

**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
- 2) PROVINCIAL / LOCAL GOVT./ OTHER Scehduled Bank
- 3) TITLE OF CONTRACT Renewal of IBM QRadar Support Services (SIEM)
- 4) TENDER NUMBER SNDB/COK/ADMIN/TD/1352/2023
- 5) BRIEF DESCRIPTION OF CONTRACT Renewal of IBM QRadar Support Services (SIEM)
- 6) FORUM THAT APPROVED THE SCHEME Competent Authority
- 7) TENDER ESTIMATED VALUE Rs.12,216,204/-
- 8) ENGINEER'S ESTIMATE  
(For civil works only) \_\_\_\_\_
- 9) ESTIMATED COMPLETION PERIOD (AS PER CONTRACT) 1 Year
- 10) TENDER OPENED ON (DATE & TIME) 19/01/2024 at 1100
- 11) NUMBER OF TENDER DOCUMENTS SOLD 1  
(Attach list of buyers)
- 12) NUMBER OF BIDS RECEIVED \_\_\_\_\_
- 13) NUMBER OF BIDDERS PRESENT AT THE TIME OF OPENING OF BIDS 1
- 14) BID EVALUATION REPORT 21/03/2024  
(Enclose a copy)
- 15) NAME AND ADDRESS OF THE SUCCESSFUL BIDDER M/s. Trilliom Information System (Pvt.) ltd
- 16) CONTRACT AWARD PRICE Rs.11,823,690/-
- 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. Trilliom Information System (Pvt.) ltd 10<sup>th</sup> Floor, A101 Plaza 5 The Mall Rawalpindi

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 S.No T00531-23-0007 01/01/2024
No	

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

Yes	Express Tribune, Daily Sobh & Daily Express 01.01.2024
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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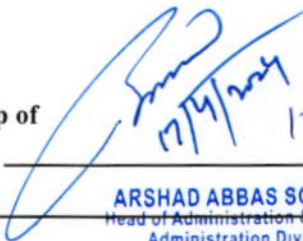
37) WERE PROPER SAFEGUARDS PROVIDED ON MOBILIZATION ADVANCE PAYMENT IN  
THE CONTRACT (BANK GUARANTEE ETC.)?

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	No

Signature & Official Stamp of  
Authorized Officer

  
17/04/2024 17/04/2024

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

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<b>Technical &amp; Financial Proposals Evaluation Report</b>						
<b>Renewal of IBM QRadar Support Services (SIEM)</b>						
1	Name of Procuring Agency	Sindh Bank Ltd.				
2	Tender Reference No.	SNDB/COK/ADMIN/TD/1352/2023				
3	Tender Description	Renewal of IBM QRadar Support Services (SIEM)				
4	Method of Procurement	Single Stage One Envelop Bidding Procedure				
5	Tender Published	SPPRA S. No. T00531-23-0007 Express Tribune, Daily Sobh, Daily Express (01/01/2024)				
6	Total Bid Documents Sold	01				
7	Total Bids Received	01				
8	Technical Bid Opening Date	19/01/2024- Time: 1100 Hours				
9	Financial Bid Opening Date	19/01/2024- Time: 1100 Hours				
10	No of Bid Technically Qualified	01				
11	Bid(s) Rejected	0				
S. No.	Name of Company	Cost Offered by Bidder	Ranking in Terms of Cost	Comparison with Estimated Cost (Rs 12,216,204/-)	Reason for Acceptance/ Rejection	Remarks
0	1	2	3	4	5	6
1	M/s Trillium Information Security Systems (Pvt) Ltd	Rs 11,823,690/-	Qualified Bidder	Rs 392,514/- below with the estimated cost	Accepted Being the most advantageous bid	Rule 48 has been complied

**Note:** Accordingly, going through the Technical/Financial evaluation criteria laid down in the tender document, M/s Trillium Information Security Systems is the most advantageous bid and hence recommended for Renewal IBM Security QRadar Support Services (SIEM) to Sindh Bank Ltd.

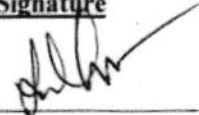
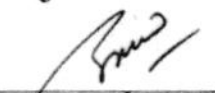
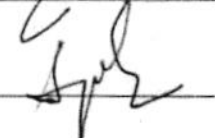
**Members – Procurement Committee**

(Mr. Dilshad Hussain Khan) Chief Financial Officer – EVP – Chairperson

(Mr. Arshad Abbas Soomro) Head of Administration-SVP-Member

(Mr. Syed Muhammad Aqeel) Chief Manager, IDBL, KHI –AVP – Member

**Signature**



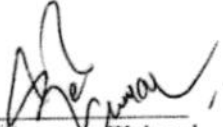
Date: 28-02-2024

**Subject:**

**Certificate**  
**Compliance of SPPRA Rule 48**  
**TENDER REF NO. SNDB/ADMIN/TD/1352/2023**

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

<b>Market Price</b>	<b>Current Tender Price</b>
PKR14,921,702/- (Quotation Attached)	PKR11,823,690/- (BER Attached)

  
S. Khurram/Waheed  
AVP/I.T. Division

**Members - Procurement Committee**

(Mr. Dilshad Hussain Khan) Chief Financial Officer - EVP - Chairperson

(Arshad Abbas Soomro) Head of Administration - SVP - Member

(Mr. Syed Muhammad Aqeel) Chief Manager, IDBL, KHI -AVP - Member

**Signature**




Mr. Rashid Memon (VP-IS),  
Sindh Bank.

27<sup>th</sup> Feb, 2024  
MLX/SB/AH/240227/001

**Subject:** Quotation for IBM Security Software With Support & Services Prices

**Prices for Year 1**

Sr.	Part Number	Offering Details	Qty	No. of years	Total Value - USD	Tax - 13%	Total Price - Including 18% - USD
1	EONEGLL	IBM Security Software Node Install Annual SW Subscription & Support Renewal 12 Months	5	1 Year			
2	EONBGLL	IBM Security QRadar Event Capacity 1K Events Per Second Annual SW Subscription & Support Renewal 12 Months	1	1 Year	11,548	1,501	13,049
3	EONBALL	IBM Security QRadar Software Install Annual SW Subscription & Support Renewal 12 Months	1	1 Year			

Sr.	Part Number	Offering Details	Qty	No. of years	Total Value - PKR	Tax - 13%	Total Price - Including 13% - PKR
1	N/A	Software/Local Support including 1 x Resident Engineer	1	1 Year	1,700,000	221,000	1,921,000

Multilynx Karachi Office: Suite 316, 3Rd Floor, Continental Trade Centre, Block 8, Clifton. UAN 111-704-111  
Lahore Office: Plaza # 5-A, XX Commercial Khayaban-e- Iqbal, Phase III, DHA, Lahore. UAN 111-704-111  
Islamabad Office: Office #2, 7th Floor, Green Trust Tower, Jinnah Avenue, Islamabad. website: [www.multilynx.pk](http://www.multilynx.pk)



### Prices for Year 2

Sr.	Part Number	Offering Details	Qty	No. of years	Total Value - USD	Tax - 13%	Total Price - Including 13% - USD
1	EONEGLL	IBM Security Software Node install Annual SW Subscription & Support Renewal 12 Months	5	2 Years	13,585	1,766	15,351
2	EONBGLL	IBM Security QRadar Event Capacity 1K Events Per Second Annual SW Subscription & Support Renewal 12 Months	1	2 Years			
3	EONBALL	BM Security QRadar Software Install Annual SW Subscription & Support Renewal 12 Months	1	2 Years			

Sr.	Part Number	Offering Details	Qty	No. of years	Total Value - PKR	Tax - 13%	Total Price - Including 13% - PKR
1	N/A	Software/Local Support including 1 x Resident Engineer	1	2 Years	1,700,000	221,000	1,921,000

Multilynx Karachi Office: Suite 316, 3Rd Floor, Continental Trade Centre, Block 8, Clifton. UAN 111-704-111  
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Islamabad Office: Office #2, 7th Floor, Green Trust Tower, Jinnah Avenue, Islamabad. website: [www.multilynx.pk](http://www.multilynx.pk)





