

SINDH PUBLIC PROCUREMENT REGULATORY AUTHORITY

CONTRACT EVALUATION FORM

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

- Sindh Bank Ltd/ Information Technology Divison
- 1) NAME OF THE ORGANIZATION / DEPTT. _____
- 2) PROVINCIAL / LOCAL GOVT./ OTHER _____ Scheduled Bank
- 3) TITLE OF CONTRACT _____ Supply & Installation of Patch Management Solution
- 4) TENDER NUMBER _____ SNDB/COK/ADMIN/TD/1488/2025
- 5) BRIEF DESCRIPTION OF CONTRACT _____ Supply & Installation of Patch Management Solution
- 6) FORUM THAT APPROVED THE SCHEME _____ Competent Authority
- 7) TENDER ESTIMATED VALUE _____ Rs.14,849,828/-
- 8) ENGINEER'S ESTIMATE
(For civil works only) _____
- 9) ESTIMATED COMPLETION PERIOD (AS PER CONTRACT) _____ 1 year
- 10) TENDER OPENED ON (DATE & TIME) _____ 12.11.2025 at 1130 Hrs
- 11) NUMBER OF TENDER DOCUMENTS SOLD ³ _____
(Attach list of buyers)
- 12) NUMBER OF BIDS RECEIVED _____
- 13) NUMBER OF BIDDERS PRESENT AT THE TIME OF OPENING OF BIDS ³ _____
- 14) BID EVALUATION REPORT _____ 23.12.2025
(Enclose a copy)
- 15) NAME AND ADDRESS OF THE SUCCESSFUL BIDDER _____ 1. M/s. Secure Networks (Pvt) Ltd
- 16) CONTRACT AWARD PRICE _____ ~~Rs. 84,000~~ 12,350,000 L
- 17) RANKING OF SUCCESSFUL BIDDER IN EVALUATION REPORT
(i.e. 1st, 2nd, 3rd EVALUATION BID). _____
1. M/s. Secure Networks (Pvt) Ltd
2. M/s. Securic System 3. M/s. Super Secure
- 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 NIT EPADS 251095377 27/10/2025
No	

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

Yes	Express Tribune, 6/10/2025 D Express 27/10/2025
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 type="checkbox"/>	No	<input checked="" type="checkbox"/>
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36) WAS A VISIT MADE BY ANY OFFICER/OFFICIAL OF THE PROCURING AGENCY TO THE
SUPPLIER'S PREMISES IN CONNECTION WITH THE PROCUREMENT? IF SO, DETAILS TO
BE ASCERTAINED REGARDING FINANCING OF VISIT, IF ABROAD:
(If yes, enclose a copy)

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

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

Yes	
No	

Signature & Official Stamp of
Authorized Officer

Tabish Ali Shah
Head of Administration
SINDE BANK LIMITED

17/2/26

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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3. SECTION –III TECHNICAL SPECIFICATIONS/SCOPE OF WORK

Sindh Bank Limited requires the Supply & Installation of Patch Management Solution. The requirement will be issued on need basis. Therefore, quantity may vary depending on the requirement of the bank, accordingly bank will not be responsible if the quantity asked is not as per the scope of work below and in this context, no claim will be entertained. Payment will be made on the supply of the actual number of items. The purchase of item will be spread over the year as needed.

Required items should strictly be original/genuine and in accordance with the specifications below

Functional Requirements

Please review each requirement in the following section and comment on your service capability to satisfy each requirement. Use the following rating scale and comment as necessary.

Each vendor is expected to comment on the capabilities of their offering as it relates to each requirement outlined in this section. Please use the "Vendor's self-assessment" column using the following scale:

- 1 – Satisfies requirements as delivered without modification.
- 2 – Additional service is needed. Pricing must include the cost of this service and should be listed as a separate line item.
- 3 - The service is capable of meeting the requirement, but some modification is required. Pricing should list separately the cost of any such modifications.
- 4 – The service is not available or customization so complex as to make it impractical or too expensive.

The content in this document will be incorporated into any final contract.

1.0 Scalability

No.	Requirement / Question	Vendor Self-Assessment	Detailed explanation / Answer
1.1	Can the product manage 25,000 devices for a single location?	1	
1.2	Does the product have the ability to support multi-tier hierarchy to enable logical and physical distribution of components throughout the network?	1	
1.3	Can the product provide near real-time reporting for certain critical functions within a maximum of 4 hours?	1	
1.4	Can the product provide centralized inventory reporting for all managed devices within a 24 hour window of time?	1	
1.5	Does the product contain an easily expandable and modular infrastructure to be implemented in stages by	1	

No.	Requirement / Question	Vendor Self-Assessment	Detailed explanation / Answer
	functionality (patch management, inventory, software distribution, etc...)?		
1.6	Can the product scale in an enterprise environment of up to 250K nodes? Please explain.	1	
1.7	Can the product manage systems when devices are connected to the internet, using gateway application? This should be without the need for a VPN solution	1	
1.8	Does the product provide role based security by allocating rights to users based upon functional necessity?	1	
1.9	Does the product provide scope based security by allowing the management of a defined set of computers?	1	
1.10	Does the product have a Web based console?	1	

2.0 Asset Discovery & Management

No.	Requirement	Vendor Self-Assessment	Detailed explanation / Answer
2.1	Can the product perform automated asset discovery?	1	
2.2	Can the product discover all network based IT assets including: * desktops * laptops * printers * routers	1	

No.	Requirement	Vendor Self-Assessment	Detailed explanation / Answer
	<ul style="list-style-type: none"> * servers * scanners * virtual environment * other infrastructure devices 		
2.3	Can the product limit asset discovery based on: <ul style="list-style-type: none"> * network range * Active Directory domain * LDAP Directory structure * WMI * SNMP * IP OS Fingerprinting 	1	
2.4	Can the product push agents to discovered workstations on the network?	1	
2.5	The product must be able to provide a solution in deploying agents when devices are connected to the internet using the gateway application? This should be without the need for a VPN solution	1	
2.6	Can the product group assets for further management (patch, software distribution, license compliance, vulnerability assessment, etc) based on: <ul style="list-style-type: none"> * network range * domain of active directory * groups of users in active directory * manual selection of asset 		
2.7	Can the product perform Wake on LAN capability to targeted workstations?	1	
2.8	Can the product perform vPro "Wake on LAN" capability to targeted workstations?	1	
2.9	Can the product push an advanced agent (smaller package) which afterwards download the full agent, for bandwidth friendly distribution	1	
2.10	Does the product maintain broad platform support including: <ul style="list-style-type: none"> * Windows 	1	

No.	Requirement	Vendor Self-Assessment	Detailed explanation / Answer
	* Redhat * Oracle Linux * Ubuntu * SUSE * Centos * MAC		

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3.0 Inventory of Assets

No.	Requirement	Vendor Self-Assessment	Detailed explanation / Answer
3.1	Can the product complete hardware inventory including: <ul style="list-style-type: none"> • Brand & model <ul style="list-style-type: none"> ○ Board Name ○ Serial Number ○ Model ○ Manufacturer ○ Chassis Type • processor <ul style="list-style-type: none"> ○ type ○ vendor ○ speed ○ processor count • Memory <ul style="list-style-type: none"> ○ Total 	1	بااختیار عوام

No.	Requirement	Vendor Self-Assessment	Detailed explanation / Answer
	<ul style="list-style-type: none"> ○ How many slots occupied ○ Memory per slot ○ Memory part number ○ Serial number • Hard disk size & partition <ul style="list-style-type: none"> ○ Serial Number ○ Model ○ Total Storage ○ Partitions <ul style="list-style-type: none"> ▪ Available storage ▪ Drive letter • System information • Bios Settings • LDAP User of the laptop • Members of local admin group • Software installed <ul style="list-style-type: none"> ○ Software install date ○ Version of software • OS Details • Ports • Printers • Drivers • Services 		
3.2	Can the product complete software inventory including: <ul style="list-style-type: none"> * Add/Remove Program * EXE Files on the system * Registry Keys * etc 	1	

No.	Requirement	Vendor Self-Assessment	Detailed explanation / Answer
3.3	Can the product complete OS inventory, including: * OS Version * Service Pack * Drivers * User name * Network location (IP) * etc	1	
3.4	Can the product perform hardware scans to get connected devices from USB, fire wire or other device ports?	1	
3.5	Does the product gather inventory information when devices are connected to the internet using the gateway application? This should be without the need for a VPN solution	1	
3.6	Does the solution have the ability to have multiple Ivant Core EPM servers roll up in to 1 central console server for full visibility	1	

4.0 Software License Management

No.	Requirement	Vendor Self-Assessment	Detailed explanation / Answer
4.1	Can the product show the list of all the software found as installed in the company devices	1	
4.2	Can the product show how many quantities of each product is installed in the environment, and the associated devices		
4.3	Can the product track application usage		

No.	Requirement	Vendor Self-Assessment	Detailed explanation / Answer
	information?		
4.4	Can the product discover unlicensed applications?	1	
4.5	Can the product manage the licenses a company has for each application?	1	
4.6	Does the product have the ability to track Vendor information for purchased applications?	1	
4.7	Does the product have the ability to track software particulars, to include: * Purchase date * Unit price * Order numbers * Owner\location * License Number * Serial Number * License Type * etc...	1	

5.0 Software Distribution

No.	Requirement	Vendor Self-Assessment	Detailed explanation / Answer
5.1	Can the product distribute/push software based on user/device or groups in AD containers?	1	

No.	Requirement	Vendor Self-Assessment	Detailed explanation / Answer
5.2	Can the product distribute/push software based on application group or inventory queries?	1	
5.3	Can the product provide a self service software catalog to end-user which are eligible to initiate installations of software with out the end user needing admin rights?	1	
5.4	Can the product provide customize the end-user experience for application installs to include user initiated or forced installation, user controlled or forced reboot, silent or prompted installation, ability for users to defer an installation for a specified number of attempts or ability for users to continue to defer an installation until a specified date?	1	
5.5	Does the product provide multiple deployment mechanisms, to include * Push distribution * Policy based pull distribution * Staged distribution	1	
5.6	Can the product distribute software with network aware optimization to include bandwidth throttling?	1	
5.7	Does the product allow for the scheduling of software distribution tasks?	1	
5.8	Can the product distribute software regardless of whether the user has no privileges for application installation?	1	

No.	Requirement	Vendor Self-Assessment	Detailed explanation / Answer
5.9	Can the product perform targeted multicast based software distribution?	1	
5.10	Does the product allow for multiple software distribution deployment methodologies, to include: * MSI * MSIX * EXE * BAT IN MEMORY OF SHAHEED MOHTARMA BENAZIR BHUTTO * Powershell * SWD * Windows Script Hosting * MAC POWER TO THE PEOPLE * Linux * Virtualized Application	1	
5.11	Can the product distribute software when devices are connected to the internet, using an addon gateway appliance? This should be without the need of VPN solution	1	
5.12	Can the solution perform intelligent selection of distribution servers as to select the closes available network source (i.e. intelligent selection of distribution server, particularly for	1	

