

# 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 Human Resource Services (For Providing of
- 4) TENDER NUMBER SNDB/COK/ADMINTD/1424/2025
- 5) BRIEF DESCRIPTION OF CONTRACT Provision of Human Resource Services (For Providing of
- 6) FORUM THAT APPROVED THE SCHEME Competent Authority
- 7) TENDER ESTIMATED VALUE Rs.21,000,000/-
- 8) ENGINEER'S ESTIMATE  
(For civil works only) \_\_\_\_\_
- 9) ESTIMATED COMPLETION PERIOD (AS PER CONTRACT) 1 year
- 10) TENDER OPENED ON (DATE & TIME) 24.03.2025 at 1030 Hrs
- 11) NUMBER OF TENDER DOCUMENTS SOLD 1  
(Attach list of buyers) \_\_\_\_\_
- 12) NUMBER OF BIDS RECEIVED 1
- 13) NUMBER OF BIDDERS PRESENT AT THE TIME OF OPENING OF BIDS 1
- 14) BID EVALUATION REPORT 10.04.2025  
(Enclose a copy) \_\_\_\_\_
- 15) NAME AND ADDRESS OF THE SUCCESSFUL BIDDER M/s. Prime HR Resource
- 16) CONTRACT AWARD PRICE Rs.20,759,220/-
- 17) RANKING OF SUCCESSFUL BIDDER IN EVALUATION REPORT  
(i.e. 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> EVALUATION BID). 1. M/s. 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:

Competent Authority

19) APPROVING AUTHORITY FOR AWARD OF CONTRACT \_\_\_\_\_

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

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

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

Yes	SPPRA EPADS : S-250231747 07.03.2025
No	

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

Yes	Express Tribune, Daily Express & Jeejal 07.03.2025
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 type="checkbox"/>	No	<input checked="" type="checkbox"/>
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26) WAS BID SECURITY OBTAINED FROM ALL THE BIDDERS?

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

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

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

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

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

Yes	
No	NO

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

Yes	
No	No

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

Yes	
No	No

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

Yes	
No	No

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

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

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

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

Yes	
No	

Signature & Official Stamp of  
Authorized Officer

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

18/4/25

**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/1424/2025

Dated: April 18, 2025

M/s. Prime Human Resource Services (Pvt.) Ltd.  
Office No.111, 1<sup>st</sup> Floor.  
Park Tower.  
Block-5. Clifton.  
Karachi.

**SUBJECT: Provision of Human Resource Services (For Providing of Subordinate staff)**

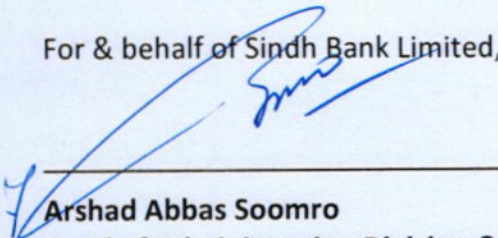
Dear Sir,

The management of Sindh Bank Limited is pleased to award the subject contract to M/s. Prime Human Resource Services (Pvt.) Ltd, in accordance with terms and conditions mentioned in our tender dated 07.03.2025

Please acknowledge.

Sincerely,

For & behalf of Sindh Bank Limited,

  
Arshad Abbas Soomro  
Head of Administration Division & Chief Security Officer



## INTEGRITY PACT

Contract Number: SNDB/HO/ADMIN/TD/1424/2025

Dated: 18/4/25

Contract Value: Rs. 20,759,220/-

Contract Title: Provision of Human Resources Services (For Providing of Subordinate Staff)

**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: RAHCEM KAZZAK

For and On Behalf Of

Sindh Bank Limited

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

Name: Ayesha Azeem Samra

Head of Administration  
& Security



GoS-KHI-BBE308E025A3A8FC

### Non-Judicial

**Rs 72,658/-**

Description	: Contract - 15(a)
Principal	: Sindh Bank Limited [36540087]
Contractor	: Prime Human Resource Services (Pvt.) Limited [29235797]
Applicant	: Naveed [42301-7503707-9]
Stamp Duty Paid by	: Prime Human Resource Services (Pvt.) Limited [29235797]
Issue Date	: 16-Apr-2025, 03:40:16 PM
Paid Through Challan	: 2025BECF0661EF60
Amount in Words	: Seventy Two Thousand Six Hundred and Fifty Eight 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](http://www.estamps.gos.pk) using the 'Verification Through Web' option.