Prices for Year 3

Sr.	Part Number	Offering Details	Qty	No. of years	Total Value - USD	Tax - 13%	Total Price - Including 13% - USD
1	EONEGLL	IBM Security Software Node install Annual SW Subscription & Support Renewal 12 Months	5	3 Years	15,095	1,962	17,057
2	EONBGLL	IBM Security QRadar Event Capacity 1K Events Per Second Annual SW Subscription & Support Renewal 12 Months	1	3 Years			
3	EONBALL	BM Security QRadar Software Install Annual SW Subscription & Support Renewal 12 Months	1	3 Years			

Sr.	Part Number	Offering Details	Qty	No. of years	Total Value - PKR	Tax - 13%	Total Price - Including 13% - PKR
1	N/A	Software/Local Support including 1 x Resident Engineer	1	2 Years	1,700,000	221,000	1,921,000

1<sup>st</sup> year USD 13,099/2

2<sup>nd</sup> year USD 15,351/2

3<sup>rd</sup> year USD 17,057/2

USD 45,457/2

$45,457 \times 286 = 13,000,702/2$

RE for 1-year = 1,921,000/2

Total R<sub>3</sub> = 14,921,702/2

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 Lahore Office: Plaza # 5-A, XX Commercial Khayaban-e- Iqbal, Phase III, DHA, Lahore. UAN 111-704-111  
 Islamabad Office: Office #2, 7th Floor, Green Trust Tower, Jinnah Avenue, Islamabad. website: [www.multilynx.pk](http://www.multilynx.pk)



#### Terms & Conditions

1. Quote is valid till one weeks from the date of quote.
2. Payment Terms will be 100% advance annually before license delivery .
3. Delivery Timelines: Within 4 weeks after payment.
4. Prices are for software only and included no prerequired hardware or software. Fullfilment of prerequirments shall be customer responsibility.
5. Change in BOQ will ultimately cause change in prices

**NTN# 1149852-8**  
**STRN# 03-97-9999-208-46**

On Behalf,

**MultilynX, Karachi**

A handwritten signature in black ink, appearing to read "Abdul Haseeb Khan".

**Abdul Haseeb Khan**

Sales & Operations-South Region

0312-2020665



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**MultilynX Karachi Office:** Suite 316, 3Rd Floor, Continental Trade Centre, Block 8, Clifton. UAN 111-704-111  
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## SCOPE OF WORK

Sindh Bank had procured IBM QRadar (SIEM) to monitor its network and system activity, analyzing logs and events in real time to detect suspicious malicious behavior and accordingly generates alerts and notification when potential threats are identified. Support services of IBM QRadar has been expired. For renewal of IBM QRadar Support Services, Sindh Bank invites bids from authorize partner of IBM Q-Radar to submit their bids as per following requirement.

No	Description	Qty
1	Renewal of Support Services of Current IBM QRadar (SIEM) Solution (For 3 Years)	1
2	One Resident Engineer – IBM QRadar (SIEM) Administrator (For 3 Years) (with Minimum BSc and One Year Relevant Experience with IBM QRadar SIEM Certification)	36 Months

### Responsibilities for Resident (SIEM) Engineer

#### SIEM Management and Support:

- Assisting SOC analysts with SIEM investigations and troubleshooting.
- Maintaining and optimizing QRadar rules and correlations to improve detection accuracy.
- Implementing changes to SIEM infrastructure as requested by the SOC team.
- Building SIEM infrastructure for new locations/DR sites.
- On-demand integration of SIEM API with SOAR or other security tools.
- Troubleshooting integrated log sources and resolving data ingestion issues.
- Providing technical support and guidance to SOC analysts on QRadar functionality.
- Creating custom reports and dashboards based on SOC team needs.

#### Data Management and Backups:

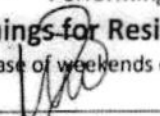
- Performing daily backups of QRadar data and configuration.
- Monitoring QRadar storage utilization and optimizing data retention policies.
- Archiving historical data according to bank's compliance requirements.
- Testing and verifying disaster recovery procedures for the SIEM environment.

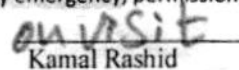
#### Additional Responsibilities:

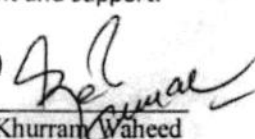
- Staying up-to-date on the latest security threats and vulnerabilities relevant to the banking industry.
- Maintaining event customization using event mapping and event parsing.
- Monitoring the impact of deployed new log sources on QRadar performance.
- Collaborating with Bank's IT team for integration with other security infrastructure.
- Escalating critical issues related to the SIEM to the designated personnel.
- Possessing certification in IBM QRadar SIEM certification.
- Performing other duties as required by the Bank, with a focus on SIEM management and support.

**Timings for Resident Engineer:** 09:00 AM to 5:30 PM from Monday to Friday.

(In case of weekends or extra timings due to any emergency, permission must be obtained from CISO)

  
Faraz Ahmed  
VP/Admin. Div.

  
Kamal Rashid  
AVP/Operation Div.

  
S. Khurram Waheed  
AVP/I.T./Division

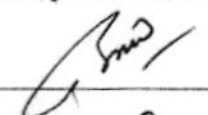
#### Members – Procurement Committee

(Mr. Dilshad Hussain Khan) Chief Financial Officer – EVP – Chairperson

Signature

  
1/13/24

(Mr. Arshad Abbas Soomro) Head of Administration-SVP-Member



(Mr. Syed Muhammad Aqeel) Chief Manager, IDBL, KHI –AVP – Member

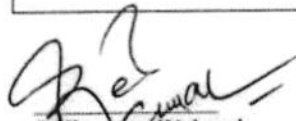





M/s Trillium Information Security System (Pvt) Ltd.

**Eligibility Criteria**

S. No.	Requisite	*Evidence required to be attached	Compliance / Proof	
1	Minimum 03 Years in business in the relevant field	Letter of Incorporation / Company Registration Letter / Letter or Declaration of Commencement of Business / NTN. (attach as Annexure "1")	✓ Yes	No
2	Turn Over in last 3 Years should be at least 50 million	Audit Report / Tax Return (attach as Annexure "2")	✓ Yes	No
3	Registration with Income Tax , SRB and Sales Tax	NTN , SRB & GST Certificates (attach as Annexure "3")	✓ Yes	No
4	Bidder should have 03 Years Experience in IT Security Solution and provide Support Services of IBM QRadar in atleast three banks in Pakistan	Attach Documentary Evidence/Certificate/SLA (attach as Annexure "4")	✓ Yes	NO
5	Bidder should have deployed the IBM QRadr SIEM solution in at least Three Banks in Pakistan other than Sindh Bank	Attach Documentary Evidence/Certificate (attach as Annexure "5")	✓ Yes	No
6	The Bidder must have at-least 3 IBM QRadar certified professional resources for the IBM QRadar SIEM solution	Attach CV and Certification Information with Certification ID. (attach as Annexure "6")	✓ Yes	No
<p>✓ <b>Qualified / Disqualified</b></p>				

  
S. Khuram Waheed  
AVP/ I.T. Division.

  
Hassan Raza  
VP/ Finance Division

  
Syed Zeeshan-ul-Haq  
SVP/ I.T. Division

**Members – Procurement Committee**

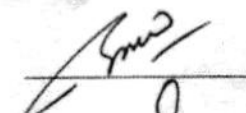
(Mr. Dilshad Hussain Khan) Chief Financial Officer – EVP – Chairperson

(Mr. Arshad Abbas Soomro) Head of Administration-SVP-Member

(Mr. Syed Muhammad Aqeel) Chief Manager, IDBL, KHI –AVP – Member

**Signature**







**SIGNATURE MEMBERS PC-ADMIN**

Head - Fin Div.	Sales Tax 13%	195,000
Head - Admin Div.	Total Prices (Inclusive of taxes)	Rs. 1,695,000
Member-IDBL.		
Date: _____		

**1.4 3 Year Price Summary**

S. No	Description	QTY	Coverage Period	Prices Inclusive of Taxes (Rs)
<b>IBM License Prices</b>				
1	IBM Qradar License Prices – Year 1	1 Lot	Year 1	USD 10,699
2	IBM Qradar License Prices – Year 2	1 Lot	Year 2	USD 11,769
3	IBM Qradar License Prices – Year 3	1 Lot	Year 3	USD 12,946
Total Price Inclusive of Taxes (USD)				USD 35,415

S. No	Description	QTY	Coverage Period	Prices Inclusive of Taxes (Rs)
<b>Local Support Services</b>				
4	Software/Local Support including 1 x Resident Engineer – Year - 1	1	Year 1	Rs. 1,695,000
5	Software/Local Support including 1 x Resident Engineer – Year - 2	1	Year 2	Rs. 1,695,000
6	Software/Local Support including 1 x Resident Engineer – Year - 3	1	Year 3	Rs. 1,695,000
Total Prices (Inclusive of taxes)				Rs. 5,085,000

$35415 \times 286 = 10,128,690 =$   
*Ex. Rate*  
 $RE \text{ for } 1 \text{ year} = 1,695,000 =$   
 $Rs = 11,823,690 =$

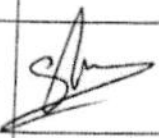
**Terms & Conditions:**

- Prices quoted are in USD and valid till 90 days from the date of tender opening
- Prices, part numbers and description for subsequent years (Year2 and Year3) for IBM support and RE are indicative/non-binding and are subject to change contingent upon product/services availability and approval from OEMs etc.