No.	Requirement	Vendor Self-Assessment	Detailed explanation / Answer
	mobile users)?		
5.13	Does the product allow for the installation of multiple software packages in a single deployment?	1	

6.0 Remote Control

No.	Requirement	Vendor Self-Assessment	Detailed explanation / Answer
6.1	Does the product have a "Remote Control" solution included?	1	
6.2	Is the "Remote Control" solution developed by your company?	1	
6.3	Can the product transfer files between the local and remote desktop?	1	
6.4	Can the product remotely execute apps?	1	
6.5	Can the product perform remote reboot and shutdown actions?	1	
6.6	Can the product manage multi-screen environments?	1	
6.7	Does the product have the ability to require permission from users to start sessions or run in the background?	1	

No.	Requirement	Vendor Self-Assessment	Detailed explanation / Answer
6.8	Does the product have the ability to stop remote interaction from end-users?	1	
6.9	Can the product Remote Control devices that are connected to the internet, using an addon gateway appliance? This should be without the need of VPN solution	1	
6.10	Does the product allow recording of remote session		
6.11	Does the product allow a notification tray balloon pop up to notify the end user that his machine is being remotely controlled		
6.12	Does the product show reports about remote controlled sessions, with following information: <ul style="list-style-type: none"> • Who was the remote control analyst • Which device was remotely controlled • Start and stop time and date of the remote control session 		

No.	Requirement	Vendor Self-Assessment	Detailed explanation / Answer
6.13	Is it possible to provide a help desk analyst with only remote control rights on specific or all devices?		

7.0 Power Management

No.	Requirement	Vendor Self-Assessment	Detailed explanation / Answer
7.1	Does the solution allow for the management of Windows power plans?	1	
7.2	Can the product perform power tasks like shut down, reboot, wake on LAN\WAN?	1	
7.3	Can the product notify the end user of a pending reboot, and allow him to delay, cancel, or defer till log off?	1	
7.4	Can the product power up or down remote systems based on schedules or other rules such as I/O inactivity triggers?		
7.5	Can the product standby by or hibernate remote systems based on schedules or other rules such as I/O inactivity triggers?	1	
7.6	Can the product distribute power management policies when devices are connected to the internet, using the gateway application? This should be without the need for a VPN solution	1	
7.7	Can the product provide savings reports to demonstrate the yearly, monthly, weekly and daily kWh/money saved?	1	

No.	Requirement	Vendor Self-Assessment	Detailed explanation / Answer
7.8	Can the product deploy multiple power management policies to separate sets of devices based upon application group or AD infrastructure?	1	

8.0 OS Provisioning & Migration

No.	Requirement	Vendor Self-Assessment	Detailed explanation / Answer
8.1	Can the product deliver a complete workstation or server image and any image add-ons? <small>IN MEMORY OF SHAHEED MOHTARMA BENAZIR BHUTTO</small>	1	شہید محترمہ بینظیر بھٹو کی یاد میں
8.2	Can the product provide a method to automatically install all applications required by the workstation so it is completely ready to use after the imaging process has completed?	1	
8.3	Can the product provide a method to automatically apply any/all scripts required by the workstation so it is completely ready to use after the imaging process has completed?	1	بااختیار عوام
8.4	Can the product leverage existing directories (i.e. eDirectory and AD), for image entitlements, and configuration settings (i.e. add a machine to the domain)?	1	
8.5	Can the product ensure all data on a storage device is destroyed prior to disposal?	1	
8.6	Can the product create images across workstations or servers?	1	

No.	Requirement	Vendor Self-Assessment	Detailed explanation / Answer
8.7	Does the product allow for the scripting of imaging tasks?	1	
8.8	Can the product span images across multiple files and/or disks?	1	
8.9	Can the product create a boot disk for specified images with post image additions, and any post configurations, to be used as an disconnected network methodology?	1	
8.10	Does the product support PXE based distribution of images?	1	
8.11	Can the product leverage existing image files such as Landesk, Ghost, PowerQuest, etc...?	1	شہید حکمران بینظیر بھٹو کی یاد میں
8.12	Does the product have the ability to create an image from one partition of a hard drive to another partition on that same drive?	1	
8.13	Does the product support compression of images?	1	بااختیار عوام

9.0 Patching

No.	Requirement	Vendor Self-Assessment	Detailed explanation / Answer
9.1	Can the product support patching for: <ul style="list-style-type: none"> • Microsoft Windows Operating systems • MacOS • Redhat • SUSE • Ubuntu • Centos • Oracle Linux • 3rd party applications like adobe reader, mozilla, java etc. 	1	
9.2	Can the product deliver patches to devices based on demand?	1	
9.3	Can the product deliver patches to devices based on schedule?	1	شہید و حترہہ بینظیر بھٹو کی یاد میں
9.4	Can the product detect and patch in-house developed custom applications?	1	
9.5	Can the product deploy patches by individual device(s) and/or groups of devices?	1	
9.6	Can the product automate the process of testing on UAT group of machines, wait for a few days, then approving and distributing new patches. Like Patch Automation Campaigns.	1	بااختیار عوام
9.7	Be able to import CVE from vulnerability scanners and convert them to patches.		
9.8	Can the product leverage tools like Wake-On-LAN and vPro across subnets to patch the systems during maintenance hours and return the systems to their previous state to save on power?	1	

No.	Requirement	Vendor Self-Assessment	Detailed explanation / Answer
9.9	Can the product provide "lights out" or unattended distribution (Distribution of patches when no user is logged on to the device)?	1	
9.10	Can the product run a patch scan based on events such as startup, patch install completion, time, machine state, or on-demand from the administrator?	1	
9.11	Can the product provide a customized end user experience for patching? (Handling prompts, reboots, delaying the install, original source, etc.)	1	
9.12	Can the product provide maintenance window for patching activity		شہید و حترہ بینظیر بہنو کی یاد میں
9.13	Can the product provide "Do Not Disturb" settings for patch activity, so as not to disturb the user if a specific application or process is running		
9.14	Can the product detect and apply only the outstanding patches and not re-install previous patches?	1	بااختیار عوام
9.15	Can the product support the ability to cache patches locally and clean itself up after a successful installation?	1	
9.16	Can the product completely download the patch before installation, and if during the download get interrupted, continue where it left off without having to go back to the same source?	1	

No.	Requirement	Vendor Self-Assessment	Detailed explanation / Answer
9.17	Does the product provide the ability to verify patch installation based on a survey of the installed files and changed registry key values, not just based on registry entries and logging information?	1	
9.18	Can the product provide patching support for active virtual OS' loaded on workstations?	1	
9.19	Can the product provide customizable bandwidth throttling? The desired functionality is to set the bandwidth limit as a percentage of available network bandwidth at time of distribution.	1	
9.20	Can the product provide patch status for multiple or a single patch for all devices or a list of devices? The product should include success or failure of the install and relevant error information in the case of a failure.	1	
9.21	Can the product provide patching for all vendors and in-house patches when devices are internet connected using the gateway application? <i>This should be without the need for a VPN solution</i>	1	

10.0 Reporting And Dashboards

No.	Requirement	Vendor Self-Assessment	Detailed explanation / Answer
10.1	Does the product provide a reporting solution? Please explain.	1	
10.2	Can the product provide the capability of	1	

No.	Requirement	Vendor Self-Assessment	Detailed explanation / Answer
	centralized reporting?		
10.3	Can the report be exported in formats, to include: <ul style="list-style-type: none"> * PDF * HTM * DOC * RTF * XLS * CSV 	1	
10.4	Can the product schedule reports to be run?	1	
10.5	Can the product e-mail reports to specified recipients?	1	
10.6	Does the product allow for the customer to create customer reports?	1	
10.7	Does the product provide dynamic BI Tool for Dashboards	1	
10.8	Do the dashboards offer patch compliance views	1	

No.	Requirement	Vendor Self-Assessment	Detailed explanation / Answer
10.9	Do the dashboards offer patch executive summary views	1	
10.1	Do the dashboards offer patch distribution task views	1	
10.11	Do the dashboards offer asset executive summary views	1	
10.12	Do the dashboards offer laptop and workstation views	1	
10.13	Can the dashboards be customized to get different views	1	

*If the company qualifies the eligibility criteria, then it will be required to produce the product along with all relevant brochures at the date/time/location as indicated by the Bank for necessary inspection/verification.

License /Warranty / Support /

It would be mandatory for the Bidder to provide a license /Warranty/Support for (01) year for the product and provide on-site support 24x7x365 days, extendable at the Bank's discretion. The license /Warranty/Support period of one year would commence from the date of issue of the Completion Certificate by the Bank. During the Warranty period, the Bidder would be required to undertake all necessary modifications not falling under the purview of 'Change Management', such as updates, bug fixes, changes in the application, or any other support as and when required at no extra cost.

*The licenses of the required other associate / supporting tools should be provided by the bidder

Annual Maintenance Contract (AMC)

The Bank shall enter an AMC agreement with the successful bidder initially for the period of (03) years on a per-year basis to provide complete utility of maintenance & and support services (i.e., on-site & and off-site) after the expiry of the warranty period. The agreement would also capture the responsibilities and obligations of the selected bidder and SBL. Any major changes in the application which will fall under the 'Change Management', the vendor will be paid separately.

Quoted solution must have an end of life beyond (05) years at the time of submission.

Delivery Time: Within 03 to 04 Weeks

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 3rd floor, federation House Abdullah Shah Ghazi Road Karachi with prior notice for appointment.

Date:

Bid Evaluation Report		
Supply & Installation of Patch Management Solution.		
1	Name of Procuring Agency	Sindh Bank Ltd.
2	Tender Reference No.	SNDB/COK/ADMIN/TD/1488/2025
3	Tender Description	Supply & Installation of Patch Management Solution.
4	Method of Procurement	Single Stage One Envelop Bidding Procedure
5	Tender Published	SPPRA NIT EPADS-S S 251095375 / S-25109 5376/ S-25109 5377/ S-251095378 Express Tribune, Sindh Express, Daily Express (27/10//2025)
6	Total Bids Received	01 <u>3</u>
8	Technical / Financial Bid Opening Date	12/11/2025 Time: 1130 Hours
9	No of Bid Technically Qualified	01 <u>7</u>
10	Bid(s) Rejected	0

S. No.	Name of Company	Cost Offered by Bidder	Ranking in Terms of Cost	Comparison with Estimated Cost Rs. 14,849,828/- Con Rate 282.8	Reason for Acceptance/ Rejection	Remarks
0	1	2	3	4	5	6
1	M/s Secure Networks PVT LTD.	Rs. 13,350,000/-	Lowest Qualified Bidder.	Rs. 1,499,828/- Below with the estimated cost	Accepted Being the Most Advantageous Bid	
2	M/s Securic Systems PVT LTD.	Rs. 17,356,000/-	2nd Bidder.	Rs. 2,506,172/- Above with the estimated cost	2nd Bidder.	
3	M/s Super Secure PVT LTD.	Rs. 26,166,574/-	3rd Bidder.	Rs. 11,316,746/- Above with the estimated cost	3rd Bidder.	

Note: Accordingly, going through the Technical/Financial evaluation criteria laid down in the tender document, M/s Secure Networks PVT LTD is the most advantageous bid and hence recommended for Supply & Installation of Patch Management Solution.

Members – Procurement Committee

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

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

(Mr. Parvez Ali Bhutto) Director Works & Service (Sindh Madressatul University) Member

Signature

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SIGNATURE PC MEMBERS SINDH BANK LTD

CFO/Head of Finance _____

Head of Administration _____

Director Works & Services SMIU _____

ANNEXURE F

FINANCIAL BID FORM/PRICE SCHEDULE

[To be signed & stamped by the Bidder and reproduced on the letter head]

PRICE SCHEDULE

(Applicable for the year 2025-2026)

Name of Bidder **Secure Networks**

S.NO	Item	Unit Price	Quantity	Amount
1	Patch Management Solution	6,675.00	2000	13,350,000.00 ✓
2	2 nd year subscription and/or Support Cost (2000 nodes)	7,342.50	2000	14,685,000.00
3	3 rd year subscription and/or Support Cost (2000 nodes)	8,076.75	2000	16,153,500.00
*Total Amount (In PKR)				44,188,500.00

*** Total Amount:**

This amount will be considered as only the "Bid Offered". Whereas be apprised that the successful bidder will be the one whose "Evaluated Bid" is the lowest. (For further clarification refer Note 6. below)

- The company will be considered disqualified from the very outset, if not GST registered.
- The cost must include all taxes, stamp duty (as applicable under Stamp Act 1989) duly stamped on the contract agreement, installation, commissioning, transportation and labour charges.
- No advance payment for the supply of equipment will be made, bills are only be processed for necessary payment on receipt of certificate of delivery/satisfaction from the concerned officer.
- Calculation of bid security. (5% of the Rs. 14,834,075= Rs. 741,704/-) will be submitted with the tender document as bid security in shape of Pay Order /Bank Guarantee in favour of Sindh Bank Ltd.**
- In case it is revealed at any stage after installation of the equipment that the asked specification of the tender have not been met, the amount of the total installation of that specific equipment will be fined to the vendor with appropriate action as deemed necessary by the procurement committee **Most Advantageous Bid is going to be the criteria for award of contract rather than considering the lowest bid offered, encompassing the lowest whole sum cost which the Procuring Agency has to pay for the services/items during contract period. SPPRA Rule 49 may please be referred. The successful bidder will be the one whose total sum of cost is the lowest. As it is package tender, so no partial lowest cost will be considered for award of any work.**
- Qualified company will also be bound to sign a bond/undertaking that in case of any observation arising in respect of quality of the equipment within the warranty period, the company will be liable to address it at his own cost, non-compliance of the same will result into initiation of a case against the company for non-commitment.
- All conditions in the contract agreement attached as Annexure J are part of this tender document.
- The tender will be considered cancelled if the contract agreement after due signature is not submitted with Admin Office after 5 days of completion of bid evaluation report hoisting period (3 days) on SPPRA website.
- The tender will stand cancelled if any of the given condition of the tender in not met in strictly as per the requisite of the tender document.
- Pre Bid Meeting: Within one week (For Any Clarification)
- Note. There can be subsequent modification or amendment to this specific tender for which it is advised to keep yourself abreast with the notification being hoisted on Sindh Bank Ltd. & SPPRA website regularly.
- Signing of Integrity Pact on Rs.50 affidavits is mandatory.

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

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

Dated: _____

47

Annexure F (Financial Proposal)

SIGNATURE PC MEMBERS SINDH BANK LTD

CFO/Head of Finance _____

Head of Accounts _____

Director _____

SMIL _____



ANNEXURE F
FINANCIAL BID FORM/PRICE SCHEDULE
 [To be signed & stamped by the Bidder and reproduced on the letter head]
PRICE SCHEDULE
 (Applicable for the year 2025-2026)

Name of Bidder Securic Systems

S.NO	Item	Unit Price	Quantity	Amount
1	Patch Management Solution	8,678.00	2000	17,356,000.00
2	2 nd year subscription and/or Support Cost (2000 nodes)	9,545.25	2000	19,090,500.00
3	3 rd year subscription and/or Support Cost (2000 nodes)	10,499.77	2000	20,999,540.00
*Total Amount (In PKR)				57,446,040.00

*** Total Amount:**
 This amount will be considered as only the "Bid Offered". Whereas be apprised that the successful bidder will be the one whose "Evaluated Bid" is the lowest. (For further clarification refer Note 6. below)

- The company will be considered disqualified from the very outset, if not GST registered.
- The cost must include all taxes, stamp duty (as applicable under Stamp Act 1989) duly stamped on the contract agreement, installation, commissioning, transportation and labour charges.
- No advance payment for the supply of equipment will be made, bills are only be processed for necessary payment on receipt of certificate of delivery/satisfaction from the concerned officer.
- Calculation of bid security (5% of the Rs. 14,834,025/- Rs. 741,701/-) will be submitted with the tender document as bid security in shape of Pay Order / Bank Guarantee in favour of Sindh Bank Ltd.
- In case it is revised at any stage after installation of the equipment that the asked specification of the tender have not been met, the amount of the total installation will be fined to the vendor with appropriate action as deemed necessary by the procurement committee.
- Most Advantageous Bid is going to be the criteria for award of contract rather than considering the lowest bid offered, encompassing the lowest whole sum cost which the Procuring Agency has to pay for the services/items during contract period. SPPRA Rule 49 may please be referred. The successful bidder will be the one whose total sum of cost is the lowest. As it is package tender, so no partial lowest cost will be considered for award of any work.**
- Qualified company will also be bound to sign a bond/undertaking that in case of any observation arising in respect of quality of the equipment within the warranty period, the company will be liable to address it at his own cost, non-compliance of the same will result into initiation of a case against the company for non-compliance.
- All conditions in the contract agreement attached as Annexure J are part of this tender document.
- The tender will be considered cancelled if the contract agreement after due signature is not submitted with Admin Office after 5 days of completion of bid evaluation report/holding period (3 days) on SPPRA website.
- The tender will stand cancelled if any of the given conditions of the tender is not met in strictly as per the requisite of the tender document.
- Pre Bid Meeting: Within one week (For Any Clarification)
- Note: There can be subsequent modification or amendment to this specific tender for which it is advised to keep yourself abreast with the notification being hosted on Sindh Bank Ltd. & SPPRA website regularly.
- Signing of Integrity Pact on Rs. 50 affidavits is mandatory.

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

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

Dated: 11-11-2025



3rd Floor, Building # 19-C, Lane-4, Al-Murtaza Commercial Phase VIII, DHA, Karachi

+92 21 37121575

www.securic.com.pk



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SIGNATURE PC MEMBERS-SINDH BANK LTD
CFO/Head of Finance
Head of Administration
WORKS & SERVICES

1.1.1

FINANCIAL BID FORM/PRICE SCHEDULE

(Applicable for the year 2025-2026)

Name of Bidder: **Supernet Secure Solutions Pvt Ltd**

S. No.	SKU	Description (Base)	Unit Price in PKR	Qty	Total Price in PKR	SST 15%	Total Price with SST in PKR
1	LDMS-S	Ivanti Endpoint Manager - Subscription, (formerly Management Suite) Year One	9,034.50	2000	18,069,000	2,709,948	20,778,948
2	LDPM-S	Ivanti Patch Manager – Subscription Year One	1,744.20	2000	3,488,400	523,183	4,011,583
3	UEM-CSA-S	Ivanti Virtual Cloud Services Application Subscription Year One	1,196,558.25	1	1,196,558	179,484	1,376,043
4	LDMS-S	Ivanti Endpoint Manager - Subscription, (formerly Management Suite) Year Two	10,006.40	2000	20,012,800	3,001,770	23,014,570
5	LDPM-S	Ivanti Patch Manager – Subscription Year Two	1,929.30	2000	3,858,600	578,817	4,437,417
6	UEM-CSA-S	Ivanti Virtual Cloud Services Application Subscription Year Two	1,325,240.30	1	1,325,240	198,786	1,524,026
7	LDMS-S	Ivanti Endpoint Manager - Subscription, (formerly Management Suite) Year Three	10,887	2000	21,774,000	3,266,406	25,040,406
8	LDPM-S	Ivanti Patch Manager – Subscription Year Three	2,103	2000	4,206,000	630,747	4,836,747
9	UEM-CSA-S	Ivanti Virtual Cloud Services Application Subscription Year Three	1,442,040	1	1,442,040	216,306	1,658,346
10	PS	S2 Professional Services - One Time	666,900	1	666,900	100,035	766,935
Total Amount for three years in PKR					76,039,539	11,405,482	87,445,020

One year cost may be treated. *[Signature]*

SUPERNET SECURE SOLUTIONS

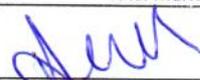
Karachi: 9th Floor, World Trade Center, 10 Khayaban-e-Roomi, Block 5, Clifton. Tel: (+92-21) 35871864-7, (+92-21) 3855 000, Fax: (+92-21) 3587 1869
Lahore: 2nd Floor, Block 2, Awami Complex, New Garden Town, Tel: (+92-42) 3583 1254, (+92-42) 3586 5637, Fax: (+92-42) 35866184
Islamabad: 75 East, Blue Area, Fazal-e-Haq Road. Tel: (+92-51) 2344 131-2, Fax: (+92-51) 2344134

Supply & Installation of Patch Management Solution

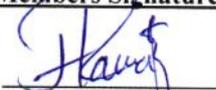
Serial No: 01

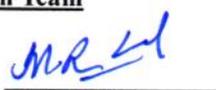
Bidder Name: M/S Secure Networks (SNDB/COE/Admin/TO/1488/2025)

