required.
- xii. Ensure that video feeds are being stored over multiple locations specified by SNDB as for reliability and redundancy and recording available on all medias all the time:
 - a) NVR (In each Branch – Recording Minimum 60 days)
 - b) Memory Card (Installed inside the Camera – 32 GB (optional)
 - c) Operation Manager System (Recorded on BR/Operational Manager’s System)
 - d) Control Room (Recording Minimum 60 Days) (Through Remote Monitoring using Bank Network)

3.3) CONTROL ROOM

Centralize Video Monitoring and maintaining which shall include the Following:

- i. Configuration & Maintenance of Application Servers
- ii. Configuration & Maintenance of Networks Switch for control room Supply & Configuration of Complete Operator Workstation
- iii. Configuration of CMS S/W for about all Cameras
- iv. Certified four Incident Management Operators (24 x 7).
- v. Maintenance of existing hardware including replacement of parts.
- vi. Ensuring availability of centralized monitoring of 1600 cameras of 330 branches & others Sindh bank offices subject to the availability of bank’s LAN/WAN/Intranet/Internet network.
- vii. Integration between currently installed Software/Video Management System (VMS) and replacements new parts /components will be the responsibility of Bidder

(SOP for management of control room will be issued as per bank’s security policy)

3.4) Control Room Maintenance Scope:

- i. Bidder is to provide detailed layout along with 3d Design for Renovation & Upgradation of current Control Room wherever and whenever it is required.
- ii. The bidder will maintain the existing video wall
- iii. Make sure all the branch CCTV is linked in the Control Room
- iv. Monitor the faults may arise related to all CMS software/hardware/ servers/ computers/ networking equipment or any other equipment which is related to the CCTV monitoring services.
- v. The bidder may propose in future to uplift the look for the control room as well as Control room technically.

3.5) JOB DISCRIPTION OF SINDH BANK CONTROL ROOM STAFF

The following are the tasks perform by the Control Room employees.

i) Morning Shift

Number of employees = 2

- First person makes the emails, answer the phone and note the complaints.
- Second person tries to resolve the complains like recording event, remote access and connectivity issues over the phone call.
- Third person makes a report of visit required in branches and assigns the technicians and send this report to the Head Office

ii) Evening Shift

Number of employee = 1

- The evening employee makes a sheet of the recording available in Control Room and check the cameras added in Control Room

iii) Night Shift

Number of employee = 1

- Check the recording on the Branch .updates the log sheet.
- Look after ATM activity.
- Guard activity.
- Check Link & Connectivity issue.
- Check Night Vision Camera performance.
- Record the events.

3.6) Details of Backup Equipment For SINDH BANK LTD

| 1 | Karachi | NVR 16 ch | 1 |
|---|-----------|------------------------|-----|
| | | Camera | 4 |
| | | 4TB | 1 |
| | | Network Switch 16 port | 1 |
| | | Power Supply | 10 |
| | | Connector | 100 |
| | | Ethernet Cable roll | 1 |
| | | Power Cable roll | 1 |
| 2 | Hyderabad | NVR 16 ch | 1 |
| | | Camera | 2 |
| | | 4TB | 1 |
| | | Network Switch 16 port | 1 |
| | | Power Supply | 10 |
| | | Connector | 100 |
| | | Ethernet Cable roll | 1 |
| | | Power Cable roll | 1 |
| 3 | Sukkur | NVR 16 ch | 1 |
| | | Camera | 2 |
| | | 4TB | 1 |
| | | Network Switch 16 port | 1 |
| | | Power Supply | 10 |
| | | Connector | 100 |
| | | Ethernet Cable roll | 1 |
| | | Power Cable roll | 1 |
| 4 | Multan | NVR 16 ch | 1 |
| | | Camera | 2 |
| | | 4TB | 1 |
| | | Network Switch 16 port | 1 |
| | | Power Supply | 10 |
| | | Connector | 100 |
| | | Ethernet Cable roll | 1 |
| | | Power Cable roll | 1 |
| 5 | Lahore | NVR 16 ch | 1 |
| | | Camera | 4 |
| | | 4TB | 1 |
| | | Network Switch 16 port | 1 |
| | | Power Supply | 10 |