ATTENDANCE SHEET  
 BID OPENING -

FOR SELECTION OF Renewal of IBM Radar Support Services (SIEM) for 3 years.  
Professional Services & 1X Date: 19-01-2024  
Resident Engineer for 01 year

S.No	Company Name	Name of Company Representative	Contact No.	Company Address	Signature
01	Trillium Information Security Systems (Pvt) Ltd.	M. SHAHEER	0320-3068059	10th Floor, AWT PLAZA 5-MALL - PINDI	

Signature - Procurement Committee Members

Head of Administration

Chief Financial Officer

Chief Manager (IDBL)




MINUTES OF THE OPENING OF THE TENDER (TECHNICAL / FINANCIAL PHASE)

TYPE OF PROCUREMENT: ADMIN / IT / CONSULTANT / MEDIA  
 TENDER NAME: Renewal of IBM Qradar Support Services (SIEM) for 3yr  
 TYPE OF TENDER: Professional Services & 1x Resident Engineer for one year  
SINGLE STAGE-ONE ENVELOPE / SINGLE STAGE-TWO ENVELOPE / TWO STAGE / TWO STAGE-TWO ENVELOPE  
 OPENING DATE: 19/01/24.  
 OPENING TIME: 1100 HRS.

ATTENDANCE (MEMBER PC)

ATTENDANCE (REPS. OF BIDDERS)	NAME	FIRM	
	1) <u>Trillion Information Security System (PVT)</u>		
	* <u>IBM Security Qradar Support Service</u>		\$ 35,415/= for 3 year
	* <u>Resident Engineer</u>		
			<u>Exchange Rate 286/=</u>
			<u>35,415 x 286 = 10,128,690/=</u>
			<u>10,128,690/=</u>
			<u>1,695,000/=</u>
			<u>Rs 11,823,690/=</u>

TOTAL BIDS ACCEPTED FOR EVALUATION

REJECTED

MARKS

SIGNATURE MEMBERS FOR ADMIN  
 Head - Fin Div. \_\_\_\_\_  
 Head - Admin Div. \_\_\_\_\_  
 Member-IDBL. \_\_\_\_\_  
 Date: \_\_\_\_\_

**PURCHASE ORDER**

PO No: 16042024

Date: 16-04-2024

M/s Trillium Information Security System PVT LTD,  
 Office 10<sup>th</sup> Floor AWT Plaza 5 the Mall,  
 Rawalpindi Pakistan.

**Subject: Renewal of IBM QRadar Support Services ( SIEM ).**

**Dear Sir,**

With Reference to the Tender Bid SNDB/COK/ADMIN/TD/1352/2023 Dated 19-01-2024 For Renewal of IBM QRadar Support Services ( SIEM ) at Sindh Bank Ltd Submitted by you. After detail review the Sindh Bank Ltd Management is pleased to inform that your Tender Bid is accepted

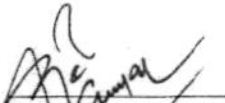
S. No.	Description	Amount in US\$ (Inclusive of Taxes)	Conversion Rate	Amount in PKR (Inclusive of Taxes)
1	Renewal of IBM Qradar Support Services (SIEM)-For First Year (As per Financial Submitted in Tender)	10,699/-	286/-	3,059,914/-
2	Software/Local Support including x Resident Engineer For 1-Year(As per Financial Submitted in Tender)			1,695,000/-
	<b>Total</b>			<b>Rs 4,754,914/-</b>

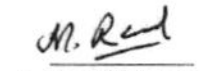
**Terms & Conditions**

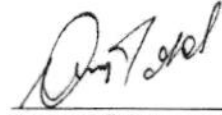
Payment Terms as per Agreement.


Taxes/Deduction Above Prices are inclusive of all taxes.

Thank you,

  
 S. Khuram Waheed  
 AVP-II/IT Div

  
 M. Rashid Memon  
 VP-I/IS Div

  
 Naeem Muhammad  
 Head of IS Div

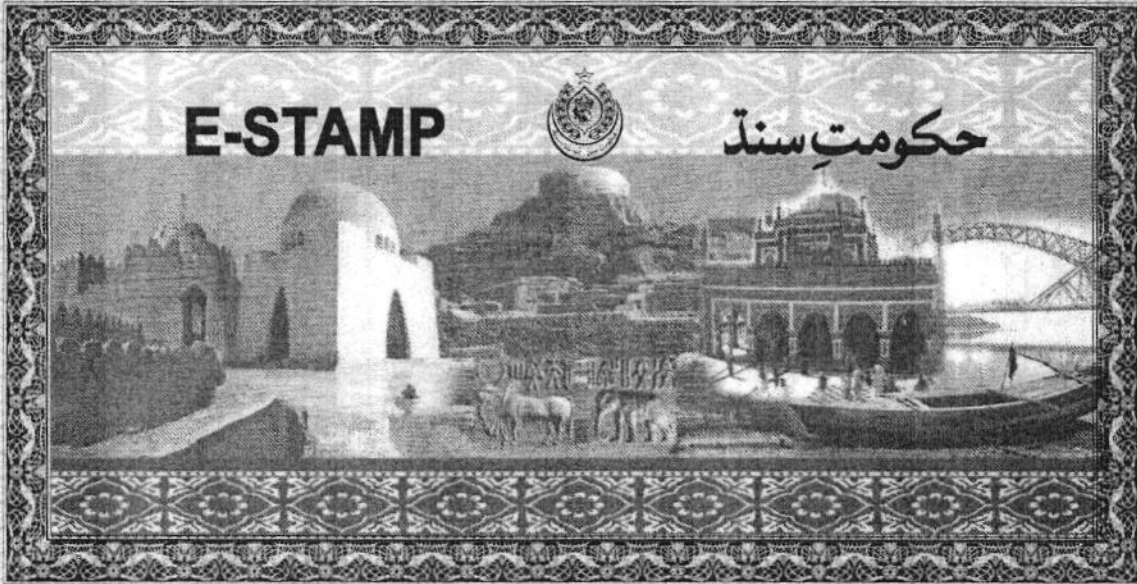
  
 S. Ata Hussain  
 EVP/Head of IT

SINDH BANK LIMITED  
 HEAD OFFICE  
 3RD FLOOR, FEDERATION HOUSE  
 ABDULLAH SHAH GHAZI ROAD  
 CLIFTON KARACHI-75600.