## SERVICE AGREEMENT

This agreement is made in Karachi on the 18 day of April 2025 by and 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 Sindh Bank Limited (herein after referred to as "the Bank") of the one part;

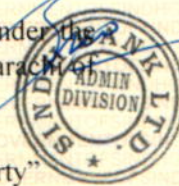
AND

**Prime Human Resources Services (Pvt) Ltd (PRIME HR)** a company duly registered and existing under the laws of Pakistan having its principal office at Office No.111, 1st Floor, Park Tower, Block – 5, Clifton, Karachi of the other part.

The Bank and PRIME HR are hereinafter collectively referred to as the "Parties" and individually as a "Party"

Whereas:

- A. PRIME HR represents that it is in the business of and has considerable expertise and experience in providing services, and executing the work of such nature, as is from time to time required by Banks and financial institutions.
- B. The Bank intends to outsource some of its Human Resource related services and has identified PRIME HR, a company engaged in providing such services. For the aforesaid purpose, the parties have entered into this Agreement for providing, as and when required, certain services and for matters related and incidental to the execution of such work / services and price schedule are specified in Financial Proposal attached herewith. The A (hereinafter referred to as the "Services") on the terms and conditions herein after contained:





Now therefore, in consideration of the mutual benefits and covenants contained herein, it is hereby agreed as follows:

## 1. Scope

- 1.1 PRIME HR hereby agrees and confirms that the PRIME HR shall on a non-exclusive basis, provide the Services, as and when required by the Bank and subject to the terms and conditions contained of this agreement as well as tender's terms & conditions:

All employees of the PRIME HR to be sent to the Bank for execution of the services shall be subject to prior approval of the Bank. If for any reason the Bank does not approve any employee of the PRIME HR, the PRIME HR shall immediately ensure that a replacement is sent to the Bank, ensuring that the operation of this agreement is not disrupted or delayed. As regard selection of employees, the decision of the Bank will be FINAL.

Employees of the PRIME HR shall be engaged in the services during the Bank's normal working hours. However, if required, the Bank may require the PRIME HR employee to work beyond normal working hours during the weekends and / or public holidays.

## 2. DURATION

This Agreement shall commence from 1-5-2025 and shall remain in force until 30-04-2026 and may be renewed for further three years on same terms & conditions.

## 3. DUTIES OF PRIME HR

- 3.1 The PRIME HR hereby covenants that if at any time during the continuance of this Agreement:

- a) PRIME HR employee commits any act or makes any omission (whether or not in connection with the Services to be provided pursuant to this Agreement) which is contrary to the interests of the Bank; or
- b) A PRIME HR Employee conducts himself in a manner prejudicial to the business of the Bank (whether or not in connection with the Services to be provided pursuant to this Agreement);

Then on notifying by the Bank, PRIME HR shall withdraw such Employee from providing any further Services under this Agreement, and replace such Employee with an appropriate substitute acceptable to the Bank. Provided that this shall not in any way be construed as exercise of control or supervision of the PRIME HR employee by the Bank, which shall at all cost be the sole responsibility of PRIME HR and the Bank will not be obliged to compensate for removal or replacement of any PRIME HR Employee.

- 3.2 It is expressly stated that during the tenure of this Agreement, all PRIME HR Employees shall neither be employed by the Bank nor shall they individually and collectively represent themselves as being the employees of the Bank, nor shall be paid any salary or remuneration by the Bank.

