

SINDH PUBLIC PROCUREMENT REGULATORY AUTHORITY

CONTRACT EVALUATION FORM

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

- 1) NAME OF THE ORGANIZATION / DEPTT. Sindh Bank Ltd/Administration
- 2) PROVINCIAL / LOCAL GOVT./ OTHER Scheduled Bank
- 3) TITLE OF CONTRACT PROCUREMENT OF 15 KVA SOLAR HYBRID PV SYSTEM
FOR SINDH BANK LTD BRANCHES
- 4) TENDER NUMBER SNDB/COK/ADMIN/TD/1436/2025
- 5) BRIEF DESCRIPTION OF CONTRACT PROCUREMENT OF 15 KVA SOLAR HYBRID PV SYSTEM
FOR SINDH BANK LTD BRANCHES
- 6) FORUM THAT APPROVED THE SCHEME Competent Authority
- 7) TENDER ESTIMATED VALUE Rs.6,000,000/-
- 8) ENGINEER'S ESTIMATE
(For civil works only) _____
- 9) ESTIMATED COMPLETION PERIOD (AS PER CONTRACT) 60 Days
- 10) TENDER OPENED ON (DATE & TIME) 08.07.2025 at 1430 Hrs
- 11) NUMBER OF TENDER DOCUMENTS SOLD 2
(Attach list of buyers) _____
- 12) NUMBER OF BIDS RECEIVED 2
- 13) NUMBER OF BIDDERS PRESENT AT THE TIME OF OPENING OF BIDS 2
11.08.2025
- 14) BID EVALUATION REPORT
(Enclose a copy) _____
- 15) NAME AND ADDRESS OF THE SUCCESSFUL BIDDER M/s. MZ Enterprises . SUIT #M-9, DADA
Terrace.
JAMALUDIN
AFGA ROAD
- 16) CONTRACT AWARD PRICE Rs. 4,662,000/-
- 17) RANKING OF SUCCESSFUL BIDDER IN EVALUATION REPORT
(i.e. 1st, 2nd, 3rd EVALUATION BID). 1. M/s. MZ Enterprises 2. M/s. Sheikh Umer Shah Brothers

18) METHOD OF PROCUREMENT USED : - (Tick one)

- a) SINGLE STAGE – ONE ENVELOPE PROCEDURE ☒ ☐ Domestic/ Local
- b) SINGLE STAGE – TWO ENVELOPE PROCEDURE ☐ ☐
- c) TWO STAGE BIDDING PROCEDURE ☐ ☐
- d) TWO STAGE – TWO ENVELOPE BIDDING PROCEDURE ☐ ☐

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

19) APPROVING AUTHORITY FOR AWARD OF CONTRACT Competent Authority

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

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

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

Yes	SPPRA EPADS - S-250682958. 12.06.2025
No	

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

Yes	Express Tribune, Daily Express & Jeejal 12.06.2025 & Corrigendum 27.06.2025
No	

22) NATURE OF CONTRACT

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

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

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

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

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

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

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

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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30) WHETHER EVALUATION REPORT GIVEN TO BIDDERS BEFORE THE AWARD OF
CONTRACT?
(Attach copy of the bid evaluation report)

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

Yes	
No	NO

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

Yes	
No	NO

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

Yes	
No	NO

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

Yes	
No	NO

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

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

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

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

Yes	
No	NO

Signature & Official Stamp of
Authorized Officer

ARSHAD ABBAS SOOMRO
Head of Administration & Security
Administration Division
Sindh Bank Limited
Head Office Karachi

27/12/25

FOR OFFICE USE ONLY

SPPRA, Block. No.8, Sindh Secretariat No.4-A, Court Road, Karachi
Tele: 021-9205356; 021-9205369 & Fax: 021-9206291

Print

Save

Reset

SNDB/COK/ADMIN/TD/1436/2025
Dated: 25/08/2025

M/s. MZ Enterprises.
Office No.M-16.
Mezzanine Floor.
Dada Terrance. BMCHS.
Block-3.
Karachi.

**Subject: Contract Award – Procurement Of 15 KVA Solar Hybrid PV System
for Sindh Bank Ltd Branches In Jhudo & Hyderabad Market Area
Branches**

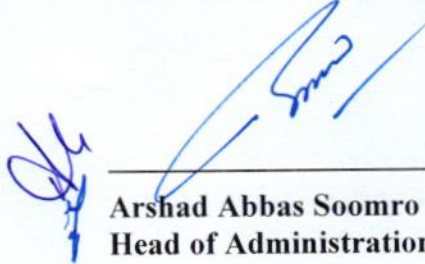
Dear Sir,

The management of Sindh Bank Limited is pleased to award the subject contract to
M/s. M.Z Enterprises in accordance with terms and conditions mentioned in our
tender dated 27.06.2025.

Please acknowledge.

Sincerely,

For & behalf of Sindh Bank Limited,


Arshad Abbas Soomro
Head of Administration & Security Division

INTEGRITY PACT

Contract Number: 1436

Dated: 27/8/2025

Contract Value: Rs. 4,662,000/-

Contract Title: Procurement of Solar Hybrid PV System

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

M/s. Mz hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Sindh (Gos) or any administrative subdivision or agency thereof or any other entity owned or controlled by it (Gos) through any corrupt business practice.

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

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

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

For and On Behalf of

MZ ENTERPRISE

Signature: _____

Name: _____

RIZWAN ZAFAR
Proprietor

For and On Behalf of

Sindh Bank Limited

Signature: _____

Name: _____

Abbas Ahmad Soomro
Head of Administration

3. SECTION –III TECHNICAL SPECIFICATIONS/SCOPE OF WORK

Sindh Bank Limited (SNDB) requires proposal from the suppliers for PROCUREMENT OF SOLAR HYBRID PV SYSTEM FOR SINDH BANK LTD BRANCHES on need basis. The scope of this work comprises of Supply, Installation & Commissioning of total 2 X Solar PV 15 KW Hybrid Solar Systems during financial year 2025 – 26 at Sindh Bank Limited Hyderabad Market Area & Jhudo branches in Sindh Region. Names of Two Branches is attached as Annexure "H". The firm/service provider will be responsible for supply & installation at site, testing and commissioning of Solar PV Systems, during the years 2025 – 26. The required Solar PV System comprises of the following components / specification:

S.NO	QUANTITY	DESCRIPTION
1	68	15 KVA SOLAR PANELS TIER - I MONO PERC or Equivalent 585W WITH HIGH QUALITY BACK SHEET BRAND: TECHORSE OR EQUIVALENT SOLAR CABLE CIRCULAR CLIP 8mm RAWAL BOLT- Warranty -1 Year
2	4	10.2KW HYBRID SOLAR INVERTER OUTPUT SHORT CIRCUIT PROTECTION MODEL: EPS 10.2KW POWER: 10.2KW PURE SINEWAVE INPUT FREQ: 50HZ/60HZ (AUTO SENSING) BRAND: E-POWER OR EQUIVALENT RATING: 10.2KW WARRANTY-1 Years
3	28	FRAME
4	4	ELECTRICAL WORK INCLUDING FOLLOWING: - AC BREAKER 32 AMP - DC BREAKER 63 AMP - DB WITH SELECTOR - JB WITH BUS BAR - SOLAR CABLE WITH ALLIED ACCESSORIES 10MM (200FT) - CONDUIT PIPE WITH BANDS AND SOCKETS (50FT) - WARRANTY-1 Years
5	4	LITHIUM-ION BATTERY 48V 5.2KW TECHNOLOGY: LITHIUM 5.2KW BATTERY WALL MOUNT 5.2 VOLTAGE: 48V BRAND: TECHORSE SERVICE OR EQUIVALENT 05 Years 05 YEARS SERVICE WARRANTY
6	2	INSTALLATION CHARGES OF SOLAR PANEL, INVERTER, BATTERIES WITH BATTERY RACK, LOOPING CABLES & ACCESSORIES WARRANTY-1 Years

All the material must be procured from renowned and reputable manufacturers and must comply with the specification/ standards/ certifications mentioned in the technical criteria. The supplier will be responsible for supply, installation and one (1) years of operation.

The main components like inverter, charge controller, battery, load management device, remote control modules shall be installed/connected in a Rack/Cabinet Inverter, Solar Panels etc. shall be of known/reliable brands System be of 12, 24 or 48 Volt designs.

Capacity of system

The system should be sufficient to cater the minimum following load of branch on solar system, during day time, besides charging of batteries. Necessary calculations for number of solar panels, batteries may be calculated by the vender for following load.

- One ATM
- One Ton Conventional Air Conditioner
- Two 1.5 Ton conventional Air Conditioner
- 8 Cameras, IP based CCTV system
- Fire Alarm System
- Security Alarm System
- 20 x 24 w savers
- 5 PCs or laptop

System's priorities

1. During day time, when there is proper sun light, all of above load will operate on solar system
2. At evening or night, all of above load will operate on utility power and in case of failure of utility, will be shifted to batteries, till minimum 8 to 10 hours
3. On restoration of utility supply, the load will shift on it starts of sun light, the load will be shifted to solar system

System Components:

Features and technical parameters of the system components shall be as follows:

1. Solar Panel:
2. Solar Panel Mounting/Support Structure
3. Solar Inverter
4. MPPT Solar Charge Controller
5. Battery

Features and Specifications (Lithium or Equivalent)

- Lithium-Ion Battery 48v 5.2kw Technology : Lithium

Bid Evaluation Report		
Supply & Installation of 15 KW Solar Hybrid PV System for Market Area and Jhudo Hyderabad Branches of Sindh Bank Ltd		
1	Name of Procuring Agency	Sindh Bank Limited
2	Tender Reference No.	SNDB/COK/ADMIN/TD/1436/2025
3	Tender Description	Supply & Installation of 15 KW Solar Hybrid PV System for Market Area and Jhudo Hyderabad Branches of Sindh Bank Ltd
4	Method of Procurement	Single Stage One Envelope Bidding Procedure
5	Tender Published & SPPRA S. No.	SPPRA E-PADS -S-250682958 Express Tribune (English) , Daily Express (Urdu), Jeejal (Sindhi) (12/06/2025) Corrigendum (27/06/2025)
6	Total Bids Received	02
7	Technical / Financial Bid Opening Date & Time	08/07/2025 at 1430 Hrs.
8	No. of bids qualified	02
9	Bid(s) Rejected / Disqualified	00

Details on the above as given below:

S. No	Name of Firm or Bidder	Qualified / Disqualified in Technical / Eligibility Inspection/ Mandatory	Cost offered by the Bidder	Ranking in terms of cost	Comparison with Estimated cost (Rs.6,000,000/-)	Reasons for acceptance/ rejection	Remarks
1	2	3	4	5	6	7	
1.	M/s. M.Z Enterprises	Qualified	Rs.4,662,000/- (Unit Price Rs.2,331,000/- X Qty 2)	1 st Lowest Bidder	Rs.1,338,000/- Below the Estimated Cost	Most Advantageous Bid	Accepted for Award of Contract
2.	M/s. Sheikh Umer Shah & Brothers	Qualified	Rs.8,595,920/- (Unit Price Rs.4,297,960/- X Qty 2)	2 nd Lowest Bidder	Rs.2,595,920/- Above the Estimated Cost	High In Bid	-----

Accordingly, going by the Technical/Financial Evaluation criteria laid down in the tender document, **M/s. M.Z Enterprises** is the most advantageous bid i.e.**Rs.4,662,000/-**, and their bid is also below the estimated cost, hence recommended for award of contract for **Supply & Installation of 15 KW Solar Hybrid PV System for Market Area and Jhudo Hyderabad Branches of Sindh Bank Ltd.**

Members Signature- Procurement Committee

Dilshad Hussain Khan
Chief Financial Officer

Arshad Abbas Soomro
Head of Administration

Director Works & Services
(SMIU) Karachi

- 5.2kw Battery Wall Mount 5.2 Voltage: 48v Brand: Techorse or equivalent
- Service 05 Years
- 02 Years With Parts
- 03 Years Service Warranty

6. System Cabinets

- Inverter, MPPT Controller, Battery, Load management devices and all kinds of cables, connectors, all of these shall be installed or connected in the cabinet
- Shifting of load from branch distribution box to new solar system
- Efficient cooling design
- Provision to lock, to avoid theft



SYED RIAZ MUSTAFA RIZVI
Stamp Vendor Licence No. 59
5-C - 5/4 Urdu Mehal, Nazimabad, Karachi

16 APR 2025

S.No. Date
Issue To With Address: **Muhammad Hani Ahmed**
Advocate High Court
Through With Address
Purpose
Value (Attached)
Stamps 011785

**Agreement for Supply & Installation of 15 KW Solar Hybrid PV System
for Market Area and Jhudo Hyderabad Region Branches**

This Agreement is entered into at Karachi
on this the 27 day of Aug, 2025

BETWEEN

M/s. M.Z Enterprises, Sole Proprietor concern having its principal place of business at Office No: M-16, Mezzanine Floor, Dada Terrace, B.M.C.H.S, Block - 3, Karachi (hereinafter referred to as "Supplier", which expression shall be deemed to mean and include its successors-in-interest and assigns) of the First Part;

AND

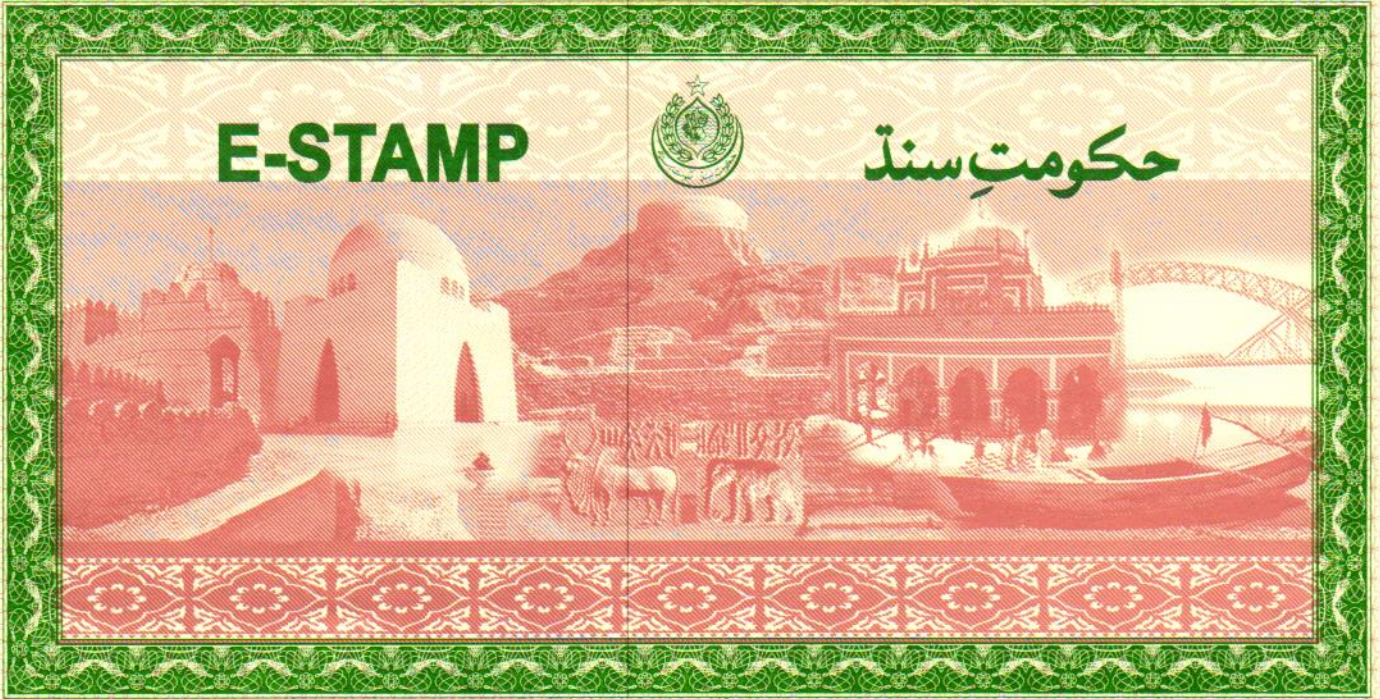
SINDH BANK LIMITED, a banking company incorporated under the laws of Pakistan and having its Head office at 3rd Floor, Federation House, Abdullah Shah Ghazi Road, Clifton, Karachi-75600, Pakistan (Hereinafter referred to as "THE BANK", which expression shall be deemed to mean and include its successors-in-interest and assigns) of the Second Part.

WHEREAS:

"THE BANK" intends to acquire the services of "Supplier" for Supply & installation of 15 KW Solar Hybrid PV System for Market Area and Jhudo Hyderabad Region Branches and Supplier agrees to provide the services to the bank, as per tender opening date 08-07-2025, along with Total Price Schedule mentioned in Financial Proposal i.e. Rs.4,662,000/- (Unit Price Rs.2,331,000/- x Qty 2). The Bank quantity for branches may vary as per the schedule and accordingly Sindh Bank will not be responsible if the quantity is decreased. In this context no claim will be entertained.

MZ ENTERPRISES
[Signature]
Proprietor





SND-0381-54833711232

GoS-KHI-A8917FC89D243CDE

Non-Judicial**Rs 16,317/-**

Description	: Contract - 15(a)
Principal	: M/s. M.Z Enterprises [5046608]
Contractor	: SINDH BANK LIMITED [36540087]
Applicant	: Rizwan [42201-2741897-5]
Stamp Duty Paid by	: M/s. M.Z Enterprises [5046608]
Issue Date	: 22-Aug-2025, 02:54:22 PM
Paid Through Challan	: 2025C63068E5BA2F
Amount in Words	: Sixteen Thousand Three Hundred and Seventeen Rupees Only

Please Write Below This Line

You can verify your e-Stamp paper by scanning the QR code or online at www.estamps.gos.pk using the 'Verification Through Web' option.

MZ ENTERPRISES
Proprietor



The terms and conditions are as follows:

1. Terms & Conditions:

- a. All terms and conditions of the tender document will remain part of this agreement.
- b. A prior notice of 10 days will be given for the supply and installation of requisite supplies and it will be expected within 05 days, the said supplies will be made available at the site.
- c. The Supplier shall supply the said goods as per specifications of the tender within 10 days from the date of issue of Purchase Order by the Bank.
- d. A fine of Rs 500/- per day will be charged, if even after 10 days of issuance of Purchase order, the supplies are not provided, installed and made operational till the requisite is completed.
- e. In the event of the default on the part of the Supplier, in the performance of any condition of the contract/tender or delay in supply of the items even after a lapse of 10 days of the issuance of the purchase order, it shall be lawful for the Bank to forfeit the performance security and cancel the whole part of the supply order or cancel the contract. Decision of the Bank will be final and will be legal binding on the Supplier.
- f. Supplier agrees to maintain adequate inventory of the parts so that the replacement is available within 24 hours, if any fault arises in the goods supplied during the warranty period. In case the effected part is not available, then the Supplier will provide the backup of the same product/item or better till the resolution of the fault is met, without any extra cost to the Bank.
- g. The Supplier also undertakes to bear all kind of taxes i.e. Stamp duty/ Services Charges/Professional Tax / Sales Tax Invoice, Income Tax, Zila / Octroi Tax (if any) and all other incidental charges etc., up to the place of destination.
- h. The Bank reserves the right to test/check the goods to ensure that it is provided as per specification in the tender document. For any discrepancies, at the time of supply or later, the Bank reserve the right to forfeit full performance security and cancel the tender and initiate the process for blacklisting of the Supplier. The decision of the Bank shall be final and binding upon the Supplier.
- a. Delivery will be made by the Supplier at different locations prescribed by the Bank with satisfactory letter from concerned area manager of the bank.
- i. The cost must include all applicable taxes, installation, labour including delivery charges upto the branches of the Bank on countrywide locations.
- j. Supplier binds/undertakes that in case of any observation arising in respect of quality/performance of the goods within the warranty period, the supplier will be liable to address it at his own cost within 24 hours. Non-compliance of the same will result into initiation

MZ ENTERPRISES
Proprietor

of a case against the company for non-commitment and forfeiting of performance security or any other action as deemed necessary.

- k. Any notice, request or consent required or permitted to be given or made pursuant to this agreement shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent to such Party at the given address.
- l. A party may change its address for notice by giving a notice to the other Party in writing of such change.
- m. The supplier will not assign the job to anyone, except prior written permission from the bank.
- n. This agreement is valid for a period of one year commencing from 27/8/25 to 27/8/26 and / or till the completion of tender items.

2. Warranty- The warranty of the goods is One year comprehensive onsite from the date of delivery. Please also refer Point No.15 of financial proposal of tender document.

3. Payment Schedule:

- a. 100 % of the total amount for the Supply & installation of 15 KW Solar Hybrid PV System for Market Area and Jhudo Hyderabad Region Branches will be paid within one month of invoice submission by the supplier.
- b. 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.

4. Performance Guarantee:-

As per SPPRA Rule 39, the performance security can only be submitted in shape of Pay Order/ Demand Draft/ Bank Guarantee. If bank guarantee is to be submitted as performance security, then Annexure "I" is mandatory to be used as format for performance security 5% of the total tender amount of will be retained by the Bank as "Performance Security" and will be returned to the supplier after 90 days of supply of complete tender items, including satisfactory confirmation by the branch managers, where the items have been supplied.

5. Authorized Representative: -Any action required or permitted to be taken, and any document required or permitted to be executed under this agreement by the Bank or the Supplier may be taken or executed by the officials.

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Proprietor

6. Termination of Agreement by the Bank:

- a. If the Supplier, in the judgment of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Agreement.
- 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 thirty (30) days; and
- c. If the Bank, in its sole discretion and for any reason whatsoever, decided to terminate this Agreement.
- d. If two (2) unsatisfactory letters/warnings are issued by the Bank for unsatisfactory performance by the supplier.

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

8. Settlement of Disputes:

- a. 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.
- b. 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 reached at amicable situation, then the matter will be referred to the grievance committee of Bank and if matter could not be resolved the matter will be referred for 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.

8. Conflict of Interest:-The Supplier 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.

9. Confidentiality- Except with the prior written consent of the Bank, the supplier and the Personnel shall not at any time communicate to any person or entity and 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.

10. INDEMNIFICATION.

Supplier (the "Indemnifier") agrees that it shall indemnify, defend, and hold harmless the SNDB and its parent, subsidiaries, affiliates, successors, and assigns and their respective directors, officers, employees and agents (collectively, the "Indemnities") from and against any and all liabilities, claims, suits, actions, demands, settlements, losses, judgments, costs, damages and expenses (including, without limitation, reasonable attorneys', accountants' and experts' fees) arising out of or resulting from, in whole or in part: (i) any act, error or omission, whether intentional or unintentional, by the Indemnifier or its officers, directors, employees, or sub-administrators, related to or arising out of the business covered by this Agreement, or (ii) an

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MZ ENTERPRISES
[Signature]
Proprietor

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 survive termination of this Agreement.

11. ACCESS TO REGULATOR

Supplier and SNDB agree to provide State Bank of Pakistan necessary access to the documentation and accounting records in relation to the Supply & installation of 15 KW Solar Hybrid PV System for Market Area and Jhudo Hyderabad Region Branches and right to conduct on – site inspection, if required.

12- Anti – Money Laundering.

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

Support Escalation Matrix:

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

LEVEL-1		Name/Designation (support staff)	Salman
First complain if the call is not resolved "within specified response time" (24 hours)	Landline Phone		02134930005
	Email		Regi. Zafar
	Cell		0333.2506900
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)	Rizwan
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		02134930005
	Email		Regi. Zafar@gmail.com
	Cell		03323498573
Note: Ensure that no column above is left blank			



MZ ENTERPRISES
1.2 Proprietor

In witnesses hereunder both the parties have set their hands on the day and year above first mentioned.

MZ ENTERPRISES

Supplier Signature

[Signature]
Proprietor

Witness:

[Signature]

Name

Rizwan Zaker

Signature

Salman

Designation

Manager

Name

Salman

Company Name

MZ Enterprises

Designation

Sale Officer

Address

Suit # No M-9. Dade

Address

Suit # No M-9 Dade

Tarrence, Jamil - Dim. Alghain
Road Karachi

Tarrence Karachi

Stamp

Customer Signature

[Signature]

Signature

[Signature]

Name

Arshad Abbas Soomro

Name

ATHEZ LPSAL

Designation

Head of Administration

Designation

Head of Administration

Company Name

Sindh Bank Limited

Company Name

Sindh Bank Limited

Address

Federation House, Sindh Bank
Ltd. Head Office Karachi

Address

Federation House, Sindh Bank
Ltd. Head Office, Karachi

Stamp