UAN : +92-111-333-225  
 PHONE : +92-21-35829320  
 +92-21-35829394  
 FAX : +92-21-35870543  
 WEB : www.sindhbankltd.com

پاسے این : +92 111 333 225  
 فون : +92 21 35829320  
 +92 21 35829394  
 فیکس : +92 21 35870543

سندھ بینک لمیٹڈ  
 ہیڈ آفس، تیسری منزل، فیڈریشن ہاؤس،  
 عبداللہ شاہ غازی روڈ، کلٹن، کراچی۔ ۷۵۶۰۰۔ پاکستان



NBP-0002-2404160004435015

GoS-KHI-433EA9956E84DFDB

Non-Judicial

Rs 41,383/-

Description	: Contract - 15(a)
Principal	: SINDH BANK LIMITED [00000000]
Contractor	: TRILLIUM INFORMATION SECURITY SYSTEMS (PVT) LTD [27124843]
Applicant	: SHAH FAHAD AHMED [41304-0523779-3]
Stamp Duty Paid by	: TRILLIUM INFORMATION SECURITY SYSTEMS (PVT) LTD [27124843]
Issue Date	: 16-Apr-2024, 03:26:10 PM
Paid Through Challan	: 202460479873EFAE
Amount in Words	: Forty One Thousand Three Hundred and Eighty Three Rupees Only

Please Write Below This Line

**SERVICE LEVEL AGREEMENT (SLA)**

This Service level Agreement ("Agreement") is made at Karachi on this 16<sup>th</sup> day of April, 2024

BY AND BETWEEN

Sindh Bank Limited, a banking company incorporated under the laws of Islamic Republic of Pakistan, having its registered Office at Basement-2 Floor, Federation House, Abdullah Shah Ghazi Road, Clifton, Karachi 75600, Pakistan (hereinafter referred to as the "SBL", which expression where the context so admits, shall include its successors-in-interest and permitted assigns) of the First Part;

AND

Trillium Information Security Systems (Pvt) Ltd, a company incorporated under the laws of the Islamic Republic of Pakistan and having its registered office at 10<sup>th</sup> floor, AWT Plaza, 5-The Mall, Rawalpindi, Pakistan (hereinafter referred to as the "TISS") which expression shall be deemed to include its successors-in-interest and permitted assigns of the Other Part.

(SBL and TISS may hereinafter collectively be referred to as the "Parties" and singly as "Party").

*DT*



SBL: M. R

TISS: JL



**RECITALS**

**WHEREAS,**

- A SBL is a banking company desirous of hiring the services for IBM QRadar Renewal and Local Support services through Resident Engineer as listed in Annexure A ("Services");
- B TISS represented that it has the requisite resources, necessary infrastructure, approvals, skills and TISS is fully authorized, have all necessary approvals and licenses to perform the required Services, and has agreed to provide the Services to the SBL;
- C Based on the representation of TISS, the SBL has agreed to avail the Services from TISS on the terms and conditions as set out in this Agreement.

**NOW, THEREFORE, THIS AGREEMENT WITNESSETH** and in consideration of the mutual covenants contained herein, the Parties do hereby agree, undertake and declare as under:

**1. INTERPRETATION AND DEFINITIONS**

1.1 In this Agreement, unless the context otherwise requires:

References to Clauses and Appendices are references to clauses and appendices of this Agreement;

Words importing one gender include the other gender;

References to persons include bodies corporate, firms and unincorporated associations;

The singular includes the plural and vice versa;

References to all or any part of any statute or statutory instrument including any statutory amendment, modification or re-enactment in force from time to time and references to any statute include any statutory instrument or regulations made under it;

The recitals to this Agreement shall form an integral part hereof; and

The headings in this Agreement are for the purpose of reference only and shall be ignored in the interpretation of this Agreement.

1.2 In this Agreement, unless the context otherwise requires, the following terms shall have the following meaning:

"Agreement" is defined in the preamble;

"Confidential Information" is defined in Clause 5;

"Force Majeure Event" is defined in Clause 8;

"Parties" is defined in the preamble;

"Party" is defined in the preamble;

"Payment Schedule" means the aggregate charges for the Services calculated in accordance and set out in "Annexure B" of this Agreement; and

"Services" means the services to be provided by TISS to SBL under this Agreement as set out in detail under "Annexure A" of this Agreement;

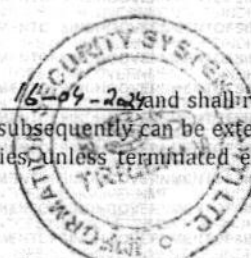
**TERM AND TERMINATION**

This Agreement shall be deemed to be effective from 16-04-2024 and shall remain in full force and effect up to 16-04-2025 and subsequently can be extended for further two years with mutual consent of both parties, unless terminated earlier by either Party in terms of clause 2.2 below.



SBL: M. R. U.

TISS: 94





- 2.2 This Agreement may be terminated by either Party by giving sixty (60) days prior written notice to the other Party. However, SBL may forthwith terminate this Agreement with fifteen (15) days prior written notice with / without assigning any reason(s) or / and upon the occurrence of any one of the following events, without prejudice to any of its rights under this Agreement or any applicable laws:
- 2.2.1 any petition being presented, or a resolution being passed for liquidation (whether compulsory or voluntary, not being merely a voluntary liquidation, for the purposes of amalgamation or reconstruction) or insolvency or appointment of receiver of the assets or undertaking or any part thereof of TISS; or
  - 2.2.2 TISS suspends its business or loses the right to undertake the Services of business; or
  - 2.2.3 TISS suspends payment of its debts or admits (or is deemed to have admitted) its inability to pay its debts; or
  - 2.2.4 TISS engages in any conduct prejudicial to the image and goodwill of SBL
  - 2.2.5 TISS is delisted by any regulatory body or barred by any regulatory or governing authority of the SBL.
- 2.3 In the event of any material breach by either Party of its obligations hereunder, the breaching party shall have thirty (30) days from receipt of notice from the non-breaching party to rectify the breach after which time this Agreement shall stand terminated.
- 2.4 Upon termination, neither Party shall have any rights nor obligations to the other Party except as stated in this Agreement. However, all rights and obligations accruing prior to the date of termination shall continue to subsist.

### 3. SERVICES / OBLIGATIONS OF TISS

TISS shall provide the Services as set out under "Annexure A" attached hereto.

### 4. PAYMENT TERMS

- 4.1 In consideration of the covenants and agreements to be kept and performed by TISS and for the faithful performance of this Agreement, SBL shall pay and TISS shall receive and accept for the Services furnished by TISS under this Agreement as per "Annexure B" attached hereto.
- 4.2 It is expressly agreed between the Parties that the payment to be made by SBL to TISS for the Services rendered shall be fixed during the period of initial one year however, for each subsequent renewal for period of two years after completion of one year services, the rates may be revised with mutual consent.
- 4.3 All or any payment(s) to be made by SBL to TISS shall be made subject to deduction of applicable taxes and levies.
- 4.4 SBL shall be entitled to set off against and deduct and recover from any fees or other sums payable by SBL to TISS at any time, any tax, levy or other amount whatsoever which may be required to be deducted by order of any Court / Authority or under any law now existent or which may come into existence during the currency of this Agreement as well as any and all amounts which may be or become payable by TISS to SBL under this Agreement or pursuant thereto.
- 4.5 The payments to be made to TISS in terms of this Clause 4 shall constitute the entire remuneration to TISS in connection with the Services provided under this Agreement and neither TISS nor its personnel shall accept any trade commission, discount, allowance or indirect payment or other consideration in connection with or in relation to this Agreement or to the discharge of the Services hereunder.



SBL

*M. R. L.*



TISS:

*98*



5. **CONFIDENTIALITY**

5.1 Any / All information concerning SBL which is provided to TISS and vice versa in connection with this Agreement ("**Confidential Information**"), shall be kept confidential by

Either Party, its affiliates, agents, advisors, directors, officers, or employees and, without the prior written consent of the other, each shall not:

- 5.1.1 distribute or disclose any of the Confidential Information in any manner whatsoever; or
- 5.1.2 permit any third party access to the Confidential Information; or
- 5.1.3 Use the Confidential Information for any purpose other than as agreed in prior writing by the Party providing the information.

5.2 In the event that the receiving party received a request to disclose all or any part of the Confidential Information under the terms of a valid and effective subpoena or order issued by a Court of competent jurisdiction or by a government body, the receiving third party agrees to promptly notify the sending party of the existence, terms and circumstances surrounding such a report, prior to disclosing any such information, so that the sending party may seek an appropriate injunctive relief to safeguard the Confidential Information. If the receiving party is compelled to disclose any of the Confidential Information, it will disclose only that portion thereof which it is compelled to disclose and shall use its best efforts to obtain an order or other reliable assurance that confidential treatment will be accorded to the Confidential Information so disclosed. Confidential Information shall not include any information which:

- 5.2.1 has become generally available to the public through no fault or action of the receiving party; or
- 5.2.2 is in the possession of the receiving party prior to the date hereof, provided that such information is not known by the receiving party to be subject to another confidentiality agreement and further provided that such information was obtained independently and without the assistance of the sending party; or
- 5.2.3 Is or becomes available to the receiving party on a non-confidential basis from any third party, the disclosure of which to the receiving party does not violate any contractual, legal or fiduciary obligation such third party has to the sending party.

5.3 Without limiting the generality of the foregoing, neither Party will publicly disclose the existence of or the terms of this Agreement without the prior written consent of the other. Furthermore, neither of the Parties will make any use of Confidential Information of the other Party except as contemplated by this Agreement; acquire any right in or assert any lien against the disclosing party's Confidential Information except as contemplated by this Agreement; or refuse to promptly return, provide a copy of or destroy such Confidential Information upon the request of the disclosing party, save for when destruction of such information would result in an impediment in the receiving party's performance of this Agreement. In such an event, the receiving party shall promptly inform the disclosing party in writing of its inability to do so, state clearly the reasons thereof and the time period in which the request will be complied with. The obligations of confidentiality herein shall remain in full force and effect during the life of this Agreement and shall survive for three years from the date of termination of this Agreement.

6. **SBL'S OBLIGATIONS:**

6.1 SBL shall extend all possible legitimate assistance and resources to facilitate TISS to perform the support as outlined in this Agreement.



SBL: *M. Rul*



TISS: *M*

7. **LIMITATION OF LIABILITY AND INDEMNIFICATION**

7.1 In the event of any breach by TISS of its obligations, warranties and / or responsibilities under this Agreement, the TISS shall hold SBL, its subsidiaries, affiliates, officers, directors, employees and representatives harmless and indemnified from and against any and all losses (including without limitation any personal injury or death of any person), damages, claims, costs, liabilities, payments and obligations and all expenses (including without limitation reasonable legal fees) incurred, suffered, sustained or required to be paid, directly by or sought to be imposed upon SBL or its subsidiaries, affiliates, officers, directors, employees and representatives.

7.2 TISS shall maintain the highest professional code of conduct in its dealings. TISS, its partners, employees, contractual staff etc. shall be responsible for any loss, delay or inconvenience caused to SBL by an act, omission or negligence with respect to the Services and disclosure of Confidential Information or breach of any of the terms of this Agreement. This is without prejudice to any other rights available to SBL under this Agreement or any other applicable laws.

7.3 Without prejudice to the generality of the other provisions hereof, SBL shall not be liable or responsible in any manner whatsoever in the event of any personal injury, including death caused due to the provision of TISS Services or for losses, claims, damages whatsoever or howsoever caused, legal proceedings (if any), arising directly or indirectly in connection with the Services. Notwithstanding the generality of the above, the SBL expressly excludes liability for claimed consequential loss or damage or loss of profit, business, revenue, goodwill or anticipated savings.

8. **FORCE MAJEURE**

8.1 Parties shall not be liable nor responsible for any non-performance of any obligation or losses arising out of any delay in or interruption of the performance of its obligations under this Agreement caused by any cause which is beyond the affected Party's reasonable control, including but not limited to, acts of God, act of governmental authority, act of the public enemy or due to war or terrorism, the outbreak or escalation of hostilities, riot, civil commotion, insurrection, labour difficulty in relation to a third party (including without limitation, any strike or other work stoppage or slow down), severe or adverse weather conditions, communications line failure, or other similar cause ("**Force Majeure Event**").

8.2 Upon the happening of a Force Majeure Event which continues for more than fourteen (14) days, SBL may elect to terminate this Agreement with immediate effect or suspend the performance of this Agreement in whole or in part for the duration of the Force Majeure Event. In the event of termination, the Parties shall settle all outstanding amounts owing to the other immediately prior to the occurrence of such Force Majeure Event.

8.3 In the event that the Services or any part thereof is suspended on account of any Force Majeure Event, no fees shall be payable pursuant to this Agreement for the Services or any part thereof throughout the duration of such event but SBL shall continue to pay in accordance with Clause 4 for all outstanding amounts and all other charges billed for the Services preceding the effective date of suspension.

9. **MEDIATION / ARBITRATION / DISPUTE RESOLUTION**

9.1 The Parties expressly agree that the dispute settlement procedure mentioned in this Clause 8 shall be a condition precedent to any action of law.

9.2 Any and every dispute, difference or question which may arise between the Parties to this Agreement shall be first settled by the Parties by an attempt at amicably settling the dispute through mutual negotiations.



SBL: *M. Raza*

*[Handwritten signature]*





9.3 In case the disputes, differences or questions cannot be so settled amicably or satisfactorily by correspondence or by mutual discussion within thirty (30) days after receipt by one Party of the other Party's request for amicable settlement, it shall be referred to mediation before a CEDR accredited Mediator at the National Centre for Dispute Resolution (NCDR), formerly known as Karachi Centre for Dispute Resolution (KCDR). Mediation proceedings shall be held at Karachi and will be governed by the mediation rules of the Centre.

9.4 In case the Mediation fails, the dispute shall be referred to Arbitration in accordance with the Arbitration Act 1940 and any applicable rules made there under for the time being in force, for the equitable decision of two joint arbitrators, one to be appointed by each of the Parties, and failing agreement between the arbitrators, to the decision of the umpire, to be appointed by the arbitrators before entering upon the reference. The award made by such arbitrators or the umpire, as the case may be, shall be final and binding on the Parties. The venue of the arbitration shall be Karachi and the arbitration proceedings shall be conducted in English language.

#### 10. GOVERNING LAW AND JURISDICTION

Subject to Clause 9 above, this Agreement shall be governed by and construed in accordance with the laws of Islamic Republic of Pakistan. In relation to any legal action or proceedings arising out of or in connection with this Agreement, each of the Parties irrevocably submits to civil jurisdiction of the competent Courts of Karachi, Pakistan.

#### 11. SEVERABILITY

If any provision of this Agreement is held invalid or otherwise unenforceable, the enforceability of the remaining provisions shall not be impaired thereby. In such case, the Parties shall make every effort to replace the ineffective provision with a new provision which has the same effect, or as approximate an effect as possible as the said provision.

#### 12. THIRD PARTY RIGHTS

A person who is not a party to this Agreement has no right to enforce any term of this Agreement.

#### 13. NOTICES

13.1 Any notice or other communication given or made or in connection with the matters contemplated by this Agreement shall be in writing and served to a Party at its address as specified in this Clause 13 (or any other address it has notified to the other Party in accordance with this Clause 13) as follows: by hand; by registered post; or by other electronic method of communication agreed in writing from time to time between the Parties.

13.2 Notices or communications sent by registered post will be deemed to have been served on the date that such mail is delivered or delivery is attempted. Notices or communications sent by fax will be deemed to have been served on the day of transmission if transmitted before 4.00pm in the time zone of receipt but otherwise on the next day. In all other cases, notices and communications will be deemed to have been served on the day when they are actually received.



13.3 Notices to Trillium Information Security Systems shall be sent to:

Attention: Mr. Mahir Mohsin Sheikh  
Address: 10<sup>th</sup> floor, AWT Plaza, 5-The Mall, Rawalpindi.  
Phone: 0308 5200001  
Email: [mahir@trilliuminfosec.com](mailto:mahir@trilliuminfosec.com)

Notices to Sindh Bank Limited ("SBL") shall be sent to:

Attention: M. Rashid Memon / ISD  
Address: 5<sup>th</sup> Floor, Imperial Court Building, Ziauddin Ahmed Road, Karachi.  
Phone: 0344-2461167  
Email: rashid.memon@Sindhbank Ltd. Com

14. AMENDMENTS

This Agreement may only be amended / modified in prior writing and signed by both Parties.

15. TISS's UNDERTAKINGS

15.1 TISS agrees and undertakes that:

- (a) It shall supervise and direct the performance of Services competently and efficiently, devoting such attention thereto and applying such skills and expertise as may be necessary to perform the Services in accordance with this Agreement. TISS shall be solely responsible for the means, methods, techniques, sequences and procedures used and to see that the Services, when completed or finished complies accurately with the terms of this Agreement;
- (b) It shall exercise all reasonable skill, care and diligence in the discharge of the Services agreed to be performed by it under this Agreement. If in the performance of the Services, TISS has a discretion exercisable as between SBL and any third party concerned, TISS shall exercise its discretion fairly;
- (c) It shall in all professional matters act as a faithful adviser to SBL;
- (d) It shall retain full responsibility for all the Services which it is committed to render under this Agreement;
- (e) It shall give all notices and comply with all the laws and regulations applicable to furnishing and performance of the Services. SBL shall not be responsible for monitoring TISS compliance with any laws or regulations;
- (f) The Services will be carried out by professionals qualified to perform in a timely and efficient manner and with all reasonable skill and care;
- (g) It will employ such number of persons as may be required for carrying out and discharging obligations, duties and responsibilities and for providing adequate, effective and efficient Services. All such persons shall be directly employed by TISS, who shall as employer be directly and solely responsible for all such employees and personnel and for the payment of their wages, salaries and other benefits; and
- (h) TISS, its employees and sub-TISS (if any) shall respect the laws and customs of Pakistan.

16. WARRANTIES AND REPRESENTATIONS

16.1 Both Parties warrant to each other that they have duly obtained all necessary consents and regulatory approvals from their respective competent authorities to enter into this





- 16.2 Each Party represents and warrants to the other Party that neither the execution and delivery of this Agreement, nor the consummation of the transactions contemplated herein, will violate or conflict with: (a) its constitutional documentation; (b) any material provision of any agreement or any other material restriction of any kind to which it is a party or by which it is bound; (c) any material statute, law, decree, regulation or order of any governmental authority; or (d) any arrangement whereby it has not paid any collateral amounts to the other Party or any of its officer with regard to the award of contract hereunder or its performance.
- 16.3 Both Parties will use all reasonable care, skill and diligence in carrying out their obligations, duties and responsibilities under this Agreement.
- 16.4 Any and all intellectual property rights (legal and beneficial) accruing and attributable to a Party during the course of performance of its respective obligations under this Agreement shall vest in and with that Party.
- 16.5 Each Party represents and warrants to the other Party that there are no material actions, legal or administrative which adversely affects its ability to execute and perform its obligations under this Agreement.
- 16.6 TISS acknowledges that SBL has entered into this Agreement on the basis of the representations and undertakings made by TISS throughout this Agreement.

**17. USE OF NAMES, LOGOS AND REPORTS**

Unless otherwise required by this Agreement, none of the Parties shall use, or disclose to third parties, the names, logos or reports of each other without the prior written consent of the concerned Party.

**18. INTELLECTUAL PROPERTY**

- 18.1 TISS agrees it shall not use any of SBL's names, logos, trademarks, trade secrets, copyrights, patents, designs and other intellectual property rights without the prior express written consent of SBL.
- 18.2 Without prejudice to the other provisions of this Agreement, any infringement of intellectual property rights by TISS in respect of any such items shall be deemed to be a material breach of a condition of this Agreement and shall entitle SBL to terminate this Agreement forthwith upon prior written notice to TISS.

**19. DAMAGE TO PERSONS AND PROPERTY**

- 19.1 TISS shall indemnify, defend and hold harmless SBL, all personnel in the service of SBL and its directors and shareholders against all losses, expenses, liabilities and claims for any injuries suffered by any TISS employee at the SBL lounges or personal injury including death of any TISS employee, or damage to any SBL property whatsoever which may arise out of or in consequence of the operation of the Services, as well as against all claims, demands, costs, charges and expenses, whatsoever in respect of or in relation thereto.
- 19.2 SBL or any personnel in the service of SBL and its directors and shareholders, shall not be liable for or in respect of any damages or compensation whatsoever payable at law or otherwise in respect of or in consequence of any accident or personal injury including death of any workmen or other person in the employment of TISS.
- 19.3 Notwithstanding anything contrary to the aforesaid provisions, if the designated personnel of TISS are unable to provide the Services to SBL for more than two (2) consecutive days for any reason whatsoever, the TISS will have to immediately depute other designated personnel to provide such Services to SBL and such designated personnel shall continue providing such Services on the terms and conditions mentioned in this Agreement.

**COMPLIANCE WITH LAWS**

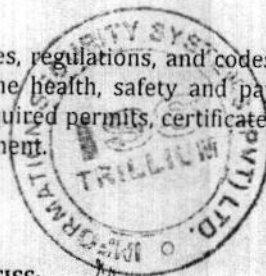
TISS shall comply with all applicable laws, ordinances, regulations, and codes concerning TISS's obligations as an employer with regard to the health, safety and payment of its employees, and identification and procurement of required permits, certificates, approvals, and inspections during the performance of this Agreement.



*M R*

SBL:

*D*



TISS:



**21. RIGHTS TO AUDIT AND INSPECTION**

TISS agrees, upon prior written reasonable notice, to allow SBL, its auditors and/or regulators (including State Bank of Pakistan), to inspect, examine and audit any operational and business records of TISS which are directly relevant to the Services as set forth in this Agreement.

**22. TISS EMPLOYEES**

22.1 It is specifically agreed and understood that the relationship between SBL and TISS is of purchaser and seller. Neither the TISS is an employee of SBL nor any of the servant, worker, or personnel employed by the TISS in relation to this Agreement shall be deemed to be the employee, or workman of SBL for any purpose and vice versa.

22.2 The TISS and its employees/staff shall be bound to comply with and adhere to all Safety Rules and Regulations enforced by the SBL as well as per applicable of laws while performing the Services.

22.3 The TISS and its employees/staff deployed to perform Services shall be subject to the standards of conduct set forth in the SBL's workplace harassment policy during their presence in any of SBL's premises. The TISS has to contact appropriate authority with SBL if any complaint or violation of the standards of conduct occurs. If the situation elevates to the point where an investigation is required, the TISS and/or its employees/staff has to fully cooperate with the investigation.

**23. FURTHER ACTION**

23.1 Each Party agrees to perform all further acts and execute, acknowledge, and deliver any documents which may be reasonably necessary, appropriate, or desirable to carry out the provisions of this Agreement

**24. ASSIGNMENT AND SUB-LETTING**

24.1 This Agreement is personal in nature and cannot be assigned by TISS without prior written permission of SBL. SBL however, shall have the right to assign this Agreement to any third party without the consent of TISS.

24.2 TISS shall have no right to sublet or outsource all or any part of this Agreement or its obligations, rights and interests hereunder, to any third party without the prior written approval of SBL.

**25. TIME OF ESSENCE**

TISS understands that time is of the essence of this Agreement and it shall take all necessary steps to commence (and cause and ensure continuance of) the provision of the Services to SBL, immediately commencing from the date of signing of this Agreement.

**26. TIMELINE AND DELIVERABLES**

26.1 TISS understands that time is of the essence of this Agreement and it shall take all necessary steps to commence (and cause and ensure continuance of) the provision of the Services to the SBL immediately from the date of signing of this Agreement

26.2 TISS shall maintain the highest professional code of conduct in its dealings. TISS, its partners, employees, contractual staff, etc. shall be responsible for any loss, delay or inconvenience caused to the SBL by an act, omission or negligence with respect to the Services and disclosure of Confidential Information or breach of any of the terms of this Agreement. This is without prejudice to any other rights available to the SBL under this Agreement or any other applicable laws.

Any or all Annexure/Annex attached to this Agreement shall be integral part of the Agreement.



SBL: *MRU*



TISS: *JA*

**27. REGULATORY UNDERTAKING**

27.1 In order to comply with certain regulatory requirements by the SBL, the TISS hereby declares and undertakes that:

- i) TISS and its directors have never been adjudged insolvent in any court of law.
- ii) no execution of decree or order of any court of law / forum and/or authority remains unsatisfied against the TISS and its directors.
- iii) TISS and its directors have never compounded /defaulted with any creditors/ financial institutions.
- iv) TISS and its directors have never been convicted of any financial crime.
- v) No negative credit reporting was ever made against the TISS and its directors in any credit monitoring bureau.

27.2 TISS understands that any misinformation or lack of disclosure shall constitute breach of trust and may result in TISS not being given any further business /services from SBL and/or immediate suspension of Services under the Agreement. The TISS also understands that if anything contained herein above is found incorrect /false/misleading, the SBL shall have a right to initiate any action, civil or criminal, or proceedings before any court/forum at any time against the TISS and its directors.

**28. WAIVER**

No waiver by either Party of any default by the other in the performance of any of the provisions of this Agreement shall be effective unless in writing duly executed by an authorized representative of the Party and no such waiver shall operate or be construed as a waiver of any other or further whether of alike or of a different character.

**29. COUNTERPARTS**

This Agreement shall be executed in two (2) counterparts, each of which shall be deemed an original and all of which together shall constitute one and the same instrument.

**30. ENTIRE AGREEMENT**

These terms and conditions constitute the entire agreement between the Parties and supersede all prior communications, proposals, understandings and agreements, written or oral between the Parties with respect to the subject matter of this Agreement.

**31. ACCESS TO REGULATOR.**

TISS and the SBL agree to provide State Bank of Pakistan necessary access to the documentation and accounting records in relation to the SLA, for its right to conduct on - site inspection, if required.



SBL:

*M R L*




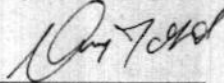
TISS:

*M*




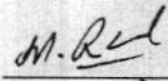
IN WITNESS WHEREOF the Parties, acting through their duly authorized representatives, have put their respective hands on this Agreement on the day month and year hereinabove mentioned.

  
For and on behalf of:  
**Trillium Information Security Systems (TISS)**  
Name: Mahir Mohsin Sheikh  
Designation: CEO  
Seal: \_\_\_\_\_

  
For and on behalf of:  
**Sindh Bank Limited ("SBL")**  
Name: Naeem Muhammad  
Designation: SVP  
Seal: \_\_\_\_\_

WITNESSES:

1.   
Name: Muhammad Shaheer bin Khalid  
CNIC No. 42201-6810030-3

2.   
Name: M. Rashid Memon  
CNIC No. 42201-0543868-9



## APPENDIX A

### SERVICES / OBLIGATIONS

#### **IBM QRadar Resident Engineer (RE) Responsibilities:**

- Configure IBM QRadar SIEM solution based on client requirements and industry best practices.
- Perform ongoing maintenance tasks such as software updates, patches, and configuration changes to ensure the stability and security of QRadar environment.
- Perform Parsing of unsupported critical assets.
- Integration of new assets and fixing any previous assets which are in error state.
- Integrate flow data with IBM QRadar SIEM Solution.
- Installation of QRadar SIEM applications based on client requirements and industry best practices.
- Collaborate with client's IT and security teams to understand their security needs and provide expert guidance on QRadar SIEM capabilities and features from administration perspective.
- Develop and maintain documentation, including system configurations and standard operating procedures.
- Provide technical support and troubleshooting assistance to resolve QRadar SIEM-related issues.
- Perform health check of QRadar SIEM solution and share the recommended configuration with client in document.
- Coordinate with vendors and third-party service providers for escalated support and problem resolution related to QRadar SIEM administration.
- Implement backup process for the QRadar SIEM platform to ensure data integrity and availability.
- Assisting SOC analysts with SIEM investigations and troubleshooting under administration scope.
- Implementing changes to SIEM infrastructure as requested by the SOC team.
- Building SIEM infrastructure for new locations/DR sites.
- Troubleshooting integrated log sources and resolving data ingestion issues.
- Providing technical support and guidance to SOC analysts on QRadar functionality.
- Creating custom reports and dashboards based on SOC team needs.

#### **Data Management and Backups:**

- Performing daily backups of QRadar data and configuration.
- Monitoring QRadar storage utilization and optimizing data retention policies.
- Archiving historical data according to bank's compliance requirements.
- Testing and verifying disaster recovery procedures for the SIEM environment.

#### **Additional Responsibilities:**

- Maintaining event customization using event mapping and event parsing.
- Monitoring the impact of deployed new log sources on QRadar performance.
- Collaborating with Bank's IT team for integration with other security infrastructure.
- Escalating critical issues related to the SIEM to the designated personnel.





**Qualifications of Resident Engineer**

- Bachelor's degree in Computer Science, Information Technology, or related field. Possessing certification in IBM QRadar SIEM certification.

**Experience:**

1 - 3 years of experience in information security roles.

**Knowledge:**

In-depth knowledge of security frameworks, standards, and best practices. Experience with security technologies, including SIEM, EDR, PAM, antivirus, etc. Excellent problem-solving and analytical skills.

**Timings for Resident Engineer:** 09:00 AM to 5:30 PM from Monday to Friday.  
(In case of weekends or extra timings due to any emergency, permission must be obtained from CISO)

**Local Support Service Provisions available to RE:**

Sno.	Key Features	Standard
1.	Access to IBM QRadar Online Support knowledgebase	24x7x365
2.	Technical support via email	Included
3.	Technical support via phone	Included
4.	Technical support via remote session (If Applicable)	Included
5.	Software downloads, updates and maintenance	Included

**Definitions:**

"Business Hours" 09:00 AM – 05:30 PM (Pakistan Time) during Business Days only  
"Business Days" Monday to Friday except public holidays announced federal or provincial governments of Pakistan.

"Support/Reports Language" English

**Support Procedure:**

1. SBL/RE must raise requests for support on the email: [support@infosecurity.com.pk](mailto:support@infosecurity.com.pk)
2. The support request is registered in TISS helpdesk system and a ticket is generated. All further communication related to the support request is carried out on this ticket. A ticket assigns a unique identifier (a unique number) to each support request.
3. After successful ticket generation, a ticket email is sent to SBL. The ticket email assures SBL/RE that the support request has been registered and guides on how to use the ticket further. Similarly, the ticket is assigned to one of the support engineer, who becomes the owner of the ticket.
4. After successfully analyzing and diagnosing the problem, the support engineer will communicate the relevant solutions to SBL/RE till the problem is solved and support request is fulfilled. The support is provided through email, telephone, or remote sessions.
5. Once the problem is solved successfully, ticket closing request is sent to SBL/RE along with the feedback form.
6. The ticket will be closed successfully after the closing request is accepted by SBL.



Ticketing Process:

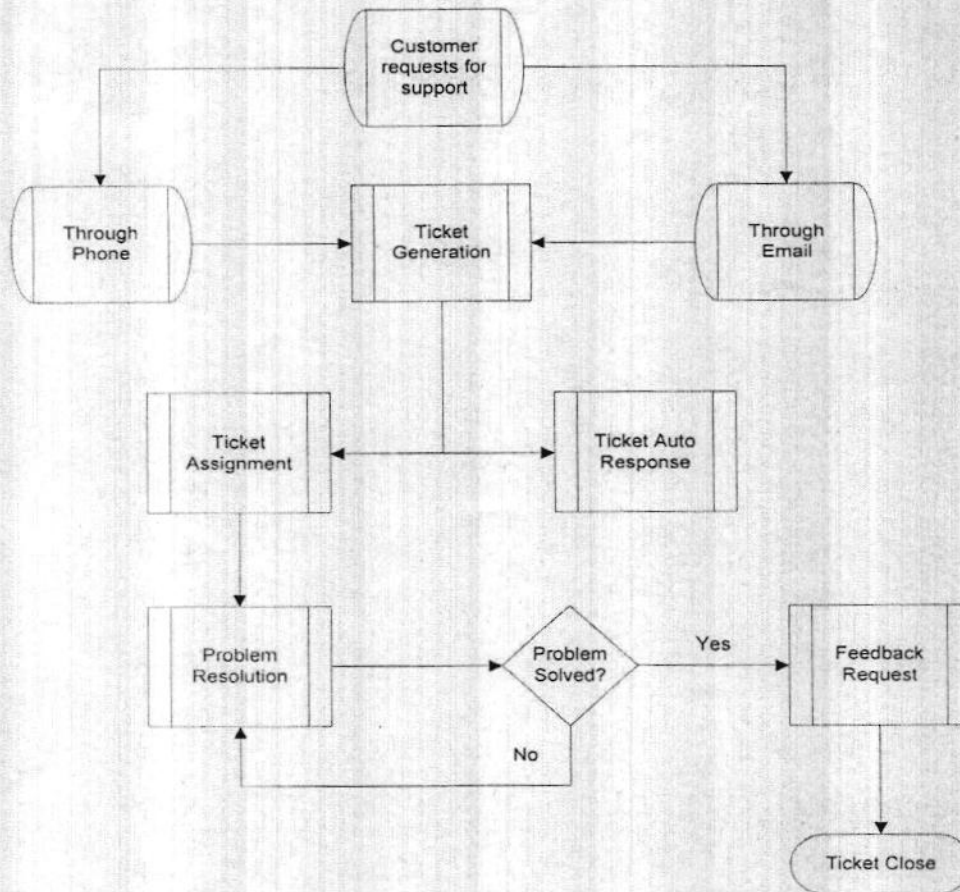
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SBL: *[Handwritten signature]*

TISS: *[Handwritten signature]*





**Support Escalation Matrix:**

Sno.	Contact Name	Designation	Contact Email	Level
1.	Muhammad Ali Aziz	Senior Manager Cybersecurity	support@infosecurity.com.pk	Level 3
2.	Aroosa Satti	Team Lead Support	support@infosecurity.com.pk	Level 3
3.	Ahsan Khurshid	SM Services	support@infosecurity.com.pk	Level 3
4.	Gul Faraz	Support Supervisor	support@infosecurity.com.pk	Level 2
5.	Hamza Siddiqui	IS Engineer	support@infosecurity.com.pk	Level 2
6.	Maaz	IS Engineer	support@infosecurity.com.pk	Level 1
7.	Subhan Ahmad	IS Engineer	support@infosecurity.com.pk	Level 1
8.	Umair	IS Engineer	support@infosecurity.com.pk	Level 1

Contact Number: 051-5524181-2 Ext: 110, 117.

- Level 3 - Complex Level Support
- Level 2 - Intermediate Level Support
- Level 1 - Basic Level Support

**Support Response Time**

Sno.	Severity	Response Time
1.	High	02 business hours
2.	Moderate	04 business hours
	Low	06 business hours



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*[Signature]*



- **High Severity** means a Virus Outbreak or critical issue which affects business continuity and causes the Product(s) or OS crash, insecure default settings, and security issues and there is no workaround available.
- **Moderate Severity** means a moderate issue which affects product functionality but does not cause data corruption / loss or software crash.
- **Low Severity** means a non-critical issue or feature request which does not affect main product functionality.

**PENALTY**

SINDH BANK may impose penalty upon breach of SLA terms & conditions and delayed remedial maintenance as per following detail.

Delay	Penalty/ Deduction
Delay after the defined response time	Deduction from quarterly payable amount.
2 Hrs.	5%
8Hrs	10%
24Hrs	15%
48 Hrs	30%
After 48 Hrs	2% (of Quarterly payment) deduction for every delayed hour

Please note that if delays occur due to dependencies on responses from the Sindh Bank Team or IBM, such as awaiting the publication of a hotfix or patch, or ongoing support with IBM, along with any necessary information or access required by the Sindh Bank team for resolution, then the penalties will not be applicable to TISS.



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## Annexure B

### PAYMENT SCHEDULE

S. No.	Description	Amount in US\$ (Inclusive of Taxes)	Total in US\$ For 3Years (Inclusive of Taxes)	Conversion Rate	Amount in PKR (Inclusive of Taxes)
1	Renewal of IBM Qradar Support Services (SIEM)-For First Year (As per Financial Submitted in Tender)	10,699	35,415	286	10,128,690
2	Renewal of IBM Qradar Support Services (SIEM)-For 2nd Year (As per Financial Submitted in Tender)	11,769			
3	Renewal of IBM Qradar Support Services (SIEM)-For 3rd Year (As per Financial Submitted in Tender)	12,946			
4	Software/Local Support including x Resident Engineer For 1-Year(As per Financial Submitted in Tender)				1,695,000
<b>Total</b>					<b>11,823,690</b>

### Resident Engineer Services for Year 2 and year 3

S. No.	Description	Amount in PKR (Inclusive of Taxes)
1	RE for 2 <sup>nd</sup> Year: Software/Local Support including x Resident Engineer For 1-Year	1,695,000
1	RE for 3 <sup>rd</sup> Year: Software/Local Support including x Resident Engineer For 1-Year	1,695,000

#### Terms & Conditions:

1. Payment Terms:
  - a. License: 100% Yearly upon delivery of POE,
  - b. Resident Engineer payment on quarterly advance basis.
2. Vendor will submit a commercial invoice in USD / Pak Rupee along with an exchange rate sheet of SBP.
3. Payment will be made in Pak Rupee SBP notified exchange rate as on the date of invoice.
4. Prices, part numbers and description for subsequent years (Year2 and Year3) for IBM support and RE are indicative/non-binding and are subject to change contingent upon product/services availability and approval from OEMs etc.
5. Prices above are inclusive of 13% Sales Tax. In case of change in sales tax rule/ amount by government, the sales tax amount shall be revised and paid by SBL as per actual prevalent rate for each purchase/payment under the agreement.
6. For Subsequent Year 2 and Year 3 RE Renewal, tentative price escalation of 10% and 15% respectively shall apply however, the percentages may vary subject mutual consent.



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## Annexure C

### Escalation Matrix

In case of any non-conformance to support SLA, the following point of contact shall be available to SBL for escalation/resolution of issue with utmost priority.

Sno.	Name	Designation	Contact Details
1	Aroosa Satti	Team Lead Support	<a href="mailto:Aroosa.Satti@trilliuminfosec.com">Aroosa.Satti@trilliuminfosec.com</a> +92 320 5260502
2	Gul Faraz	Support Supervisor	<a href="mailto:gulfaraz@trilliuminfosec.com">gulfaraz@trilliuminfosec.com</a> +92 030091406
3	Syed Wasiq	Head of Customer Success	<a href="mailto:syed.wasiq@trilliuminfosec.com">syed.wasiq@trilliuminfosec.com</a> +92-300-0406631
4	Muhammad Ali Aziz	Head of Technical	<a href="mailto:muhammad.ali@trilliuminfosec.com">muhammad.ali@trilliuminfosec.com</a> +92-321-5199054
5	Rehan Ahmad Khan	CBO	<a href="mailto:rehan.khan@trilliuminfosec.com">rehan.khan@trilliuminfosec.com</a> +92-308-5200019
6	Mahir Mohsin Sheikh	CEO	<a href="mailto:mahir@trilliuminfosec.com">mahir@trilliuminfosec.com</a> +92-308-5200001







### 3. SCOPE WORK

Sindh Bank had procured IBM QRadar (SIEM) to monitor its network and system activity, analyzing logs and events in real time to detect suspicious malicious behavior and accordingly generates alerts and notification when potential threats are identified. Support services of IBM QRadar has been expired. For renewal of IBM QRadar Support Services, Sindh Bank invites bids from authorize partner of IBM Q-Radar to submit their bids as per following requirement.

No	Description	Qty
1	Renewal of Support Services of Current IBM QRadar (SIEM) Solution (For 3 Years)	1
2	One Resident Engineer – IBM QRadar (SIEM) Administrator (For 3 Years) (with Minimum BSc and One Year Relevant Experience with IBM QRadar SIEM Certification)	36 Months

#### Responsibilities for Resident (SIEM) Engineer

##### SIEM Management and Support:

- Assisting SOC analysts with SIEM investigations and troubleshooting.
- Maintaining and optimizing QRadar rules and correlations to improve detection accuracy.
- Implementing changes to SIEM infrastructure as requested by the SOC team.
- Building SIEM infrastructure for new locations/DR sites.
- On-demand integration of SIEM API with SOAR or other security tools.
- Troubleshooting integrated log sources and resolving data ingestion issues.
- Providing technical support and guidance to SOC analysts on QRadar functionality.
- Creating custom reports and dashboards based on SOC team needs.

##### Data Management and Backups:

- Performing daily backups of QRadar data and configuration.
- Monitoring QRadar storage utilization and optimizing data retention policies.
- Archiving historical data according to bank's compliance requirements.
- Testing and verifying disaster recovery procedures for the SIEM environment.

##### Additional Responsibilities:

- Staying up-to-date on the latest security threats and vulnerabilities relevant to the banking industry.
- Maintaining event customization using event mapping and event parsing.
- Monitoring the impact of deployed new log sources on QRadar performance.
- Collaborating with Bank's IT team for integration with other security infrastructure.
- Escalating critical issues related to the SIEM to the designated personnel.
- Possessing certification in IBM QRadar SIEM certification.
- Performing other duties as required by the Bank, with a focus on SIEM management and support.

Buyer Record

S.No	Company Name	AMOUNT DEPOSITED
1	Trillium	1150
<b>Total</b>		1150