SINDH PUBLIC PROCUREMENT REGULATORY AUTHORITY

CONTRACT EVALUATION FORM

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

1)	NAME OF THE ORGANIZATION / DEPT	SINDH BANK LIMITED/ADMINISTRATION
	NAME OF THE ORGANIZATION / DEPTT. PROVINCIAL / LOCAL GOVT./ OTHER	SCHEDULED BANK
2)3)	TITLE OF CONTRACT	Suppy & Installation of Computer Servers along with OS
<i>3)</i> 4)	TENDER NUMBER	SNDB/COK/ADMIN/TD/11652020
	BRIEF DESCRIPTION OF CONTRACT	Same as above
	FORUM THAT APPROVED THE SCHEME	Competent Authority
7)	TENDER ESTIMATED VALUE	Rs.22,320,000/-
,	ENGINEER'S ESTIMATE (For civil works only)	
9)	ESTIMATED COMPLETION ERIOD (AS PI	ER CONTRACT) 1 Year
10)	TENDER OPEN O ON (, ATE & TAE)	03/06/2020 at 1000 Hrs (Tech.) 03/06/2020at 1100 Hrs (Fin.)
11)	NUMBER OF TEN SPOCULENTS OLD (Attach list of buyers)	3
12)	NUMBER OF BIDS RECEIVED	
13)	NUMBER OF BIDDERS PRESENT AT 7	TIME TOPENING OF BIDS
14)	BID EVALUATION REPORT (Enclose a copy)	26/04/020
15)	NAME AND ADDRESS OF THE SUCCESSF	UL OD M/s. trontech Pvt Ltd Pol # 1.6 [17]
ŕ		Rs.15,982, 0/- Mr Salie 05
16)	CONTRACT AWARD PRICE	Kon 4~a
17)	RANKING OF SUCCESSFUL BIDDER IN E	VALUATION LEPO T
ĺ	(i.e. 1 st , 2 nd , 3 rd EVALUATION BID).	1. M/s. Astrontech (Pvt.) 2. M/s. JMegaplus Pakiran
		3. M/s. Hybrid Technologies (Pvt.) Ltd
18)	METHOD OF PROCUREMENT USED : - (T	ick one)
	a) SINGLE STAGE – ONE ENVELOPE	E PROCEDURE Domestic/ Local
	b) SINGLE STAGE – TWO ENVELOP	E PROCEDURE
	c) TWO STAGE BIDDING PROCEDU	RE
	d) TWO STAGE – TWO ENVELOPE I	BIDDING PROCEDURE
	PLEASE SPECIFY IF ANY OTHER EMERGENCY, DIRECT CONTRACTION	R METHOD OF PROCUREMENT WAS ADOPTED i.e. NG ETC. WITH BRIEF REASONS:

				Competent Authority		
9)	APPROVING AUTHORITY FOR AWARD OF CONTRACT					
20)	WHET	THER THE PROCUREMENT WAS INCLUDED I	N ANN	Yes No No		
21)	ADVE	RTISEMENT:				
	i)	SPPRA Website (If yes, give date and SPPRA Identification No.)	Yes	SPPRA NIT ID :T00531-19-0052		
		(11 yes, give date and St 1 K/1 Identification 100.)	No			
	ii)	News Papers (If yes, give names of newspapers and dates)	Yes	Express Tribune, Daily Express & Sindhi Express (11/05/2020)		
		• ()	No			
				L		
22)	NATU	URE OF CON RAC		Domestic/ Local		
23)		THER QUALIFICATION CRASSINGLED TO MENTER OF THE STATE OF	JTS?			
		, enclose a copy)	115 ;	Yes / No		
24)		THER BID EVALUATION CRITERIA INCLUDED IN BIDDING / TENDER DOCUM	TS?	Yes / No		
		, enclose a copy)	113:			
		~				
25)		THER APPROVAL OF COMPETENT AUTHORI HOD OTHER THAN OPEN COMPETITIVE BIDI	_	AS OP TO DEFORM USING A Yes No		
				165 1140 7		
26)	WASI	BID SECURITY OBTAINED FROM ALL THE B	IDDEF	Yes V No		
27)		THER THE SUCCESSFUL BID WAS LOWEST F BEST EVALUATED BID (in case of Consultancie		ATED Yes V No		
28)		THER THE SUCCESSFUL BIDDER WAS TECH PLIANT?	NICAL	LY Yes / No		
29)		THER NAMES OF THE BIDDERS AND THEIR TIME OF OPENING OF BIDS?	. QUOʻ	TED PRICES WERE READ OUT AT Yes V No		
30)		THER EVALUATION REPORT GIVEN TO	BIDD	ERS BEFORE THE AWARD OF		
	CONT	FRACT?				

31) ANY COMPLAINTS RECEIVED (If yes, result thereof)	Yes	
	No	No
32) ANY DEVIATION FROM SPECIFICATIONS GIVEN IN (If yes, give details)	ГНЕ Т	ENDER 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 rease 3.)	Yes	
(if yes) give detailed reason.)		
	No	No
35) WAS IT ASSURED BY THE PROCURING A FNCY BLACK LISTED?	THAT	THE SELECTED FIRM IS NOT Yes V No
	PRC	PROCURING AGENCY TO THE CUREMENT? IF SO, DETAILS TO ROAD: Yes No
37) WERE PROPER SAFEGUARDS PROVIDED ON MOTHE CONTRACT (BANK GUARANTEE ETC.)?	ILIZA	Yes No V
38) SPECIAL CONDITIONS, IF ANY (If yes, give Brief Description)	Yes	
Lt Col (IV) Changa = 199	No	no / 223
FOR OFFICE USE ONLY SINDH BANK LIMITED		

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

Print Save Reset

	Technical & Financial Proposals Evaluation Report						
	Supply & Installation Of Computer Server Hardware Along With Operating System						
I	l Name of Procuring Agency Sindh Bank Ltd.						
2	Tender Reference No.	SNDB/COK/ADMIN/TD/1165/2020					
3	Tender Description	Supply & Installation Of Computer Server Hardware Along With Operating System					
4	Method of Procurement	Single Stage One Envelop Bidding Procedure					
5	Tender Published	SPPRA S. No. T00531-19-0052					
6	Total Bid Documents Sold	03					
7	Total Bids Received	03					
8	Technical Bid Opening Date	03/06/2020					
9	Financial Bid Opening Date	03/06/2020					
	No of Bid Technically						
10	Qualified	03					
11	Bid(s) Rejected	00					

S. No.	Name of Company	Cost Offered by Bidder	Ranking in Terms of Cost	Comparison with Estimated Cost (Rs.22,320,000/-)	Reason for Acceptance/ Rejection	Remarks
0	1	2	3	4	5	6
I	M/s Astrontech (Pvt)ltd	Rs.15,982,600/-	1st lowest Bidder	Rs.6,337,400/- Below with the estimated cost	Accepted Being Qualified	
2	M/s Megaplus Pakistan	Rs.17.336.612/-	2 nd lowest Bidder	Rs.4,983,388/- Below with the estimated cost	2 nd Lowe	st Bidder
3	M/s Hybrid Technologies	Rs.18.613,359/-	3 rd lowest Bidder	Rs.3,706,641/- Below with the estimated cost	3 rd Lowe	st Bidder

Note M/s Astrontech (Pvt) Ltd is selected for the Supply & Installation Of Computer Server Hardware Along With Operating System to Sindh Bank Limited being the 1st Lowest Qualified Bidder.

Members - Procurement Committee

(Mr. Saeed Jamal) Chief Financial Officer - EVP - Chairperson

(Col. Shahzad Begg) Head of Administration – EVP – Member

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

Signature

A charte

Y	Eligibility Criteria of Server	si for	ceen
Requisite	*Evidence required to be attached	Complian	ice / Proof
relevant field	of Business / NTN.	Yes	No
Turn Over in last 3 Years should be at least 50 million	Audit Report / Tax Return (attach as Annexure "2")	Ves	No
Registration with Income Tax Sales Tax and SRB	NTN,GST and SRB Certificates (attach as Annexure "3")	Yes	No
Offices in minimum 3 major cities. Office in Karachi is mandatory	Complete address along with PTCL landline numbers (attach as Annexure "4")	Yes	No
The offered product must have been supplied/ installed by manufacturer in 03 countries including Pakistan	Certificate from Manufacturer (attach as Annexure "5")	Yes	No
Company must provide a valid Manufacturer Authorization Certificate for Sale/Deal in Pakistan	Manufacturer Authorization Certificate (Attach as Annexure "6")	Yes	No
The Product Quoted in the bid must be currently used by at least one Bank in Pakistan other than Sindh Bank.	Attach Documentary Evidence or Letter from Manufacturer (Attach as Annexure "7")	Yes	No
	Minimum 03 Years in business in the relevant field Turn Over in last 3 Years should be at least 50 million Registration with Income Tax Sales Tax and SRB Offices in minimum 3 major cities. Office in Karachi is mandatory The offered product must have been supplied/ installed by manufacturer in 03 countries including Pakistan Company must provide a valid Manufacturer Authorization Certificate for Sale/Deal in Pakistan The Product Quoted in the bid must be currently used by at least one Bank in	#Evidence required to be attached Minimum 03 Years in business in the relevant field Turn Over in last 3 Years should be at least 50 million Registration with Income Tax Sales Tax and SRB Offices in minimum 3 major cities. Office in Karachi is mandatory The offered product must have been supplied/ installed by manufacturer in 03 countries including Pakistan Company must provide a valid Manufacturer Authorization Certificate for Sale/Deal in Pakistan *Evidence required to be attached Letter of Incorporation / Company Registration Letter / Letter or Declaration of Commany Registration Letter of Incorporation / Company Registration Letter / Letter or Declaration of Commanneement of Business / NTN. (attach as Annexure "1") Audit Report / