

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 Provision of Janitorial Services
- 4) TENDER NUMBER SNDB/COK/ADMIN/TD/1443/2025
- 5) BRIEF DESCRIPTION OF CONTRACT Provision of Janitorial Services
- 6) FORUM THAT APPROVED THE SCHEME Competent Authority
- 7) TENDER ESTIMATED VALUE Rs.5,000/-
- 8) ENGINEER'S ESTIMATE
(For civil works only) _____
- 9) ESTIMATED COMPLETION PERIOD (AS PER CONTRACT) 1 Years
- 10) TENDER OPENED ON (DATE & TIME) 15.07.2025 at 1130 Hrs
- 11) NUMBER OF TENDER DOCUMENTS SOLD FOC(4)
(Attach list of buyers) _____
- 12) NUMBER OF BIDS RECEIVED 4
- 13) NUMBER OF BIDDERS PRESENT AT THE TIME OF OPENING OF BIDS 3
- 14) BID EVALUATION REPORT 11.09.2025
(Enclose a copy) _____
- 15) NAME AND ADDRESS OF THE SUCCESSFUL BIDDER M/s. Prime HR Pvt Ltd . Park Tower Block-S
CLTA Park
- 16) CONTRACT AWARD PRICE Rs. 9790/-
- 17) RANKING OF SUCCESSFUL BIDDER IN EVALUATION REPORT
(i.e. 1st, 2nd, 3rd EVALUATION BID). 1. M/s. Prime HR (Pvt) Ltd

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	EPADS S - <u>256603059</u> <u>28.06.2025</u>
No	

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

Yes	Express Tribune, Daily Express & Jeejal <u>28.06.2025</u>
No	

22) NATURE OF CONTRACT

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

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

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

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

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

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

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

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

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

Yes	
No	No

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

Yes	
No	No

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

Yes	
No	No

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

Yes	
No	

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
21/9/2015
ARSHAD ABBAS SOOMRO
Head of Administration & Security
Administration Division
Sindh Bank Limited
Head Office Karachi

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/1443/2025

Dated: 18/9/2025

M/s. Prime Human Resource (Pvt) Ltd,
111, Level 1. Park Tower.
Block-5.
Karachi.

Subject: Contract Award – Provision of Janitorial Services

Dear Sir,

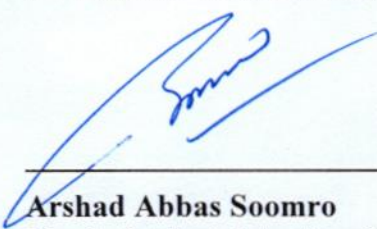
The management of Sindh Bank Limited is pleased to award the subject contract to

M/s. Prime Human Resource (Pvt) Ltd, in accordance with terms and
conditions mentioned in our tender dated 28.06.2025.

Please acknowledge.

Sincerely,

For & behalf of Sindh Bank Limited,



Arshad Abbas Soomro
Head of Administration & Security Division

INTEGRITY PACT

Contract Number: 1443

Dated: 18th Sep 2025

Contract Value: Rs. 9,790/-

Contract Title: Provision of JANITZAL Services

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. Prime Human Resource Services Private Limited 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. Prime Human Resource Services Private Limited** 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. Prime Human Resource Services Private Limited 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. Prime Human Resource Services Private Limited** 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. Prime Human Resource Services Private Limited** agrees to indemnify Gos for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to Gos in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by , as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from Gos.

For and On Behalf of

Prime Human Resource Services Private Limited

Signature: _____

Name: _____

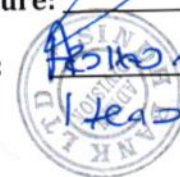


For and On Behalf of

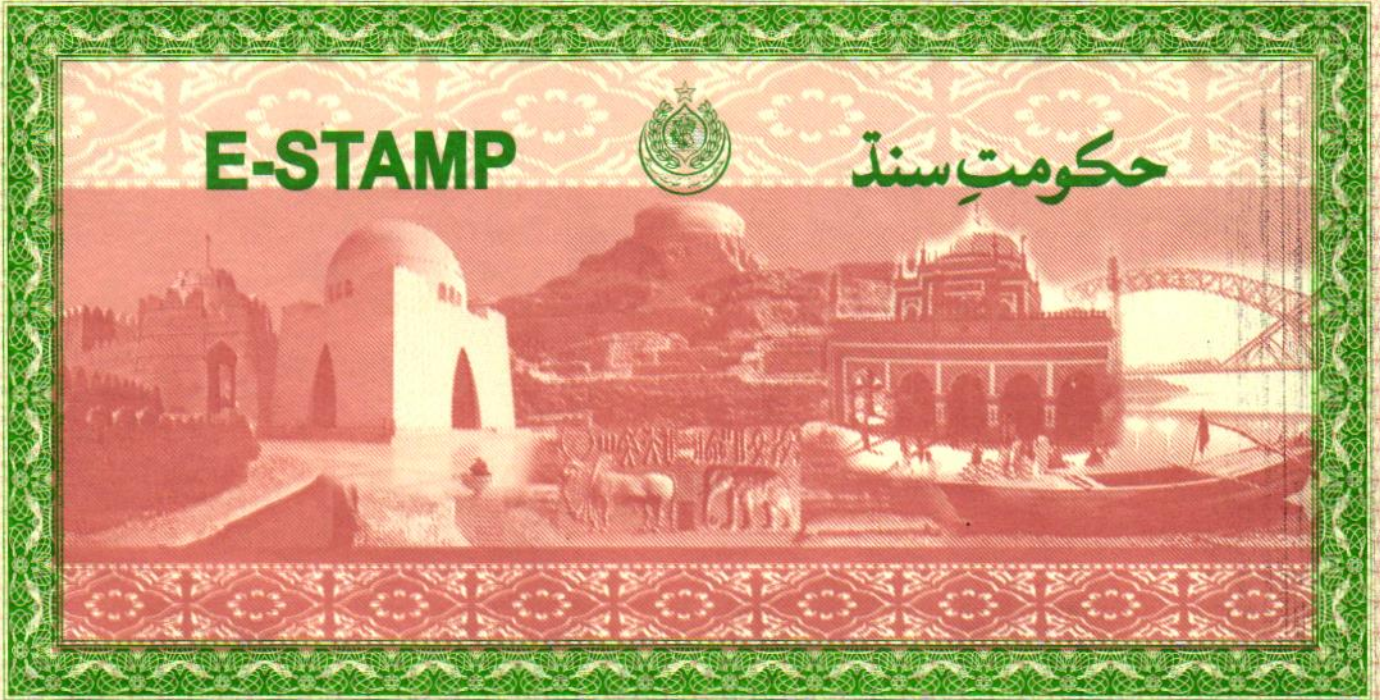
Sindh Bank Limited

Signature: _____

Name: _____



C273130



NBP-0002-2509180009668177

GoS-KHI-CC168F60997D2114

Non-Judicial

Rs 78,750/-

Description	: Contract - 15(a)
Principal	: Sindh Bank Limited [36540087]
Contractor	: Prime Human Resource Services Pvt Ltd [29235797]
Applicant	: Diraj Kumar [42301-3101965-9]
Stamp Duty Paid by	: Prime Human Resource Services Pvt Ltd [29235797]
Issue Date	: 18-Sep-2025, 09:56:32 AM
Paid Through Challan	: 20253EDF5A869EC0
Amount in Words	: Seventy Eight Thousand Seven Hundred and Fifty 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.**Agreement for Janitorial Services & Signboard Cleaning Services**

THIS AGREEMENT is entered into at Karachi
on this the 18th day of September, 2025

BETWEEN

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 First Part.

AND

M/S. Prime Human Resources Services (Pvt) Ltd, having its principal place of business at Office No. 111, 1st Floor, Park Tower, Shahrah-e-Firdousi, Block-5, Clifton, Karachi (hereinafter referred to as "**Supplier**", 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 **Provision of Janitorial & Signboard Cleaning Services (services)** for its Head Office Karachi, 330 existing branches and **Supplier** agrees to provide the following services to the **bank**, as per the tender opening date **15-07-2025**, along with Price Schedule mentioned in Financial Proposal which is attached herewith and marked as **Annexure-A:**



The terms and conditions are as follows:

WHEREAS the Suppliers desirous for providing outstanding services to **M/s Sindh Bank Limited** ("**The Bank**") its workers and the company has accepted the offer by the contractor for cleaners as per financial proposal attached as Annexure "A".

A. Services to be provided.

- Daily dusting and cleaning of all workstations.
- Monthly buffing of tiled floor.
- Daily cleaning of internal and outside glass panels and blinds.
- Frequent cleaning and dry / wet moping of all areas including praying area, cafeteria, reception area and stairs etc.
- Scrubbing / washing (with moderate interval of all washroom floors commode urinal and washbasin with disinfectants.
- Sweep and clean entrances and small patios.
- Fortnightly clean and remove smudges from entry door glass.
- Monthly clean and polish entry handles, sills, doorplates and metal rim.
- Weekly dust and clean baseboards. Ledges and exit signs.
- Disposal of waste and garbage as designated area.
- Weakly scrubbing and washing of tiled floors.
- Hygienic cleaning of washrooms on weekends includes walls.
- Dry moping periodically.
- Empty trash receptacles.
- Remove debris from landscape pots and planters.
- Clean and sanitize sink and counter tops.
- Upholstery (cleaning of sofa and other clothing furniture).
- Fortnightly cleaning of ducks & ventilators.
- Monthly Cleaning of Signboard of Head Office and Branches.



Services to be Provided – Cleaning of Signboard

1. Thorough Monthly Cleaning of all signboards in country wide region of the branches with requisite cleaning material/chemical (viper along with required length of sections) sufficient enough to reach the height of the signboard.
2. Cleaning of signboards also on need basis prior to completion of one month period as per the demand of the branch.
3. Ensuring availability of relevant cleaning material in the branch at all times.
4. Any damage to the signboard during cleaning process will be the liability of the vendor. Specially damage to the electric circuit etc.

Janitorial Material will be provided Per Month for Sindh Bank Limited

Head Office Karachi for Two Floors

S. No.	Description	Quantity
1	Tissue Roll double Hours	700Pcs (Pink)
2	Tissue Roll Jasmine or Leema or equivalent	100Pcs (white)
3	Bonus Surf ½ Kg	15 Packet
4	Scotch Local	10 Pcs
5	Soap Dove	05 Pcs
6	Ash Dish powder	10 packets
7	Phenyl Caroline/Jasmine 500ml	15 Bottle
8	Air freshener or Poppy 300ml	24 Pcs
9	Dusters	30 Pcs
10	Broom Soft	04 Pcs
11	Hand wash Safe Guard or equivalent 50 litre	01 Bottle
12	Dry Map rifle	02 Pcs
13	Wet Map rifle 400gm	08 Pcs



14	Roomies (king Tox) or Equivalent	24 Pcs
15	Hex it/Caroline Glass Cleaner 550ml	04 Pcs
16	Naphthalene Balls	12 dozen
17	Shoppers Blue+ Garbage	2 Kg + 5 kg
18	Sweep 500ml	04 Bottle
19	Bleach 500ml	04 Bottle
20	Liquid Soap (Hand wash)	20 Litres
21	Acid 300ml	02 Bottle
22	Harpic or equivalent 300ml	15 Bottle
23	Rose Petal or equivalent for Box Machine	70 Pcs
24	Soap Safe guard or equivalent	10 Pcs
25	Viper	2 Per Quarter
26	Bursh	2 Per Quarter
27	Supply of Glint or equivalent	2 Per Quarter
28	Broom Hard	2 Per Quarter
29	Wet mop Stick	2 Per Quarter
30	Dry Stick	2 Per Quarter
31	Balti	2 Per Quarter

In addition to above a vacuum cleaner Machine (800 waltz – 50 to 60 HTZ) will be provided 24 hours basis in Sindh Bank Head Office, Karachi for Cleaning of Carpeted Area including floor cleaning machine on need basis.

Janitorial Material will be provided Per Month Per Branch of Sindh Bank Ltd.

S. No.	Description	Quantity
1	Tissue Roll double Hours	30 Pcs (Pink)
2	Tissue Box Prime/Gulf	3 Boxes
3	Bonus Surf	½ Kg
4	Scotch Local or equivalent	3 Pcs
5	Soap Tibet	05 pcs / Hand Wash Local Made (300ml)
6	Ash dish Powder	3 Pcs
7	Phenyl Freshener Jasmine	2 litres
8	Phenyl Naphthalene balls	12 pcs
9	Hex it/Caroline Glass Cleaner	1 Litre
10	Air Freshener/ Poppy	300ml
11	Garbage	1 Kg
12	Map Refill	2 Pcs
13	Duster	5 Pcs
14	Broom Soft	2 Pcs
15	Roomies (king Tox) or Equivalent	5 Pcs
16	Dry Refill	On Need Basis
17	Acid or Equivalent	300 ml
18	Wet Mop stick	1 Per Quarter
19	Dry Stick	1 Per Quarter
20	Broom Hard	1 Per Quarter
21	Supply of Glint or Equivalent	1 Per Quarter
22	W.C Brush	1 Per Quarter
23	Viper medium Size	1 Per Quarter

- The Supplier shall not post any labor who has not reached the age of maturity 18 years under the law and incase of failure to do so, the Supplier shall exclusively be responsible.
- All terms and conditions of tender documents will remain part of this agreement.
- The monthly invoices would be submitted to the Bank in the last 10 working days of the month, for the services rendered which shall be payable at the end of the same month. All payments shall be subject to the withholding tax.

- d. Any adjustments arising from changes in applicable labour laws, GST, withholding tax, or any other statutory component shall be incorporated into this Agreement only through mutual agreement of the Parties and formal written confirmation.
- e. The Supplier shall be responsible under law for any withholding of taxes from the salaries of its employees.
- f. The Supplier himself employ, terminate, take disciplinary action against and pay all wages and benefits to the persons employed by Supplier. The Bank shall not be responsible for the employees of the Supplier in any manner whatsoever.
- g. The Supplier shall be wholly responsible to check, verify and confirm the authenticity and credibility of the Supplier employees past and related documentation by procuring all the relevant personal references, employment history, educational credentials as may be provided to the Bank in writing or any other related document of the concerned Supplier employee, as may be required by the bank from time to time.
- h. The Supplier shall be exclusively responsible for paying the salary and other emoluments / benefits to which each Supplier employee is entitled under his contract of employment with Supplier. For the sake of clarity, the bank shall not be liable to any Supplier_ Employee for any salary or emoluments, or for the reimbursement of any expenses, or for any other account. The Supplier shall exclusively deal with all claims made by or in respect of the Supplier employees in this regard including but not limited to Employees Old Age Benefits, Social Security or any other payment under the labor Law applicable from time to time. It shall keep the Bank fully indemnified and harmless in this regard.
- i. Similarly, in the event of any upward revision in minimum wages as and when notified by the Government, the bank shall reimburse to the supplier the amount of difference paid to its employees' effective the date Government announced revision in minimum wages.
- j. The Supplier shall provide life insurance coverage in favor of each deployed employee, limited to an amount of Rs. 500,000 (Rupees Five Hundred Thousand only), payable in the event of natural or accidental death
- k. The Supplier shall provide insurance cover for all his staff engaged in carrying out his contractual obligations. He shall be responsible to carry out his obligations and liabilities under the Compensation Act or other relevant laws. The Supplier hereby indemnities the Bank for any claim whatsoever in respect of any claim, expenses and damages caused by its employees.
- l. The Supplier shall have the complete administrative control over his employees.
- m. The Supplier shall be responsible for providing necessary tools and cleaning items / material (Mentioned at page no.3 & 4 of this agreement)
- n. The Supplier shall be responsible to exercise and maintain proper record of its employees' attendance and payment of wages as prescribed under the relevant laws of the Country. The Supplier shall ensure that is no violation, non-observance and irregularity and kind under the labor laws and the Bank will therefore remain absolved from all and every liability on this account.
- o. The Supplier shall be responsible to see that his employees do not interfere in the working of the Bank, restrict themselves to the place of their work and do not roam about in the Bank / Branch / Division. The Supplier shall also ensure that his employees do not take part in any meeting or meetings, agitation either of political, social or antisocial and do not indulge in any activities subversive to the Bank's discipline in particular and law and order of the country in general.
- p. The Supplier shall ensure that its employees strictly adhere to the relevant rules and regulations of the Bank and security arrangements. The Supplier shall be responsible to see that the Supplier and his employee with the security instruction and do not object to

personal search etc. Security Guards, designated employees will have full power to satisfy themselves as the material, garbage carried out of the building by the cleaners, the security should thoroughly can check the cleaners before leaving the premises to avoid any complaint regarding missing of BANK'S any belonging.

- q. The Supplier shall be responsible for un-interrupted working of the assigned job and for ensuring that in cases of absence of his employees, insufficient control, strikes or any other reason, the Bank work is not withheld in such cases. The Supplier shall be responsible to make alternate arrangements, otherwise the bank has full rights to make alternate arrangements and to impose responsible penalty, and to recover the cost from the Supplier_.
- r. Supplier employees shall wear proper uniform, identification badges, indicating that they are Supplier employees.
- s. The Supplier hereby accepts the rights of the Bank to Control entry into and exit from the Bank premises of men and material.
- t. For operational purposes, the Supplier personnel deployed at any specific premises shall not be used at any other premises without the prior written approval of the contractor.
- u. The Supplier shall provide complete Two pairs of uniform (with company logo) i.e. shirt, trouser, along with one pair of shoes/socks including one woolen Jersey in branches falling in Northern Area per year to its employees. Certificate to this effect (Specimen attached as annexure " B ") duly signed by branch manager of the branch will be submitted to this office within a month of award of contract failing which Rs.100/- per branch per janitorial staff will be deducted from the monthly invoice till the uniform items are provided.
- v. The Bank may terminate this Agreement if the Supplier's performance remains unsatisfactory or if there is a material breach of contract, provided that the Bank gives the Supplier thirty (30) days written notice specifying the deficiencies. The Supplier shall have the right to remedy such deficiencies within the notice period. If the deficiencies are not remedied to the Bank's reasonable satisfaction within this period, the Bank may proceed with termination. Both parties agree that termination shall not absolve the Bank of payment obligations for services duly rendered up to the date of termination
- w. Sunday, Govt. Holidays and all religious Holidays will be considered as holiday.
- x. The Supplier hereby indemnifies the bank any loss theft, damages to the property of the Bank caused by any of the contractor deployed in the Bank.
- y. The contractor will not assign or sublet the job to anyone, except prior permission of the bank.
- z. This agreement is valid for a period of one year commencing **from 01-10-2025 to 30-09-2026**. The tender will be extendable for further period of two years on mutual consent on the same terms & conditions and the same service charges rates.
- aa. Supplier has to ensure that amount of salary paid on account of monthly pay to janitorial staff i.e. (Rs.37,000/- per janitorial staff per month) is disseminated without fail as and when without single rupees deduction. If any complaint in this regard is received then tender will stand cancelled. Supplier shall submit a documentary proof / evidence / certificate / paid challan etc for the janitorial staff outsourced to the Bank
- bb. The Supplier is bound to supply items as mentioned at page no.14 & 15 of the tender document in kind, no cash to the branch will be given to buy any janitorial item as their end. Ant complaint of disseminating cash to branch will make the Supplier disqualified form the subject tender without any warning.



1. INSPECTION REPORT

The Supplier will get signature of the Branch Manager on monthly basis and at the same will be dispatched to Central Office on monthly basis duly filled / signed by the Branch Manager. (Specimen attached as annexure "C")

2. PENALTY

In case of repeated complaints from a location and non-performing of monthly tasks mentioned in the Task & Frequency Work Plan a fine of Rs.1,000/- will be deducted from the monthly tasks are as given below:

- Dust high and low, including clocks, all surfaces on which dust gathers.
- Thoroughly clean, scrub by agitation all ceramic, tiled floors will special attention to grouting, corners of floors etc.
- Providing cleaning material to branches on or before 25th of every month, supplier has to submit the list of items provided to the branches duly signed by branch manager along with monthly invoice in case of failure amount will be deducted from the monthly billing and will be deposited by the Bank on behalf of supplier.
- Late Coming of Staff.
- Non provision of absentee/staff salary of the day will be deducted.

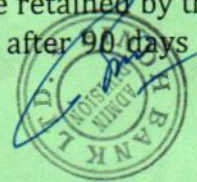
If any property of the Bank is willfully destroyed, removed, stolen or in any way damaged by supplier employees, the Supplier shall pay the actual amount.

3. SECURITY

The security Guards, designed employees will have full power to satisfy themselves as the material, garbage carried out of the building by the cleaners, the security should thoroughly check the cleaners before leaving the premises to avoid any complain regarding missing of Bank's any belong.

Performance Security:

As per SPPRA Rule 39, the performance security can only be submitted in shape of pay order/demand draft/bank guarantee. 5% of the total tender amount of will be retained by the Bank as "Performance Security" and will be returned to the service provider after 90 days of completion of tender.



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.

Termination of Agreement by the Bank:

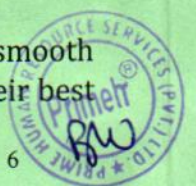
- a) If the Supplier, in the judgment of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Agreement.
- b) If, as the result of Force Majeure, the Supplier is unable to perform a material portion of the Services for a period of not less than thirty (30) days; 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.

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.

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 Karachi, Pakistan and proceedings of arbitration shall be conducted in English.

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.

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.

INDEMNIFICATION

Supplier (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.

ACCESS TO REGULATOR.

Supplier and BANK agree to provide State Bank of Pakistan necessary access to the documentation and accounting records in relation to the Provision of Janitorial & Signboard Cleaning Services and right to conduct on - site inspection, If required.

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."



ANNEXURE "A"
PRICE SCHEDULE

(Applicable for the year 2025-2026)

Name of Bidder: M/s. Prime Human Resources Services (Pvt) Ltd

Sr. No.	Description	Service Charges in (Rs).
1	Please quote your service charges (excluding taxes) per individual including provision of uniform (For detail refer note no.13 below), material (For detail refer scope of work at page no.14 & 15 of tender document), and cleaning of signboards (For scope of work refer page no.13 of tender document & List of Branches attached as Annexure "H")	9,790/-
	*GRAND TOTAL	9,790/-



Annexure "B"

Certificate

It is certified that this given below items of uniform has been provided by M/s. Prime Human Resources Services (Pvt) Ltd on the date as mentioned on the Performace

Name of Branch Supplier_____

Date Supplier_____

S.No	Description	Quantity	Remarks
1	Uniform - Shirt		
2	Uniform-Trouser		
3	Shoes		
4	Socks		
5	Woolen Jersey		

Signed by Branch Manager

Supplier_____

Branch Stamp

Supplier_____



Annexure "C"
Certificate

It is certified that branch signboard has been cleaned to entire satisfaction of the branch

Name of Branch Supplier _____ Date _____

S No	Month	Signboard Cleaning (Yes/No)	Remarks

Signed by Branch Manager _____ Supplier _____

Branch Stamp _____ Supplier _____



Support Escalation Matrix:

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

LEVEL-1	Name/Designation (support staff)	Nasar Ahmed
First complain if the call is not resolved " within specified response time " (24 hours)	Landline Phone	021 1111PRIME
	Email	nasar.ahmed@primehr.com.pk
	Cell	
LEVEL-2	Name/Designation (Regional Head/Manager/GM)	Raheem Razzak
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	021 1111PRIME
	Email	raheem.razzak@primehr.com.pk
	Cell	
LEVEL-3	Name/Designation (CEO of the firm)	Shiraz Ahmed
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	021 1111PRIME
	Email	shiraz.ahmed@primehr.com.pk
	Cell	
Note: Ensure that no column above is left blank		

IN WITNESS whereof the parties have executed this agreement on the date first mentioned above;

Signed for and on behalf of
Sindh Bank Limited by

Name: Arshad Arshad Sana
Designation: Head of Administration

Name: Atique Iqbal
Designation: Incharge Admin

Witnesses

1. [Signature]
Name: Muhammad Nasir

2. [Signature]
Name: Muhammad Arshad

Signed for and on behalf of
Prime Human Resource Services Private Limited by

Mr. Shiraz Ahmed
CEO

Mr. Navaid Siddiqui
GM - HR Operations

Witnesses

1. [Signature]
Name:

2. [Signature]
Name:

3. SECTION –III TECHNICAL SPECIFICATIONS/SCOPE OF WORK

Sindh Bank Limited (SNDB) requires provision of Provision of Janitorial Services with all material for its Head Office, 330 existing branches in countrywide regions.

Requirement of service will depend on the opening of the branches. A notice of 10 days will be given prior to the opening of the branch and it will be expected that the Janitorial staff will be deployed at least 5 days prior to the opening of the branch.

The tender will be extendable for further period of two years on mutual consent on the same terms & conditions and service charges rates.

Services to be Provided – Provision of Janitorial & Sign Board Cleaning Services

- Daily dusting and cleaning of all workstations.
- Monthly buffing of tiled floor.
- Forte nightly cleaning of internal and outside glass panels and blinds.
- Frequent cleaning and dry / wet moping of all areas including praying area, cafeteria, reception area and stairs etc.
- Scrubbing / washing (with moderate interval of all washroom floors commode urinal and washbasin with disinfectants.
- Sweep and clean entrances and small patios.
- Forte nightly clean and remove smudges from entry door glass.
- Monthly clean and polish entry handles, sills, doorplates and metal rim.
- Weekly dust and clean baseboards, Ledges and exit signs.
- Daily disposal of waste and garbage at designated area.
- Weekly scrubbing and washing of tiles floors.
- Hygienic cleaning of washrooms on weekends includes walls.
- Dry moping periodically.
- Daily empty trash receptacles.
- Daily remove debris from landscape pots and planters.
- Daily clean and sanitize sink and counter tops.
- Daily upholstery (clean of sofa and other clothing furniture).
- Fortnightly cleaning of ducts and ventilators.

Services to be Provided – Cleaning of Signboard

1. Thorough Monthly Cleaning of all signboards in country wide region of the branches with requisite cleaning material/chemical (viper along with required length of sections) sufficient enough to reach the height of the signboard.
2. Cleaning of signboards also on need basis prior to completion of one-month period as per the demand of the branch.
3. Ensuring availability of relevant cleaning material in the branch at all times.
4. Any damage to the signboard during cleaning process will be the liability of the vendor. Specially damage to the electric circuit etc.

1. Janitorial Material Required Per Month for Head Office, Clifton, Karachi

S. No.	Description	Quantity
1	Tissue Roll double Hours	700Pcs (Pink)
2	Tissue Roll Jasmine or Leema or Equivalent	100Pcs (white)
3	Bonus Surf ½ Kg or Equivalent	15 Packet
4	Scotch Local	10 Pcs
5	Soap Dove	5 Pcs
6	Ash Dish powder	10 packet
7	Phenyl Caroline/Jasmine 500ml	15 Bottle
8	Air freshener or Poppy 300ml	24 Pcs
9	Dusters	30 Pcs
10	Broom Soft	04 Pcs
11	Hand wash Safe Guard or Equivalent 50 Litre	01 Bottle
12	Dry Map rifle	02 Pcs
13	Wet Map rifle 400gm	08 Pcs
14	Roomies (King Tox) or Equivalent	24 Pcs
15	Hex it/Caroline Glass Cleaner 550ml	04 Pcs
16	Naphthalene Balls	12 Dozen
17	Shoppers Blue+ Garbage	2 Kg +5 Kg
18	Sweep 500ml	04 Bottle
19	Bleach 500ml	04 Bottle
20	Liquid Soap (Hand wash)	20 Litres
21	Acid 300ml	02 Bottle
22	Harpic or Equivalent 300ml	15 Bottle
23	Rose Petal or Equivalent for Box Machine	70 Pcs
24	Soap Safe guard or Equivalent	10 Pcs
25	Viper	2 Per Quarter
26	Brush	2 Per Quarter
27	Supply of Glint or Equivalent	2 Per Quarter
28	Broom Hard	2 Per Quarter
29	Wet mop Stick	2 Per Quarter
30	Dry Stick	2 Per Quarter
31	Balti	2 Per Quarter

2. In addition to above a vacuum cleaner machine (800 waltz – 50 to 60 htz) is also required to be placed at Head Office, Karachi for cleaning of carpeted area including floor cleaning machine on need basis.

3. Janitorial Material Required Per Month per Branch

S. No.	Description	Quantity
1	Tissue Roll double Hours	30 Pcs (Pink)
2	Tissue Box Prime/Gulf	3 Boxes
3	Bonus Surf or Equivalent	½ Kg
4	Scotch Local or Equivalent	3 Pcs
5	Soap Tibet or Equivalent	05 pcs / Hand Wash Local Made (300ml)
6	Ash dish Powder	3 Pcs
7	Phenyl Freshener Jasmine	2 Litre
8	Phenyl Naphthalene balls	12 pcs
9	Hex it/Caroline Glass Cleaner	1 Litre
10	Air Freshener/ Poppy	300ml
11	Garbage	1 Kg
12	Map Refill	2 Pcs
13	Duster	5 Pcs
14	Broom Soft	2Pcs
15	Roomies (king Tox) or Equivalent	5 Pcs
16	Dry Refill	On Need Basis
17	Acid or Equivalent	300ml
18	Wet Mop stick	1 Per Quarter
19	Dry Stick	1 Per Quarter
20	Broom Hard	1 Per Quarter
21	Supply of Glint or Equivalent	1 Per Quarter
22	W.C Brush	1 Per Quarter
23	Viper medium Size	1 Per Quarter

Bid Evaluation Report		
Provision of Janitorial Services		
1	Name of Procuring Agency	Sindh Bank Ltd.
2	Tender Reference No.	SNDB/COK/ADMIN/TD/1443/2025
3	Tender Description	Provision of Janitorial Services
4	Method of Procurement	Single Stage One Envelope Bidding Procedure
5	Tender Published & SPPRA S. No.	SPPRA E-PADS -S-250603059 Pakistan Observer (English) , Ummat (Urdu), Jeejal (Sindhi) (28/06/2025)
6	Total Bids Received	04
7	Technical / Financial Bid Opening Date & Time	15/07/2025 at 1130 Hrs.
8	No. of bids qualified	01
9	Bid(s) Disqualified	02
10	Bid(s) Rejected	01

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 Per Month Estimated cost (Rs.5,000/- Service Chagres Per Month Per Janitorial Staff)	Reasons for acceptance/ rejection	Remarks
1	2	3	4	5	6	7	
1.	M/s. Prime Human Resource Service (Pvt) Ltd	Qualified	Rs.9,790/- (Service Charges Per Month Per Janitorial Staff with Cleaning Material)	Only qualified Bidder	Rs.4,790/- Above the estimated cost	Most Advantageous Bid	Accepted-Award of Contract
2.	M/s. Human Capital HR Solutions	Disqualified	Rs.802,153/- (Service Charges Per Month Per Janitorial Staff with Cleaning Material)	High in Bid	Rs.797,153/- Above the estimated cost	Disqualified due to non-fulfillment of eligibility criteria	----
3.	M/s.Al Hussaini & Company (Pvt) Ltd	Disqualified	Rs.1,318,125/- (Service Charges Per Month Per Janitorial Staff with Cleaning Material)	High in Bid	Rs.1,313,125/- Above the estimated cost	Disqualified due to non-fulfillment of eligibility criteria	----
4.	M/s. Imperial Trading	Rejected	----	----	----	Bid Rejected due Non-Submission of Financial Proposal and Bid Security	----

Accordingly, going by the Technical/Financial Evaluation criteria laid down in the tender document, M/s.Prime Human Resource Services (Pvt) Ltd is the most Advantageous bid i.e. Rs.9,790/- (Service Chagres per Month per Janitorial Staff with Cleaning Material), hence recommended for award of contract for Provision of Janitorial Services for Sindh Bank Ltd.

Members Signature- Procurement Committee

Dilshad Hussain Khan
Chief Financial Officer

Arshad Abbas Soomro
Head of Administration

Director Works & Services
(SMIU) Karachi

Bid Evaluation Report		
Provision of Janitorial Services		
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Accordingly, going by the Technical/Financial Evaluation criteria laid down in the tender document, **M/s.Prime Human Resource Services (Pvt) Ltd** is the **most Advantageous bid** i.e. **Rs.9,790/- (Service Chagres per Month per Janitorial Staff with Cleaning Material)**, hence recommended for award of contract for Provision of Janitorial Services for Sindh Bank Ltd.

Members Signature- Procurement Committee

Dilshad Hussain Khan
Chief Financial Officer

Arshad Abbas Soomro
Head of Administration

Director Works & Services
(SMIU) Karachi