S. No.	Requisite	Total Marks	Marks Obtained	Remarks	Attachment of relevant evidence in each case is mandatory. In case of non-compliance, no mark will be awarded	Attach evidence as Annexure
1	Firm's Status	20	20	Public / Private Ltd.	NTN Certificate / Letter of Incorporation / Company Registration Letter is required to be enclosed	A
		10		Partnership Firm/ Sole Proprietorship		
2	Banks presently on the Client List The Bidder/OEM proposed solution must be deployed during the last three years.	20	20	4 and above	Letters to be attached duly issued from each concerned Bank	B
		10		2 and above		
3	Years in IT Business in relevant field	20	10	07 Years and above	NTN Certificate / Letter of Incorporation / Company Registration Letter is required to be enclosed	C
		10		05 years and above		
4	Average Yearly Turn Over in Last 3 Years	20	20	On an average of 100 Million and above per year	Audit Report / Tax Return for last 3 year	D
		10		On an average of 75 Million and above per year		
5	Service and support office in major cities of Pakistan including Karachi	20	20	3 Cities and above	List of Address in cities with PTCL number	E
		10		1 Cities and above		
Total Marks		100	90	QUALIFIED / DISQUALIFIED		


 Ather Iqbal
 Admin Division

Members Signatures- Evaluation Team


 Hasan Raza
 Finance Division


 M. Rashid Memon
 IT Division


 Zeeshan ul Haq
 IT Division

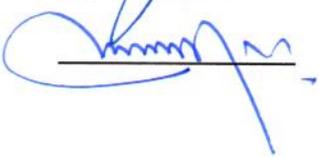
Members Procurement Committee

1 CHIEF FINANCIAL OFFICER

2 HEAD OF ADMINISTRATION

3 DIRECTOR WORKS & SERVICES

Signature

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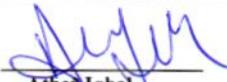
Supply & Installation of Patch Management Solution

Serial No: 02

(Tender No: SNDB/Col/Admn/ID/1400/2025)

Bidder Name: M/c Securic Systems

S. No.	Requisite	Total Marks	Marks Obtained	Remarks	Attachment of relevant evidence in each case is mandatory. In case of non-compliance, no mark will be awarded	Attach evidence as Annexure
1	Firm's Status	20		Public / Private Ltd.	NTN Certificate / Letter of Incorporation / Company Registration Letter is required to be enclosed	A
		10	10	Partnership Firm/ Sole Proprietorship		
2	Banks presently on the Client List The Bidder/OEM proposed solution must be deployed during the last three years.	20		4 and above	Letters to be attached duly issued from each concerned Bank	B
		10	10	2 and above		
3	Years in IT Business in relevant field	20	20	07 Years and above	NTN Certificate / Letter of Incorporation / Company Registration Letter is required to be enclosed	C
		10		05 years and above		
4	Average Yearly Turn Over in Last 3 Years	20	20	On an average of 100 Million and above per year	Audit Report / Tax Return for last 3 year	D
		10		On an average of 75 Million and above per year		
5	Service and support office in major cities of Pakistan including Karachi	20		3 Cities and above	List of Address in cities with PTCL number	E
		10	10	1 Cities and above		
Total Marks		100	70	QUALIFIED / DISQUALIFIED		


Ather Iqbal
Admin Division

Members Signatures- Evaluation Team

Hasan Raza
Finance Division


M. Rashid Memon
IT Division

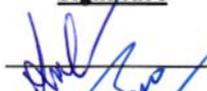

Zeeshan ul Haq
IT Division

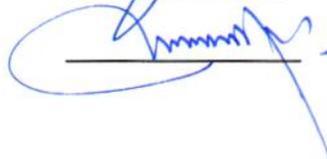
Members Procurement Committee

1 CHIEF FINANCIAL OFFICER

2 HEAD OF ADMINISTRATION

3 DIRECTOR WORKS & SERVICES

Signature




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Supply & Installation of Patch Management Solution

Serial No: 03

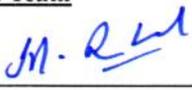
Bidder Name: M/S Super Care (SNDB/COE/ Admin/ TD/1488/2025)

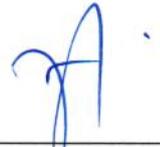
S. No.	Requisite	Total Marks	Marks Obtained	Remarks	Attachment of relevant evidence in each case is mandatory. In case of non-compliance, no mark will be awarded	Attach evidence as Annexure
1	Firm's Status	20	20	Public / Private Ltd.	NTN Certificate / Letter of Incorporation / Company Registration Letter is required to be enclosed	A
		10		Partnership Firm/ Sole Proprietorship		
2	Banks presently on the Client List The Bidder/OEM proposed solution must be deployed during the last three years.	20	20	4 and above	Letters to be attached duly issued from each concerned Bank	B
		10		2 and above		
3	Years in IT Business in relevant field	20	20	07 Years and above	NTN Certificate / Letter of Incorporation / Company Registration Letter is required to be enclosed	C
		10		05 years and above		
4	Average Yearly Turn Over in Last 3 Years	20		On an average of 100 Million and above per year	Audit Report / Tax Return for last 3 year	D
		10		On an average of 75 Million and above per year		
5	Service and support office in major cities of Pakistan including Karachi	20	20	3 Cities and above	List of Address in cities with PTCL number	E
		10		1 Cities and above		
Total Marks		100	80	QUALIFIED / DISQUALIFIED		


Ather Iqbal
Admin Division

Members Signatures- Evaluation Team

Hasan Raza
Finance Division


M. Rashid Memon
I.T Division


Zeeshan ul Haq
IT Division

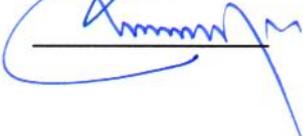
Members Procurement Committee

1 CHIEF FINANCIAL OFFICER

2 HEAD OF ADMINISTRATION

3 DIRECTOR WORKS & SERVICES

Signature

ATTENDANCE SHEET
 BID OPENING -

FOR SELECTION OF Supply and Installation of Patch Management Solution

Date: 12-11-2025

S.No	Company Name	Name of Company Representative	Contact No.	Company Address	Signature
01	Sawab	}	B.J. (P.A.S)		
02	Sawab				
03	Super Saw				

Signature – Procurement Committee Member

Chief Financial Officer

Head of Administration

Director Works & Service
 Sindh Madressatul Islam University

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

TYPE OF PROCUREMENT

ADMIN / IT / CONSULTANT / MEDIA

TENDER NAME

Supply and Installation of Patch Management Solution

TYPE OF TENDER

SINGLE STAGE-ONE ENVELOPE / SINGLE STAGE-TWO ENVELOPE / TWO STAGE / TWO STAGE-TWO ENVELOPE

OPENING DATE

12-11-2025

OPENING TIME

1130 Hours

ATTENDANCE (MEMBER PC)

Chief Financial Officer
Head of Administration
Director Works & Service
Sindh Madressatul Islam University

ATTENDANCE (REPS. OF BIDDERS)

NAME	FIRM	BID OFFERED
_____	Secur NET	44,188,500/-
_____	Secur SPT	57,446,400/-
_____	SuperSecur	Rs 87,445,000/-
_____	/	/
_____	/	/
_____	/	/

TOTAL BIDS ACCEPTED FOR EVALUATION

#03

TOTAL BIDS REJECTED

REMARKS

SIGNATURE PC MEMBERS SINDH BANK LTD

CFO/Head of Finance _____

Head of Administration _____

Director Works & Services _____
SMIU

PURCHASE ORDER

PO No: 04022026

Date: 04-02-2026

M/s Secure Networks PVT LTD,
Office No B1, 2nd Floor Plot No 59-C,
24th Commercial Street Tauheed Commercial Area,
DHA Karachi.

Subject: Supply & Installation of Patch Management Solution.

Dear Sir,

With Reference to the Tender Bid SNDB/COK/ADMIN/TD/1488/2025 Dated 27-10-2025 For Supply & Installation of Patch Management Solution 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

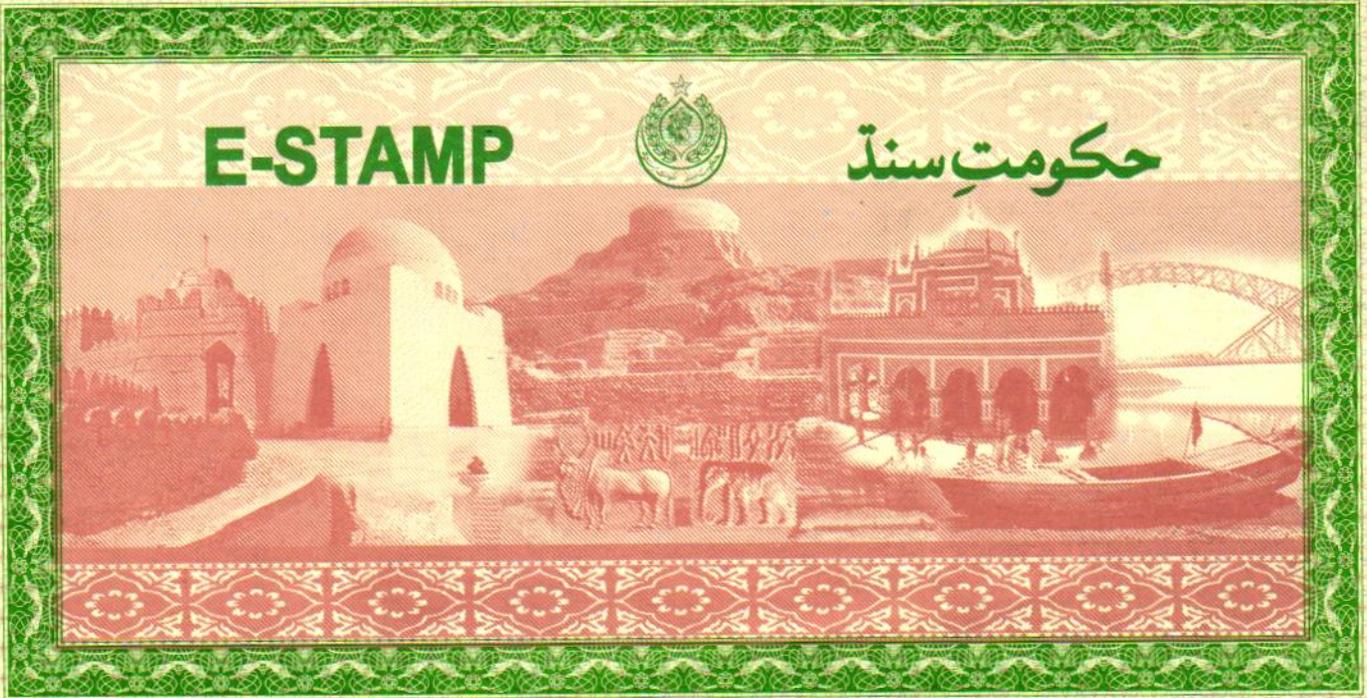
ITEM	Unit Cost	QTY	Total Amount With All Taxes.
Supply & Installation of Patch Management Solution.	Rs. 6,675/-	2000	Rs. 13,350,000/-

Terms & Conditions

Payment Terms as Per Agreement.
Taxes/Deduction Above Prices are inclusive of all taxes.
Thank you,


S. Zeeshan Ul Haq
SVP-I/I.T. Division


Adnan Siddiqui
Head of IT



BOP-0285-685898

GoS-KHI-69DFB0D07CDCC6FD

Non-Judicial

Rs 46,725/-

Description : Contract - 15(a)
 Principal : Secure Networks Pvt Ltd [7618335]
 Contractor : Sindh Bank Limited [36540087]
 Applicant : Abdul Basit Khan [42301-2018875-7]
 Stamp Duty Paid by : Sindh Bank Limited [36540087]
 Issue Date : 30-Jan-2026, 11:00:35 AM
 Paid Through Challan : 202664BC2CF17EF7
 Amount in Words : Forty Six Thousand Seven Hundred and Twenty Five Rupees Only



Please Write Below This Line

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

Agreement

(For Supply and Installation of patch Management Solution)

This agreement is made at Karachi on this 04-02-2026BETWEEN

SINDH BANK a banking company incorporated under the laws of Pakistan having its Head Office at Address: 3rd Floor, Federation House, Abdullah Shah Ghazi Road, Clifton, Karachi, Hereinafter referred to as "SINDH BANK"

AND

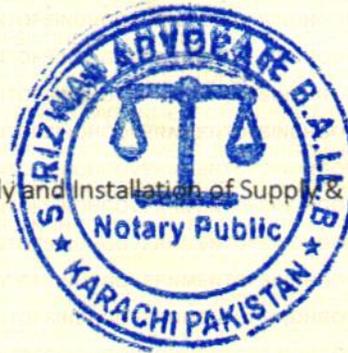
M/s Secure Networks Private Limited, a company incorporated under the laws of the Islamic Republic of Pakistan and having its registered office at Office No.B1,2nd Floor,Plot No.59-C,24th Commercial Street, Tauheed Commercial Area, DHA, Karachi, Hereinafter referred to as "CONTRACTOR" (SINDH BANK and CONTRACTOR may hereinafter collectively be referred to as the "parties" and singly as "Party")

Attest
mn
ff



ATTESTED
 S. RIZWAN ADVOCATE
 B.A.L.L.B. NOTARY PUBLIC
 KARACHI-PAKISTAN





WHEREAS CONTRACTOR has agreed to provide Supply and Installation of Supply & Installation of Patch Management Solution to SINDH BANK.

RECITALS

WHEREAS,

- A SINDH BANK is a banking company that desires to engage the services of the Contractor for Supply & Installation of **Patch Management Solution**, and Services, further detailed at **Annexure A**
- B CONTRACTOR represented that it has the requisite resources, necessary infrastructure, approvals, skills and CONTRACTOR is fully authorized, has all necessary approvals and licenses to perform the required Services, and has agreed to provide the Services to the SINDH BANK;
- C Based on the representation of CONTRACTOR, the SINDH BANK has agreed to avail the Services from CONTRACTOR on the terms and conditions as set out in this Agreement.

NOW THEREFORE, for and in consideration of the promises, covenants, and agreement hereafter contained and to be performed by the Parties hereto, the said Parties hereby covenant and agree as follows:

1. CONTRACTOR shall provide the delivery, installation, and support for the Patch Management Solution and Services as defined in Annexure A of this Agreement.
2. SINDH BANK shall pay the 50% amount after delivery and 50% amount after deployment and the Contractor shall receive and accept as full compensation for the performance of its obligations under this Agreement, the total price as detailed in the Annexure A of this Agreement and further detailed at subsequent annexures at the time and in the manner prescribed by the conditions of the Contract Agreement to the satisfaction of SINDH BANK.

The Agreement shall be for the period of twelve (12) months from 01/08/2026 - 01/07/2027, whereas the effective date shall be the day of the delivery of and Software License at SINDH BANK premises.

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

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;

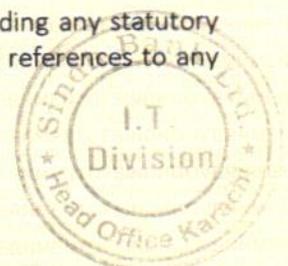
The singular includes the plural and vice versa;

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

ATTESTED
S. RIZWAN ADVOCATE
B.A.L.L.B. NOTARY PUBLIC
KARACHI PAKISTAN

MR. Ahsan J.



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;

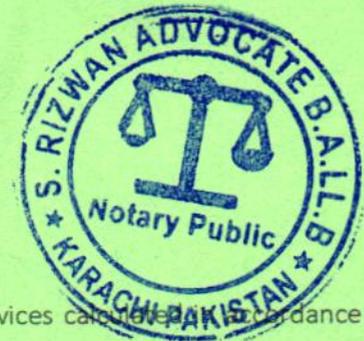
"Force Majeure Event" is defined in Clause 8;

"Parties" is defined in the preamble;

"Party" is defined in the preamble;

"Payment Schedule" means the aggregate charges for the Services calculated by Sindh Bank and set out in "Annexure C" of this Agreement; and

"Services" means the services to be provided by CONTRACTOR to SINDH BANK under this Agreement as set out in detail under "Annexure B" of this Agreement;



2. SERVICES / OBLIGATIONS OF CONTRACTOR

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

3. PAYMENT TERMS

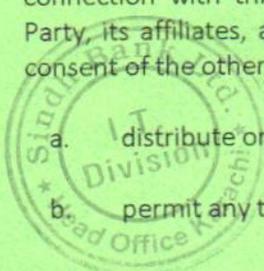
- a) In consideration of the covenants and agreements to be kept and performed by CONTRACTOR and for the faithful performance of this Agreement, SINDH BANK shall pay and CONTRACTOR shall receive and accept (as full and final compensation for the Services furnished by CONTRACTOR under this Agreement) and the payments as per "Annexure A" attached hereto.
- b) It is expressly agreed between the Parties that the payment to be made by SINDH BANK to CONTRACTOR for the Services rendered shall be fixed price (as mentioned in the Annexure A of this Agreement) during the entire duration of this Agreement without any revisions or negotiations in the price during the tenure of this Agreement. However, after the tenure of this Agreement, the rates may be revised with mutual consent.
- c) All or any payment(s) to be made by SINDH BANK to CONTRACTOR shall be made subject to deduction of applicable taxes and levies.
- d) SINDH BANK shall be entitled to set off against and deduct and recover from any fees or other sums payable by SINDH BANK to CONTRACTOR 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 CONTRACTOR to SINDH BANK under this Agreement or pursuant thereto.
- e) The payments to be made to CONTRACTOR in terms of this Clause 4 shall constitute the entire remuneration to CONTRACTOR in connection with the Services provided under this Agreement and neither CONTRACTOR 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.

4. CONFIDENTIALITY

Any / All information concerning SINDH BANK which is provided to CONTRACTOR 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:

a. distribute or disclose any of the Confidential Information in any manner whatsoever, or

b. permit any third-party access to the Confidential Information, or



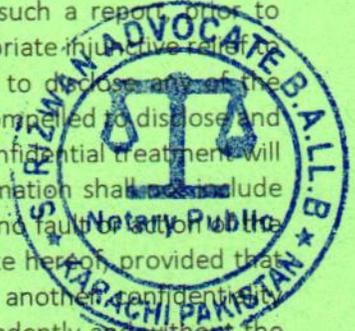
MR. Awarz

ATTESTED

S. RIZWAN ADVOCATE
B.A.L.L.B. NOTARY PUBLIC
KARACHI PAKISTAN

- c. use the Confidential Information for any purpose other than as agreed in prior writing by the Party providing the information.

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 request, prior to disclosing any such information, so that the sending party may seek an appropriate injunctive relief or 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: has become generally available to the public through no fault of the receiving party; or 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 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.



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 the termination of this Agreement.

5. SINDH BANK'S OBLIGATIONS:

SINDH BANK shall report any problem or disturbance experienced in the equipment within the shortest possible time span to CONTRACTOR; Upon receipt of such report, the CONTRACTOR shall acknowledge, respond to, and resolve the reported issue in accordance with the applicable Service Level Agreement (SLA) resolution timelines, based on the priority classification of the incident.

• Incident Priority Table

Affect	Business Impact			
	Minor	Moderate	Major	Critical
System/Service Down	P3	P2	P1	P1
System/Service Affected	P4	P3	P2	P1
User Down/Affected	P4	P4	P3	P2

• Incident Response and Escalation Table

Priority	Response SLA	Specialist Review	Escalation Manager	Escalation Director	Email Frequency	Target Resolution
P1	30 Minutes	2 Hour	Immediate	2 Hours	Hourly	2 hours
P2	1 Hour	4 Hours	4 Hours	4 Hours	4 Hours	1 Day
P3	12 Hours	8 Hours	2 Days	Never	Daily	10 Days
P4	24 Hours	24 Hours	2 Days	Never	Daily	30 Days



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Service Levels, Key Performance Indicators and Service Credits

Category	Service Level Target
P1 Incidents	90% of incidents responded to within 30 minutes.
P2 Incidents	90% of incidents responded to within 1 hour.
P3 Incidents	90% of incidents responded to within 4 hours.
P4 Incidents	90% of incidents responded to within 1 day.

Category	Service Level Target	Minimum Service Level
P1 Incidents	90% of incidents responded to within 30 minutes.	90%
P2 Incidents	90% of incidents responded to within 1 hour.	80%
P3 Incidents	90% of incidents responded to within 4 hours.	80%
P4 Incidents	90% of incidents responded to within 1 day.	None
Root Cause	90% of P1 Incidents to receive a Root Cause Analysis within 10 days.	None

SINDH BANK shall extend all possible legitimate assistance and resources to facilitate CONTRACTOR to perform the support as outlined in this Agreement.

6. LIMITATION OF LIABILITY AND INDEMNIFICATION

In the event of any breach by CONTRACTOR of its obligations, warranties and responsibilities under this Agreement, the CONTRACTOR shall hold SINDH BANK, 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, made or required to be paid, directly by or sought to be imposed upon SINDH BANK or its subsidiaries, affiliates, officers, directors, employees and representatives.

CONTRACTOR shall maintain the highest professional code of conduct in its dealings. CONTRACTOR, its partners, employees, contractual staff etc. shall be responsible for any loss, delay or inconvenience caused to SINDH BANK 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 SINDH BANK under this Agreement or any other applicable laws.

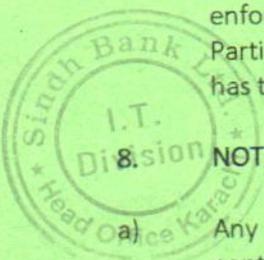
Without prejudice to the generality of the other provisions hereof, SINDH BANK shall not be liable or responsible in any manner whatsoever in the event of any personal injury, including death caused due to the provision of CONTRACTOR Services or for losses, claims, damages whatsoever or howsoever caused,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

7. 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.



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NOTICES

a) 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

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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.

b) 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.

c) Notices to M/s. Secure Networks Private Limited Contractor shall be sent to:

Attention: Mr. Asad Effendi
Address: Office No. B1, 2nd Floor, Plot No. 59-C, 24th Commercial Street, Tauheed Commercial Area, DHA, Karachi
Cell# +923202896110
Email: asad.effendi@securenetworks.pk

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

Attention: Head of I.T. Department
Address: _ 3rd Floor, Imperial Court Building,
Zia-u-Din Ahmed Road,
Karachi.
Contact No. 35829350
Email: adnan.siddiqui@sindhbankltd.com



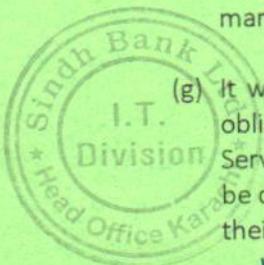
09. AMENDMENTS

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

10. CONTRACTOR'S UNDERTAKINGS

10.1 CONTRACTOR agrees and undertakes that:

- (a) It shall be responsible 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. CONTRACTOR 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, CONTRACTOR has a discretion exercisable as between SINDH BANK and any third party concerned, CONTRACTOR shall exercise its discretion fairly.
- (c) It shall in all professional matters act as a faithful adviser to SINDH BANK;
- (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. SINDH BANK shall not be responsible for monitoring CONTRACTOR 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 CONTRACTOR, 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



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KARACHI PAKISTAN

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- (h) CONTRACTOR, its employees and sub-contractor (if any) shall respect the laws and customs of Pakistan.

11. WARRANTIES AND REPRESENTATIONS

- a. 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 Agreement.
- b. 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.
- c. Both Parties will use all reasonable care, skill and diligence in carrying out their obligations, duties and responsibilities under this Agreement.
- d. 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.
- e. 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.
- f. CONTRACTOR acknowledges that SINDH BANK has entered into this Agreement on the basis of the representations and undertakings made by CONTRACTOR throughout this Agreement.

12. 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.

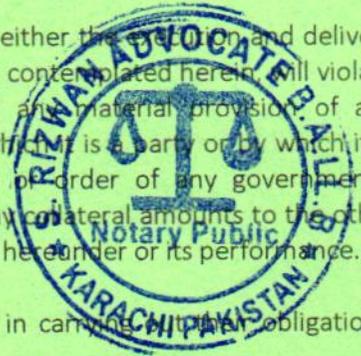
13. INTELLECTUAL PROPERTY

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

14. DAMAGE TO PERSONS AND PROPERTY

- a) CONTRACTOR shall indemnify, defend and hold harmless SINDH BANK, all personnel in the service of SINDH BANK and its directors and shareholders against all losses, expenses, liabilities and claims for any injuries suffered by any CONTRACTOR employee at the SINDH BANK lounges or personal injury including death of any CONTRACTOR employee, or damage to any SINDH BANK 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.
- b) SINDH BANK or any personnel in the service of SINDH BANK 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 CONTRACTOR.

- c) Notwithstanding anything contrary to the aforesaid provisions, if the designated personnel of CONTRACTOR are unable to provide the Services to SINDH BANK for more than two (5) consecutive days for any reason whatsoever, the CONTRACTOR will have to immediately depute other designated personnel to provide such Services to SINDH BANK and such designated personnel shall continue providing such Services on the terms and conditions mentioned in this Agreement.



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KARACHI-PAKISTAN

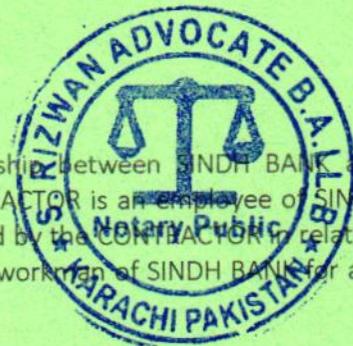
15. COMPLIANCE WITH LAWS

CONTRACTOR shall comply with all applicable laws, ordinances, regulations, and codes concerning CONTRACTOR'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.

The Contractor shall implement data handling, storage, transmission, and destruction practices in accordance with SBP's Data Protection and Privacy Framework. All data must be securely stored, access-controlled, encrypted in transit and at rest, and permanently deleted following contract termination or upon Bank's instruction, using approved secure destruction methods.

16. CONTRACTOR EMPLOYEES

- a) It is specifically agreed and understood that the relationship between SINDH BANK and CONTRACTOR is of purchaser and seller. Neither the CONTRACTOR is an employee of SINDH BANK nor any of the servant, worker, or personnel employed by the CONTRACTOR in relation to this Agreement shall be deemed to be the employee, or worker of SINDH BANK for any purpose and vice versa.
- b) The CONTRACTOR and its employees/staff shall be bound to comply with and adhere to all Safety Rules and Regulations enforced by the SINDH BANK as well as per applicable of laws while performing the Services.
- d) The CONTRACTOR and its employees/staff deployed to perform Services shall be subject to the standards of conduct set forth in the SINDH BANK's workplace harassment policy during their presence in any of SINDH BANK's premises. The CONTRACTOR has to contact appropriate authority with SINDH BANK if any complaint or violation of the standards of conduct occurs. If the situation elevates to the point where an investigation is required, the CONTRACTOR and/or its employees/staff has to fully cooperate with the investigation.



17. FURTHER ACTION

- a) 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.

18. ASSIGNMENT AND SUB-LETTING

- a) This Agreement is personal in nature and cannot be assigned by CONTRACTOR without prior written permission of SINDH BANK. SINDH BANK however, shall have the right to assign this Agreement to any third party without the consent of CONTRACTOR.
- b) CONTRACTOR 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 SINDH BANK.
- c) The Contractor shall ensure that any subcontractor engaged adheres to the same security, privacy, and compliance standards as required under this agreement. The Contractor remains fully liable for all actions and omissions of subcontractors.
- d) The Bank shall have the right to audit, inspect, and verify the Contractor's compliance with this agreement, including subcontractor activities where applicable, through on-site inspections, evidence reviews, or third-party assessments, at least annually or upon material change.

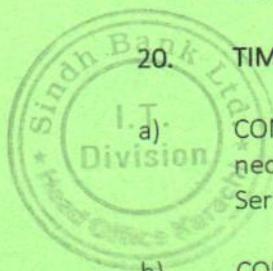
19. TIME OF ESSENCE

CONTRACTOR 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 SINDH BANK, immediately commencing from the date of signing of this Agreement.

20. TIMELINE AND DELIVERABLES

- a) CONTRACTOR 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 SINDH BANK immediately from the date of signing of this Agreement

- b) CONTRACTOR shall maintain the highest professional code of conduct in its dealings. CONTRACTOR, its partners, employees, contractual staff, etc. shall be responsible for any loss,



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delay or inconvenience caused to the SINDH BANK 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 SINDH BANK under this Agreement or any other applicable laws.

21. REGULATORY UNDERTAKING

- a) In order to comply with certain regulatory requirements by the SINDH BANK, the CONTRACTOR hereby declares and undertakes that:
- CONTRACTOR and/or its proprietor/partners/directors have never been adjudged insolvent in any court of law.
 - no execution of decree or order of any court of law / forum, and/or authority remains unsatisfied against the CONTRACTOR and/or its proprietor /partners/directors
 - CONTRACTOR and/or its proprietor/partners/directors have never been bound /defaulted with any creditors/ financial institutions.
 - CONTRACTOR and/or its proprietor/partners/directors have never been convicted of any financial crime.
 - No negative credit reporting was ever made against the CONTRACTOR and/or its proprietor/partners /directors in any credit monitoring bureau.
- b) CONTRACTOR understands that any misinformation or lack of disclosure shall constitute breach of trust and may result in CONTRACTOR not being given any further business /services from SINDH BANK and/or immediate suspension of Services under the Agreement. The CONTRACTOR also understands that if anything contained herein above is found incorrect /false/misleading, the SINDH BANK shall have a right to initiate any action, civil or criminal, or proceedings before any court/forum at any time against the CONTRACTOR and/or its proprietor/ partners /directors.



22. 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.

23. 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.

24. 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.

25. Ensuring Access to SBP

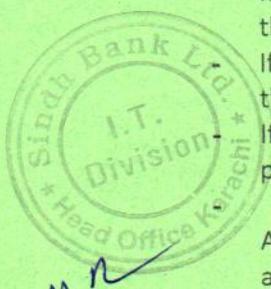
CONTRACTOR and SINDH BANK will ensure that the State Bank of Pakistan is provided necessary access to the documentation and records in relation to the outsourced activities and the right to conduct on-site to CONTRACTOR if required.

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26. Termination of Agreement by the Bank:

- If the CONTRACTOR, in the judgment of the Bank has engaged in corrupt and fraudulent practices in competing for or in executing the Agreement.
 - If, as the result of Force Majeure, the CONTRACTOR is unable to perform a material portion of the Services for a period of not less than thirty (30) days; and
- If the SINDH BANK, in its sole discretion and for any reason whatsoever, decided to terminate this Agreement.
- If issued two (2) warning letters /emails by SINDH BANK for unsatisfactory current performance of CONTRACTOR.

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KARACHI PAKISTAN**



Any notice, request or consent required or permitted to be given or made pursuant to this agreement shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent to such Party at the given address.

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A party may change its address for notice by giving a notice to the other Party in writing of such change.

CONTRACTOR will not assign its job to anyone, except prior written permission of the bank.

27. Authorized Representative:

- Any action required or permitted to be taken, and any document required or permitted to be executed under this agreement by the Bank or the CONTRACTOR may be taken or executed by the authorized officials.

28. Goods Faith:

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

29. Conflict of Interest:

CONTRACTOR shall hold the Sindh Bank's interest's paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.

30. Anti- Money Laundering Requirement:

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

31. Governing Law Jurisdiction

This Agreement shall in all respects be constructed and be governed in the accordance with the Laws of Pakistan and both the parties i.e. SINDH BANK and CONTRACTOR, hereby submits to the jurisdiction of the local courts in Karachi in any legal proceedings and as regard any claims or matter relating to this Agreement.

32. Force Majeure

Neither party shall be liable for any failure to perform or observe its obligations under this Agreement, if such failures or delays are caused by acts of God, wars, riots, strikes, accident, explosion, fire, shortage of labor or materials, labor disputes, government restrictions, or any other cause beyond its reasonable control. In the event of the occurrence of any of the foregoing, the date of performance shall be deferred for a period of time equal to the time lost by reason of the delay. The affected party shall notify the other in writing of such events or circumstances promptly upon their occurrence.

33. Incident Response & BCP

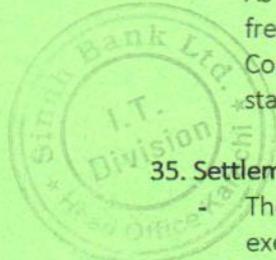
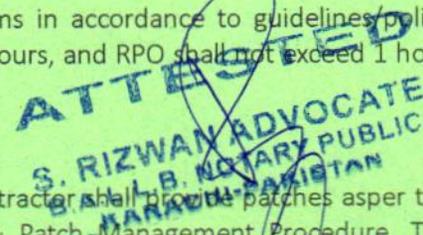
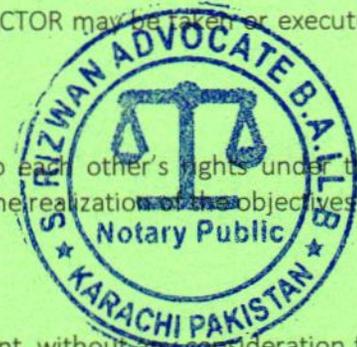
- The Contractor shall fully cooperate with the Bank in investigation, containment, remediation of security incident, and participate in periodic joint incident response exercises as requested by the Bank.
- The Contractor shall implement Full Packet Capture (FPC) for critical infrastructure components and retain packet capture data for no less than 90 days for forensic purposes, upon request by the bank.
- The Service Provider shall establish and maintain Recovery Time Objectives (RTOs) and Recovery Point Objectives (RPOs) for all critical systems in accordance to guidelines/policy provided by the Bank. Default RTO shall not exceed 4 hours, and RPO shall not exceed 1 hour unless otherwise agreed

34. Vulnerability & Patch management:

As per the Sindh Bank Global Policy Standards, the Contractor shall provide patches as per the frequency and security levels in Bank Vulnerability & Patch-Management Procedure. The Contractor shall maintain documented patch management procedures and provide patching status reports upon Bank's request.

35. Settlement of Disputes:

- The Parties agree that the avoidance or early resolution of disputes is crucial for a smooth execution of the Agreement and the success of the assignment. The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with the Agreement or its interpretation.



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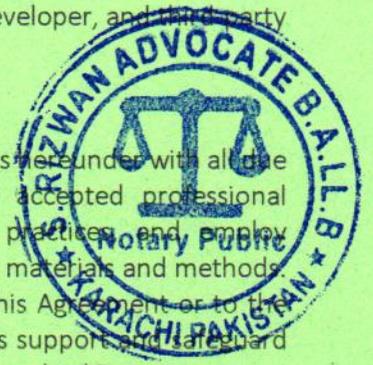
- If Parties fail to amicably settle any dispute arising out of or in connection with the Agreement within (10) days of commencement of such informal negotiations, the dispute shall be referred to arbitration of two arbitrators, one to be appointed by each party, in accordance with the Arbitration Act, 1940. Venue of arbitration shall be Karachi, Pakistan and proceedings of arbitration shall be conducted in English.

36. Access Control:

- Multi-Factor Authentication (MFA) shall be mandatory for all remote access to the Bank's infrastructure, systems, and cloud portals, including administrative, developer, and third party accounts.

37. Further Obligation of the Contractor:

1. CONTRACTOR shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices and employ appropriate technology and safe and effective equipment, machinery, materials and methods. CONTRACTOR shall always act, in respect of any matter relating to this Agreement or to the Services, as faithful advisers to the SINDH BANK, and shall at all times support and safeguard the SINDH BANK legitimate interests in any dealing with Sub-Suppliers or third Parties.
2. In the event the CONTRACTOR fails to fulfill its obligations during the warranty period, the CONTRACTOR shall repair, replace, or rectify the reported fault within the resolution timelines specified in the applicable Service Level Agreement (SLA), based on the priority classification of the incident.
3. Where the CONTRACTOR fails to complete the required repair within the prescribed SLA resolution time due to reasons attributable solely to the CONTRACTOR, SINDH BANK shall, after providing written notice, be entitled to carry out or arrange the repair through a third party. The reasonable and directly related costs incurred shall be recoverable by deduction from the Performance Security and/or any undisputed upcoming payments due to the CONTRACTOR.
4. Any failure or delay constituting a breach of warranty obligations shall attract service credits strictly in accordance with the SLA, which shall be without prejudice to the Bank's right to recover direct repair costs as stated above. All risks and costs directly arising from such breach shall be borne by the CONTRACTOR.
5. If the obligation of warranty period is not met or delayed, the repair etc. requirement on this account will be carried out by the bank & the billed amount will be deducted from the performance security/ upcoming payment due to CONTRACTOR. Risk & subsequent cost to this effect if any will be liability of the CONTRACTOR and any subsequent expenses on the equipment will also be borne by the CONTRACTOR.



Incident Response and Escalation Table

Priority	Response SLA	Specialist Review	Escalation Manager	Escalation Director	Email Frequency	Target Resolution
P1	30 Minutes	2 Hour	Immediate	2 Hours	Hourly	2 hours
P2	1 Hour	4 Hours	4 Hours	4 Hours	4 Hours	1 Day
P3	12 Hours	8 Hours	2 Days	Never	Daily	10 Days
P4	24 Hours	24 Hours	2 Days	Never	Daily	30 Days

38. Extension of Time:

Any period within which Party shall, pursuant to this agreement, complete an action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

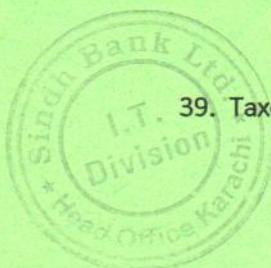
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B.A.L.L.B. NOTARY PUBLIC
KARACHI, PAKISTAN

39. Taxes and Duties

CONTRACTOR and its Personnel shall be liable to pay such direct or indirect taxes duties, fees, and other impositions levied under the Applicable Laws, the amount of which deemed to have been included in Contract Price.

40. All terms and condition of the tender document will remain part of this agreement.

41. CONTRACTOR shall provide the performance security in the form acceptable to the Bank for the 5% of the tender value for the period of 1 Year from the date of Submission of performance



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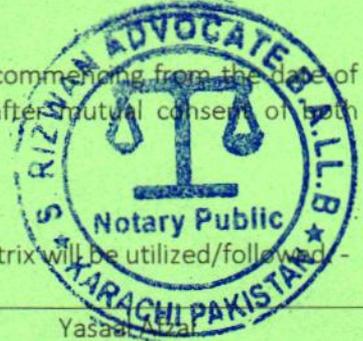
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security, which will be extended if required to Sindh Bank. In case CONTRACTOR does not fulfill its commitments, the bank reserves the right to enforce the performance security as per SPPRA Rules.

42. The term of this agreement shall be for the period of one year, commencing from the date of signing of this agreement and may be extended every year after mutual consent of both parties.

43. Support Escalation Matrix:

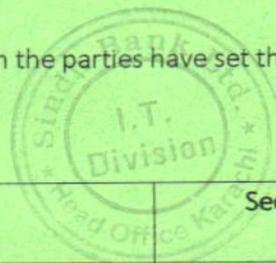
For timely addressing of complaints given support escalation matrix will be utilized/ followed -



LEVEL-1	Name/Designation (support staff)	Yasaal Afzal (Sr. Support Engineer)
Generic Support: First complain if the call is not resolved "within specified response time" (24 hours) Security Related Support: First complain if the call is not resolved "within specified response time" (4 hours)	Landline Phone	
	Email	yasaal.afzal@securenetworks.pk
	Cell	+923363296206
LEVEL-2	Name/Designation (Regional Head/Manager/GM)	Asad Abbas Dhanji VP - Sr. Systems Security Engineer
Generic Support: 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) Security Related Support: 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 (12 hours)	Landline Phone	
	Email	abbas.dhanji@securenetworks.pk
	Cell	+923212564607
LEVEL-3	Name/Designation (CEO of the firm)	Asad Effendi CEO
Generic Support: 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 (72 hours) Security Related Support: 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 (24 hours)	Landline Phone	
	Email	asad.effendi@securenetworks.pk
	Cell	+923202896110
Note: Ensure that no column above is left blank		

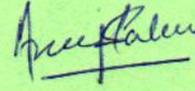
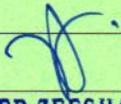
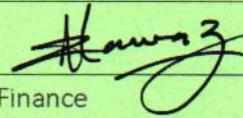
In witnesses hereunder both the parties have set their hands on the day and year mentioned.

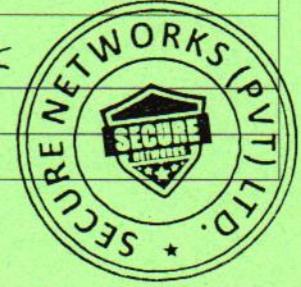
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Sindh Bank Limited		Secure Networks Private Limited	
Address:	3rd Floor, Federation House, Clifton, Karachi, Pakistan	Address:	Office No. B1, 2nd Floor, Plot No. 59-C, 24th Commercial Street, Tauheed

mn *Asad*

			Commercial Area, DHA, Karachi.
Name		Name:	Areej Saleem
Signatures:		Signatures:	
Title:	Muhammad Adnan Siddiqui EVP Head Information Technology Sindh Bank Limited Head Office, Karachi	Title:	VP Director Global Operations
Date:		Date:	04- February- 2026
Witness:		Witness:	
Name:		Name:	Zahid Nawaz
Signatures:	SYED ZEESHAN-UL-HAQ SVP Information Technology SINDH BANK LIMITED Head Office, Karachi.	Signatures:	
Title:		Title:	Head of Finance
Date:		Date:	04 – February- 2026



Annexure A

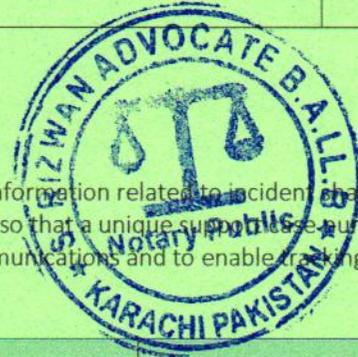
BILL OF QUANTITIES (BOQ) AND PRICE SCHEDULE

Supply and Installation of

S.N O	Item	Unit Price	Quantity	Amount (PKR)
1	Patch Management Solution	6,675.00	2000	13,350,000.00
*Total Amount (In PKR)				

Escalation Metrix:

and either by the customer directly by email or via telephone. All the information related to incident shall be shared with Secure Networks dedicated support engineer for Gemalto so that a unique support case number can be generated – this case number must be available for all further communications and to enable tracking of that issue to Closure.



Description	Method	
Online	https://support.securenetworks.pk	Currently N/A
Email	support@securenetworks.pk	Available

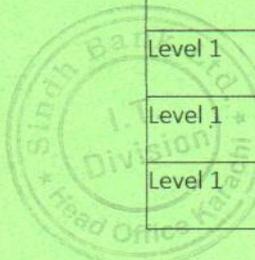
For Priority 1 cases telephone is the preferred method of call logging.

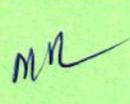
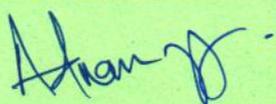
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Escalation Contacts

The people listed below are our Escalation Contacts for this Agreement.

Level	Contact Name	Title	Tel #	Email
Level 4	Hasan Imam	Director Technical	+923349540351	hasan.imam@securenetworks.pk
Level 4	Mohsin Tufail	Director Growth	+923444482624	mohsin.tufail@securenetworks.pk
Level 3	Salman Saeed	Lead Engineer	+923222068806	salman.saeed@securenetworks.pk
Level 3	Asad Abbas Dhanji	Lead Engineer	+923212564607	abbas.dhanji@securenetworks.pk
Level 2	Yasaal Afzal	Sr. Support Engineer	+923363296206	yasaal.afzal@securenetworks.pk
Level 1	Abdullah Ehraz	Support Engineer - 3	+923112891135	abdullah.ehraz@securenetworks.pk
Level 1	Ahsan Sohail	Support Engineer - 2	+923113279613	ahsan.sohail@securenetworks.pk
Level 1	Kamran Ali	Support Engineer - 1	+923170009573	kamran.alil@securenetworks.pk



Escalation Contacts are used to inform all relevant stakeholders within the Customer business hierarchy of the status of P1 Incidents. The proliferation of this information will take the form of emails. Escalation Contacts will also possess the authority to approve Emergency changes should they be required.

Escalation contact will follow the hierarchy from Level 1 to Level 3.

- Incident Management**

Service Description

Support is accessed through the Secure Networks dedicated support line, call routing to the case owner or the relevant incident team can be made from this point to ensure the customer reaches the expertise needed in a timely manner.

All incidents will be recorded on Secure Networks internal Service Desk system under the Incident Management workflow. The Secure Networks records the name of the person reporting the incident, time of call and any other pertinent information, along with criteria for resolution to ensure the workflow is initiated correctly.

It should be noted that the Customer shall report priority 1 and 2 cases via telephone only. Priority 1 and 2 cases are the highest priority incidents reserved for when systems are non-functioning or offline or when users are directly unable to work on the systems provided. As such the customer should inform the dedicated support engineer via telephone to ensure the ticket is opened immediately.

For an Incident, "Response" is the time from when the Customer first logs a request with a Secure Networks professional for assistance to the time that the Secure Networks responds with a suitably qualified employed person whether via an email, telephone call or in person. Support to provide a resolution shall be provided from the time of Response until such time as the Incident has been resolved.

For an Incident, "Escalation" shall take place if a resolution to the Incident has not been achieved within the timeframe set out in the table above and will continue to be escalated until details of the Incident is given to the Escalation Director.

From the time of Response until resolution, updates shall be provided to the Named Contacts and/or Escalation Contacts by email at such frequencies as set out in the table above.

- Service Levels, Key Performance Indicators and Service Credits.**

Category	Service Level Target
P1 Incidents	90% of incidents responded to within 30 minutes.
P2 Incidents	90% of incidents responded to within 1 hour.
P3 Incidents	90% of incidents responded to within 4 hours.
P4 Incidents	90% of incidents responded to within 1 day.

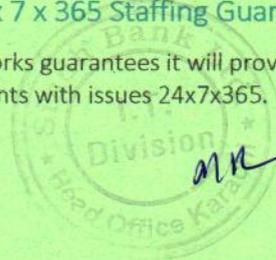
Category	Service Level Target	Minimum Service Level
P1 Incidents	90% of incidents responded to within 30 minutes.	90%
P2 Incidents	90% of incidents responded to within 1 hour.	80%
P3 Incidents	90% of incidents responded to within 4 hours.	80%
P4 Incidents	90% of incidents responded to within 1 day.	None
Root Cause	90% of P1 Incidents to receive a Root Cause Analysis within 10 days.	None

- Secure Networks SLA Guarantee**

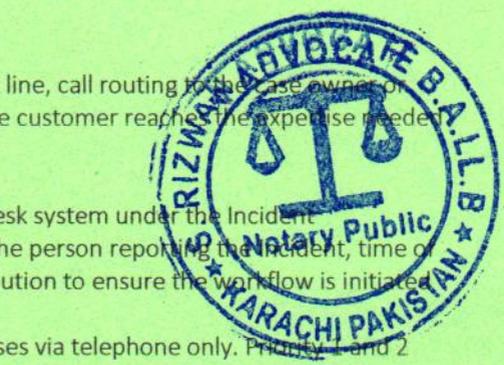
Secure Networks takes responsibilities to the Customer very seriously and is proud to offer one of the most comprehensive Service Level Agreements ("SLA") in the industry. We are committed to providing the Customer with the reliable services, support, management and secure infrastructure.

- 24 x 7 x 365 Staffing Guarantee**

Secure Networks guarantees it will provide technical staff 100% of the time in our operations department to assist our clients with issues 24x7x365.



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- **Confidentiality**

Customer data is confidential information. As such, Secure Networks have a policy in place that instructs our staff how to act when working on customer infrastructure. This is to ensure we restrict access to sensitive data and not compromise a customer's privacy.

We classify access rights as follows:

Classification	Risk Level	Example systems
No Access/Only with customer present	High	Databases, CRM systems, Financial Systems, ERP – user credentials or server system admin accounts
Restricted Access	Medium	Access to infrastructure management consoles, i.e. switches, storage, servers, vCenter, backup server, Citrix XenApp – for purposes of infrastructure management – access to servers to perform updates and patches using special administrator accounts
Full Access	Low	Secure Networks tools implemented on customer site for monitoring or patching or providing reporting.

System access is then granted based on classification. Most often we will use remote management tools with each session instigated by the customer, the customer can then stay online with the engineer to observe what work is being undertaken and what systems are being accessed if desired.

The customer is the owner of all information and can set the classification as he or she desires. The responsibility will be with the information owner to advise the Secure Networks of the desired level of access. By default, Secure Networks will use the above-mentioned method for data classification.

Annexure -B

- SCOPE OF WORK

3. Scope of Work:



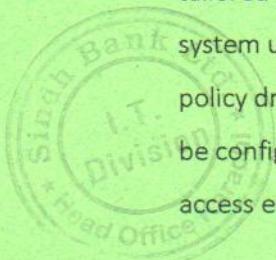
Deployment & Configuration

As part of the project, Ivanti Endpoint Process Manager (EPM) will be installed and configured within the customer's environment, including the deployment of the Ivanti EPM Core Server to serve as the central management and control point. Endpoint agents will be rolled out across all designated Windows and Linux devices to ensure seamless communication with the core server and enable centralized management capabilities. Role-based access control (RBAC) will be configured to define administrative roles and permissions, ensuring that access to management functions is aligned with organizational security policies and the principle of least privilege. Additionally, Ivanti EPM will be integrated with the customer's Active Directory and/or LDAP services to enable centralized authentication, streamline user management, and ensure consistent access control across the environment.

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Endpoint Management

The solution will be configured to support comprehensive endpoint management functions, including the creation and deployment of software distribution policies and custom packages tailored to organizational requirements. Patch management will be set up to manage operating system updates as well as third-party application patches, enabling automated, scheduled, and policy driven updates to maintain security and compliance. Secure remote-control capabilities will be configured to support IT service and support teams, allowing authorized personnel to remotely access endpoints for troubleshooting and maintenance in a secure manner. Device discovery will



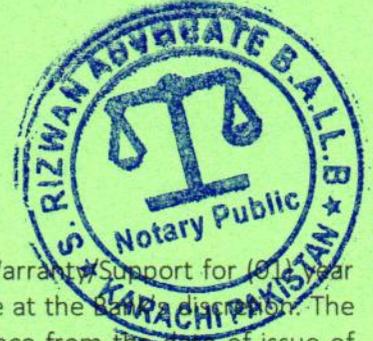
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also be enabled to automatically identify and register endpoints within the network, ensuring complete visibility and effective management of all managed devices.

Knowledge Transfer & Documentation

Knowledge transfer activities will be conducted as part of the project to ensure the customer's IT staff are fully equipped to operate and manage the Ivanti EPM solution. This will include structured administrator training sessions and hands-on workshops covering core system administration, endpoint management, patching workflows, security controls, and troubleshooting procedures. Comprehensive documentation will be provided, including configuration details, operational guidelines, and best practices, to support ongoing management, maintenance, and future scalability of the solution.

Solution will be deployed and will have below inventory.



License /Warranty / Support /

It would be mandatory for the Bidder to provide a hardware/license/Warranty/Support for (01) year for the product and provide on-site comprehensive support, extendable at the Bank's discretion. The hardware/license/Warranty/Support period of one year would commence from the date of issue of the Completion Certificate by the Bank. During the Warranty period, the Bidder would be required to undertake all necessary modifications not falling under the purview of 'Change Management' such as updates, bug fixes, changes in the application, or any other support as and when required at no extra cost.

*The licenses of the required other associate / supporting tools should be provided by the bidder

Annual Maintenance Contract (AMC)

The Bank shall enter an AMC agreement with the successful bidder initially for the period of One (1) year on a per-year basis to provide the complete utility of maintenance & and support services (i.e., on-site & and off-site) after the expiry of the warranty period. The agreement would also capture the responsibilities and obligations of the selected bidder and SBL. Any major changes in the application which will fall under the 'Change Management', the vendor will be paid separately.

Quoted hardware solution must have an end of life beyond (05) years at the time of submission.

Delivery Time: 3-4 Weeks after PO.

Penalty: In case of failure to supply the requisite within seven (07) working days after the delivery time, as described above, Pak Rupees Ten thousand (PKR10,000/-) per day may be charged.

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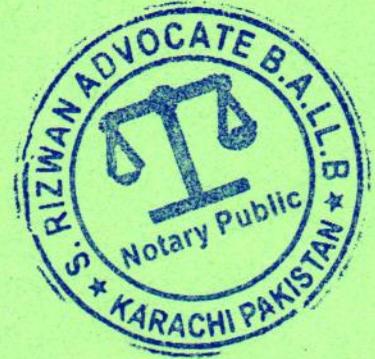


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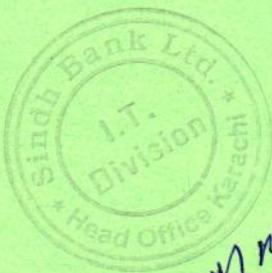
Annexure C

PAYMENT SCHEDULE

- a) Payment Terms: 50% After Delivery and 50% after deployment
- b) Contractor Shall Submit the Performance Security at 5% of the Contract Amount
- c) The Performance Security Shall Be Released 1 Year After Delivery and Acceptance



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