- 3.3 PRIME HR shall further ensure that:

- a) It employs such number of persons as may be required for carrying out and discharge of the PRIME HR obligations, duties and responsibilities and for providing adequate, effective and efficient Services.
- b) PRIME HR Employees utilized for the provision of the Services are suitably qualified and trained to perform the Services in complete discharge of PRIME HR obligations and responsibilities under the terms of agreement;
- c) In the course of the performance of the Services, the PRIME HR Employees will meet with all reasonable requirements as the PRIME HR is bound to provide the services to the Bank as per the Agreement, subject to ultimate direction and control being retained by PRIME HR;
- d) Due and proper compliance is/will be made of all applicable laws including Labour Laws ("Labour Laws") applicable to PRIME HR and its employees. PRIME HR shall discharge all financial and other obligations imposed under Labour Laws including but not limited to the Industrial Relations Act 2008, Provincial Employees Social Security Ordinance, 1965, the Employees Old Age Benefit Act, 1976,



West Pakistan Industrial and Commercial Employment (Standing Orders) Ordinance, 1968, The Workers Children (Education) Ordinance, 1972, Form 'C' under the west Pakistan Shops & Establishment Ordinance, 1969 and registration and inspection of premises. The PRIME HR shall regularly, periodically and whenever required by the Bank, provide proof of due performance and due discharge of PRIME HR obligations. The PRIME HR hereby indemnifies the Bank against all claims of whatsoever nature in this regard.

- e) The Services are carried out by professionals qualified to perform in a timely and efficient manner and with all reasonable skill and care the jobs assigned to them.
- f) PRIME HR and PRIME HR Employees promptly notify the Bank of any matter coming to their knowledge which could have affect on the Services or the business or affairs of the Bank;

3.4 The PRIME HR shall be exclusively responsible for paying the salary and other emoluments/benefits to which each PRIME HR employee is entitled under his contract of employment with PRIME HR. For the sake of clarity, the Bank shall not be liable to any PRIME HR Employee for any salary or emoluments, or for the reimbursement of any expenses, or for any other amount on any other account. The PRIME HR shall exclusively deal with all claims made by or in respect of the PRIME HR employees in this regard including but not limited to Employees Old Age Benefits and Social Security or any other payment under the labour Law applicable from time to time. It shall keep the Bank fully indemnified and harmless in this regard.

3.5 None of the PRIME HR Employees shall be entitled to seek employment of the Bank, merely on the ground that he/she had been engaged by PRIME HR during the tenure of this Agreement or was utilized by PRIME HR for the execution of service to the Bank under this Agreement or any other Agreement, whatsoever.

#### 4. DUTIES OF THE SINDH BANK LIMITED

- 4.1 Save as may otherwise be agreed in writing by the Parties hereto, the Bank shall provide PRIME HR employees with such equipment and materials of whatsoever nature as are required and considered necessary, for the proper performance of services.
- 4.2 The Bank shall provide PRIME HR with copies of any of its internal regulations required to be complied with by PRIME HR and PRIME HR Employees during the performance of the services including, without limitation relating to the Bank's products, Code of Conduct, and security procedures. The Bank shall notify PRIME HR of any changes to the same during the continuance of this Agreement.
- 4.3 The Bank shall provide the PRIME HR Employees with such facilities at its premises as may in the Bank's opinion be reasonably required for the services.

#### 5. PAYMENT FOR SERVICES

- 5.1 In consideration of the execution of the services under this Agreement by PRIME HR, the Bank has agreed to pay charges in accordance with clause 5.1(a) as follows:

**5.1 (a) Service charges** will be billed at the rate of 3.90% of the gross amount payable to the employee(s) on account of monthly salaries only and not on commissions, statutory obligations managed by PRIME HR in compliance with various provisions of the Labor Laws. However, the other charges as per agreed terms & conditions will be billed to the Bank at actual for reimbursement.

- 5.2 PRIME HR shall raise invoices in respect of the services provided by PRIME HR on a monthly basis, and the Bank shall make payment of service charges after deduction of withholding taxes, unless proof of exemption is provided, in respect thereof within 07 days of receipt of the Invoice.

- 5.3 The Bank shall not be liable to pay any tax or levy on behalf of PRIME HR and/or the PRIME HR Employees.

#### 6. TERMINATION

- 6.1 Either Party may terminate this agreement by giving one month's (30 days) prior notice in writing. The Bank may also terminate this Agreement with immediate effect if it believes on reasonable grounds that any of the following events have occurred or is likely to occur with reference to PRIME HR.

- a) A receiver or administrator is appointed with respect to PRIME HR or its assets or



- b) A winding up petition is presented against PRIME HR or a resolution passed for its winding-up (Otherwise that for the purposes of a bonafide amalgamation or reconstruction with the prior approval of the Bank); or
- c) PRIME HR suspends payment of its debts or it is deemed unable to pay its debts, current obligations, dues, liabilities of any nature; or
- d) PRIME HR ceases to carry on business as a going concern or ceases to be in a position to fulfill its obligation under this Agreement.

6.2 This agreement may be terminated by either party if compliance of the terms herein is prevented or hindered for reasons beyond reasonable control of the Parties not limited Acts of God, war, riots, civil commotions, lock-up, etc. ("Force Majeure"). Before termination, the Party affected by Force Majeure shall on the occurrence of such event immediately notify the other Party in writing and take all reasonable steps to overcome the Force Majeure. If the Force Majeure persists for more than ten days, the affected party may give written notice to the other party of its intention to terminate this Agreement because of Force Majeure.

- a) PRIME HR will deliver and procure that all its directors, officers' employees, representatives and agents deliver or return to the Bank all materials whether documentary or otherwise as provided in the agreement and the Bank shall have no obligation to make any payment to PRIME HR after the date of expiry or termination.
- b) If two (2) unsatisfactory letters/emails are issued by the Bank for unsatisfactory performance.

## 7. CONFIDENTIALITY.

PRIME HR shall ensure that all PRIME HR employees, in terms of their contract of employment with PRIME HR, are under an obligation to maintain at all times the confidentiality of the confidential information, which they may receive during the term of this Agreement. In the event that the concerned employee or agent of PRIME HR commits breach thereof, then PRIME HR shall take appropriate legal action against the said employee or agent, without prejudice to the other rights of the Bank under those present.

## 8. NO PARTNERSHIP OR EMPLOYMENT

It is agreed between the parties that PRIME HR is an independent service executor and shall have no authority to bind the Bank. This Agreement shall constitute a contract for services between the parties and nothing in this agreement shall constitute a partnership between PRIME HR and the Bank nor create the relationship of employer and employee between the Bank and PRIME HR or the Bank and any PRIME HR employee.

## 9. SUB-CONTRACTING

During the tenure of this agreement, the PRIME HR shall not sub contract or outsource all or any part of the services to any other organization except with the written consent of the Bank. The PRIME HR shall exclusively perform the services as stated in this Agreement.

## 10. INDEMNIFICATION

- a) The Parties shall indemnify, defend and hold harmless each other and its representative officers, directors, employees, agents, shareholders, partners, joint ventures, affiliates, successors and assign from and against any and all liabilities, obligations, claims, actions, demands, losses, expenses, damages, fines, judgments, settlements, penalties, including, without limitations, cost, expenses and legal fees incidental thereto which are incurred and arise out of or in connection with this Agreement, including indemnification without limitation for any losses or expenses arising out of any third party demand, claim or action or any misrepresentation, negligence, fraud, wilful misconduct, breach of contract or breach of statutory duty by the parties or its employees, agents and other affiliates. The vendor will also obtain Contractual Liabilities Insurance to cover all claims at all time against any such loss, claim, damage, charge to a maximum claim of Rs. 100,000/- per incident / case maximum of 2 claims per annum.



## 11. ACCESS TO REGULATOR

Supplier and The Bank agree to provide State Bank of Pakistan necessary access to the documentation and accounting records in relation to the Provision of Human Resources Services for Providing Subordinate Staff and right to conduct on – site inspection, If required.

## 12. GENERAL

12.1 If any term or provision of this agreement is held to be illegal or unenforceable, in whole or in part, under any enactment or rule of law, such term or provision or part shall to that extent be deemed not to form part of this Agreement but the enforceability of the remainder of this Agreement shall not be affected.

12.2 The Agreement constitutes the entire agreement between the parties and replaces all previous written or oral agreements to the extent they remain unperformed. No modification or alteration to the Agreement shall have effect unless the same is agreed in writing and signed by both parties.

12.3 Except as specifically set forth or referred to herein, nothing contained or implied herein is intended or shall be construed to convey any rights upon any person or entity other than PRIME HR and the Bank

12.4 The words importing masculine gender shall unless contrary intention appears be taken to include feminine gender.

## 13. Notice

13.1 Any notice or other communication given or made or in connection with the matters contemplated by this Agreement shall be in writing.

13.2 Any such notice or other communication shall be addressed and shall be deemed to have been duly given or made as follows:

- a) If sent by personal delivery or fax, upon receipt at the address or Fax No. of the relevant party;
- b) If sent by first class post or carrier, upon delivery to the addressee.

13.3 The relevant addresses and address of each party for the purpose of this Agreement are:

Name of Party(s)	Address
Sindh Bank Limited	3 <sup>rd</sup> Floor, Federation House, Abdullah Shah Ghazi Road, Clifton, Karachi, Pakistan. Telephone No: (9221) 111-333-225 Fax: (9221) 35290274
M/s. Prime Human Resource Services Pvt Ltd	Office # 111, 1st Floor, Park Towers, Shahrah-e-Firdousi, Block 5, Clifton, Karachi, Pakistan. Telephone No: (+92) 21-11-11-(77-463) Fax: 021-35290026



13.4 Either party may notify the other party to this Agreement of a change to its name relevant addressee or address provided that such notification shall only be effective on:

- a) the date specified in the notification i.e. the date on which the change is to take place; or
- b) if no date is specified or the date specified is less than five clear business days after the date on which notice is given, the date falling five clear business days after notice of any such changes has been given.





#### 14. GOVERNING LAW AND ARBITRATION

- This agreement shall be governed by and construed in accordance with the laws of Pakistan.
- If, at any time, any disagreement or dispute ('Dispute') arises between the parties out of or in respect of this agreement, the parties shall endeavour to settle such Dispute amicably, failing which any such Dispute first the matter will be referred to the grievance committee of the bank thereafter shall be finally settled by arbitration in accordance with the Pakistan Arbitration Act 1940.
- Each of the parties shall appoint an arbitrator and the arbitrators so appointed shall, before entering upon the reference, appoint an Umpire. The award of the arbitrators/umpire shall be final and binding upon the parties who shall give full effect thereto. The arbitration shall be conducted at Karachi in the English Language.

<b>LEVEL-1</b>	Name/Designation (support staff)	Syed M. Nazir Ather
First complain if the call is not resolved "within specified response time" (24 hours)	Landline Phone	021-111-177-463
	Email	Nazir.Ather@primetv.com
	Cell	0345-2743128
<b>LEVEL-2</b>	Name/Designation (Regional Head/Manager/GM)	Navad A Siddiqui
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	3529-0328
	Email	Navad.Siddiqui@primetv.com
	Cell	0314-2318011 Mr. Cor PL
<b>LEVEL-3</b>	Name/Designation (CEO of the firm)	Shiraz Ather PL
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	111-177-463
	Email	
	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

Muzaffar Hussain Siddiqui  
Head of Human Resource Division

Arshad Abbas Soomro  
Head of Administration Division

Witnesses

1. AATHER IQBAL  
(Name) VP-11/ADMINISTRATION

2. S. Infected  
(Name)



Signed for and on behalf of  
Prime Human Resource Services Pvt Ltd by

Mr. Shiraz Ahmed  
CEO



Mr. Raheem Razzak  
Deputy GM - HR Operations

Witnesses

1. PRIME HR  
(Name)

2. PRIME HR  
(Name) S. M. NAZIR AHMED



## ANNEXURE "A"

### 1. DETAILS FOR SERVICES

1.1 This document defines the basis for SERVICES rendered by PRIME HR for the Sindh Bank Limited - these SERVICES will be invoiced to the Bank based on its unique pricing formula.

1. Business Development Officer / Call Center Agent
2. Office Assistant / Telephone Operator
3. Rider / Driver
4. Dispatcher / Tea Boy / Messenger
5. Technician (Telephone, Network, AC & Electrician)
6. Any other related assignment and services not listed above agreed upon with mutual consent

### 2. OUT OF POCKET EXPENSES

2.1 PRIME HR may also be required by The Sindh Bank Limited to provide Entry cards/ID Cards and or other tools and equipment for the provision of SERVICES by PRIME HR employees – the costs incurred on such provisions will also be invoiced to The Sindh Bank Limited as and when incurred.

### 3. FRINGE BENEFITS

Other than the salary, all employees will be entitled to following fringe benefits:

- i. Leave:
  - a) Casual Leave: 10 days p.a. in a calendar year.
  - b) Privilege Leave: 20 days p.a. in a calendar year.  
(20 days with full pay in a calendar year, to be allowed on pro rata basis to each employee every year. No accumulation of P/L will be allowed beyond 40 days. Further, no privilege leave will be accrued in case of less than 15 days attendance in a month of an employee.)
- ii. Group Health Insurance:  
All employees will be entitled to a family Group Health Insurance per annum of Rs. 400,000/- per family without any sub-limit. For Benefits Details – See ANNEXURE "B"
- iii. Group Life Insurance:  
All employees shall be entitled to Group Life Insurance coverage in accordance with the applicable laws of the provinces.

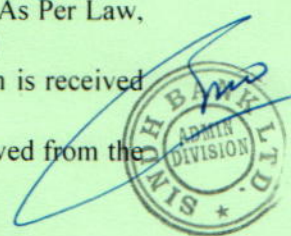
### 3. Other Charges

The following charges would be billed to Sindh Bank Limited

- EOBI Contribution @ 5% of employee's Salary or Rs. 1,850/- whichever is lower (As Per Law, changes may affect once any notification is received from the regulatory authority)
- Social Security Contribution As Per Law, changes may affect once any notification is received from the regulatory authority)
- Group Life Insurance as Per Law, changes may affect once any notification is received from the regulatory authority).

Province	Coverage	Charges per month
Sindh	Rs. 500,000/-	Rs. 200/-
Punjab	Rs. 500,000/-	Rs. 200/-
Baluchistan	Rs. 500,000/-	Rs. 200/-
KPK	Rs. 300,000/-	Rs. 120/-
AJK	Rs. 200,000/-	Rs. 80/-
Federal Capital	Rs. 200,000/-	Rs. 80/-

- Health Insurance @ Rs. 1,200/- per employee per month.
- GST shall be applicable on Service Charges as per prevailing provincial Law.
- Contractual Liability Insurance shall be applicable after mutual understanding between both parties. If required by Sindh Bank, then \_\_\_\_\_ shall separately charge for it for any financial damages / loss occurred by \_\_\_\_\_ deputed employees in the premises of Sindh Bank Limited. \_\_\_\_\_ shall not be responsible for compensating Sindh Bank if there is no agreement / consent on this Insurance.







## ANNEXURE "B"

1- Life Insurance will be as per the policy of respective provinces, which is as under:

- Sindh Rs.500,000/-
- Punjab Rs.500,000/-
- KPK Rs.300,000/-
- Baluchistan Rs.500,000/-
- AJK Rs.200,000/-
- Federal Capital Rs. 200,000/-

2- Group Health Insurance to the employees and their eligible dependents as under:-

Maximum Hospitalization Rs.400,000/= per family in a policy year without any sub-limit for Limit: hospitalization.  
Room / Bed Charges: Not exceeding Rs.4,000/= per day  
Maternity (Normal): Rs.30,000/= including Room / Bed Charges (payable from hospitalization limit)  
Maternity (Caesarean / Multiple Births/Forcep Complicated) Rs.45,000/ to Rs.50,000/= including Room / Bed Charges (payable from hospitalization limit)

### BENEFITS TO BE COVERED:

• **All inpatient (hospitalization) expenses:**

Daily Room & Board Charges, Physicians / Surgeons Consultation Fees / charges, Surgical Operation Charges, Anesthetist's Fee, Operation Theatre Charges, Diagnostic Investigations, Blood & Oxygen supplies, in-patient medicines / dressings expenses, ICU / CCU charges, Organ Transplant, local ambulance services.

• **Day Care Surgeries / Procedures & Specialized Investigations Outpatient Cover:**

Lithotripsy, Endoscopy, Excision Biopsy, Gastroscopy, Partial Mastectomy, Tonsillectomy/Adenoidectomy, Veins / Varicose, Non-malignant tumour / abscess, cholecystectomy, herniography, appendectomy, cataract surgery, cardiac angiography, CTA cardiac angiography, MRI, CT Scan, Thallium Scan, Kidney Dialysis, Treatment of cancer (including chemotherapy with pre & post-hospitalization expenses of chemotherapy) upto full hospitalization limit. Treatment of Hepatitis B & C such as, interferon therapy, consultation & laboratory tests expenses) upto full hospitalization limit. Treatment of all injuries / fractures and lacerated wounds Accidental dental treatment.

- Pre-existing conditions (undisclosed) to be covered fully with full limits.
- No requirement to fill Health Declaration Form.

### MATERNITY:

- Normal / Caesarean / Multiple Birth / Force / Complicated to be covered.
- Pre & Post Natal expenses are to be covered up to the maternity limit
- Coverage of congenital birth defects / illnesses for all under all the benefits.
- Newly born babies are to be covered from very 1<sup>st</sup> day of birth.
- Circumcision charges are to be covered up to the 10% or Rs.2,000/=
- No female employees having children to be covered under maternity benefit, if the names of their husbands are not included in the list.

### PRE & POST HOSPITALIZATION EXPENSES

- Local ambulance service.
- Reimbursement of pre & post-hospitalization out-patient expenses, i.e. consultation charges, cost of prescribed medicines and diagnostic tests, before & after hospital confinement of 30 days.

### ELIGIBILITY CRITERIA:

- Employees and spouses are to be covered up to 65 years of age with full insured limits.
- Children Coverage: Sons are to be covered up to 25 years of age & Daughter till Marriage.
- Maternity: To be covered up to 45 years of age.





### 3. SECTION –III TECHNICAL SPECIFICATIONS/SCOPE OF WORK

Sindh Bank Limited (SNDB) requires proposal from well reputed companies for Providing of Subordinate Staff (approximately 540), as per following categories / requirement for its Head Office, 330 Branches already in operation in country wide regions for the year 2025-2025 as per the given detail below: -

- 1- Business Development Officer / Call Centre Agent.
- 2- Office Assistant / Telephone Operator
- 3- Rider / Driver/Dispatcher
- 4- Tea Boy / Messenger
- 5- Technician (Telephone, Network, AC & Electrician)

Contract agreement may be further extended / renewed up to further 3 years on mutual understanding on same terms & conditions and rates.

Minimum salary of subordinate staff to be hired will be as per government notification. Minimum salary will stand revised as & when notified by the government.

In addition to the salary etc., the employees will be entitled to the following facilities: -

- 1- Life Insurance will be as per the policy of respective provinces, which is as under:
  - Sindh Rs.500,000/-
  - Sindh Rs.500,000/-
  - KPK Rs.300,000/-
  - Baluchistan Rs.500,000/-
- 2- Group Health Insurance to the employees and their eligible dependents as under:-
 

Maximum Hospitalization	Rs.400,000/= per family in a policy year without any sub-limit for hospitalization.
Limit:	
Room / Bed Charges:	Not exceeding Rs.4,000/= per day
Maternity (Normal):	Rs.30,000/= including Room / Bed Charges (payable from hospitalization limit)
Maternity (Caesarean /	Rs.45,000/ to Rs.50,000/= including Room / Bed Charges (payable from
Multiple Births/Forcep	hospitalization limit)
Complicated)	

#### BENEFITS TO BE COVERED:

- All inpatient (hospitalization) expenses:  
Daily Room & Board Charges, Physicians / Surgeons Consultation Fees / charges, Surgical Operation Charges, Anesthetist's Fee, Operation Theatre Charges, Diagnostic Investigations, Blood & Oxygen supplies, in-patient medicines / dressings expenses, ICU / CCU charges, Organ Transplant, local ambulance services.
- Day Care Surgeries / Procedures & Specialized Investigations Outpatient Cover:  
Lithotripsy, Endoscopy, Excision Biopsy, Gastroscopy, Partial Mastectomy, Tonsillectomy/Adenoidectomy, Veins / Varicose, Non-malignant tumour / abscess, cholecystectomy, herniography, appendectomy, cataract surgery, cardiac angiography, CTA cardiac angiography, MRI, CT Scan, Thallium Scan, Kidney Dialysis, Treatment of cancer (including chemotherapy with pre & post-hospitalization expenses of chemotherapy) upto full hospitalization limit. Treatment of Hepatitis B & C such as, interferon therapy, consultation & laboratory tests expenses) upto full hospitalization limit. Treatment of all injuries / fractures and lacerated wounds Accidental dental treatment.



- Pre-existing conditions (undisclosed) to be covered fully with full limits.
- No requirement to fill Health Declaration Form.

**MATERNITY:**

- Normal / Caesarean / Multiple Birth / Force / Complicated to be covered.
- Pre & Post Natal expenses are to be covered up to the maternity limit
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- Newly born babies are to be covered from very 1<sup>st</sup> day of birth.
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**PRE & POST HOSPITALIZATION EXPENSES**

- Local ambulance service.
- Reimbursement of pre & post-hospitalization out-patient expenses, i.e. consultation charges, cost of prescribed medicines and diagnostic tests, before & after hospital confinement of 30 days.

**ELIGIBILITY CRITERIA:**

- Employees and spouses are to be covered up to 65 years of age with full insured limits.
- Children Coverage: Sons are to be covered up to 25 years of age & Daughter till Marriage.
- Maternity: To be covered up to 45 years of age.

**NOTE:**

Detail of deviation, if any, regarding prescribed Hospitalization / Room Rent limits, eligibility criteria, and other benefits including exclusion may be enclosed.

**PRE BID MEETING:**

In case of any clarification required regarding Bidding Document, a pre-bid meeting can be held at Sindh Bank Limited Head Office 3<sup>rd</sup> floor, federation House Abdullah Shah Ghazi Road Karachi with prior notice for appointment.



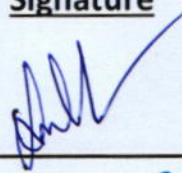
## CERTIFICATE

This is to certify that no complaint has been received in related Provision of Human Resources Services (For Providing Subordinate Staff) having Reference No. SNDB/COK/ADMIN/TD/1424/2025 having SPPRA E-PADS-S ID No: **250381747**

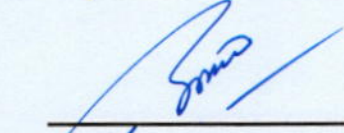
### Members – Procurement Committee

### Signature

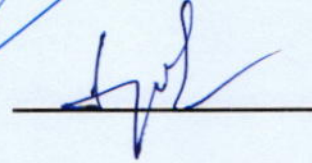
1) CHIEF FINANCIAL OFFICER



2) HEAD OF ADMINISTRATION



3) CHIEF MANAGER, IDBL





<u>Buyer Record</u>	
S.No	Company Name
1	Prime HR