| | | | |
|---|-----------|------------------------|-----|
| | | Connector | 100 |
| | | Ethernet Cable roll | 1 |
| | | Power Cable roll | 1 |
| 6 | Islamabad | NVR 16 ch | 1 |
| | | Camera | 2 |
| | | 4TB | 1 |
| | | Network Switch 16 port | 1 |
| | | Power Supply | 10 |
| | | Connector | 100 |
| | | Ethernet Cable roll | 1 |
| | | Power Cable roll | 1 |
| | | | |
| 7 | Peshawar | NVR 16 ch | 1 |
| | | Camera | 2 |
| | | 4TB | 1 |
| | | Network Switch 16 port | 1 |
| | | Power Supply | 10 |
| | | Connector | 100 |
| | | Ethernet Cable roll | 1 |
| | | Power Cable roll | 1 |
| | | | |

We, hereby accept all the terms and conditions as given above.

(Signature of bidder with name, Designation and Company Seal)

Dated: _____

ANNEXURE “K”

Mandatory Performa

(To be filled by Procurement Committee of the Bank)

S.No: _____

Bidder: _____

| S.No | Description | Remarks -Complied with or not |
|-------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|
| 01 | 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 at the time of opening of bids. | |
| 02 | The bidders are required to submit bids only in prescribed financial proforma given in Tender Document. | |
| 03 | The representative present at the time of opening of tender shall be in possession of authority letter on the company's letter head, duly signed by the CEO of the company. | |
| 04 | Submission of all staff CV who will be deployed in control room. | |
| 05 | The bidder must be having at least two qualified engineers in the field of Electronics (Bachelors of Engineering or Masters of Engineering). The CV along with the copy of the degree must be submitted and as a proof submit the bank statements of each engineer reflecting the drawn salary from bidders company account or submit a bank certificate which undertakes transfer of salary to engineers account from bidders account. | |
| 06 | The Bidder must possess a PTA Licence in Data Class Value Added Services in any of the field like VTS, Internet, or any other type. | |
| 07 | Must have previous experience of Event Security Management with Federal or Provincial Government. | |
| OVERALL ASSESSED : COMPLIED WITH /NOT COMPLIED | | |

Members - Procurement Committee

Signature

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

ANNEXURE “L”

Disqualification Performa

(To be filled by Procurement Committee of the Bank)

S.No: _____

Bidder: _____

| S. No | Description | Remarks/Evidence attached | Qualified | Disqualified |
|----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|-----------|--------------|
| 01 | History of Blacklisted by SPPRA & Sindh Bank Ltd in the past. | | | |
| 02 | Non-Attachment of Affidavit (specimen attached as Annexure “I”) on stamp paper from the owner of the company. | | | |
| 03 | Issued with two (2) warning letters/emails by the Sindh Bank Ltd in the past to the bidder for unsatisfactory performances. | | | |
| 04 | Not GST/Income Tax Registered/SRB Registered. | | | |
| 05 | Alternate bid is offered. | | | |
| 06 | Non - Attachment of Annexure “A” (With Financial Proposal) & Annexure “B” (With Financial Proposal if Bank Guarantee is going to be submitted as Bid Security). | | | |
| 07 | The Qualified bidder sublets the contract in any form/stage to any other agency | | | |
| 08 | The tender is deposited without Tender Fee. | | | |
| 09 | Warranty of supplied items is less than 1 year. | | | |
| 10 | 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. | | | |
| 11 | In the past, the coy’s contract was prematurely cancelled / terminated after due qualification in any of the category of the tender. | | | |
| OVERALL ASSESSED : QUALIFIED / DISQUALIFIED | | | | |

Members - Procurement Committee

Signature

1 HEAD OF ADMIN

2 CHIEF FINANCIAL OFFICER

3 CHIEF MANAGER, IDBL
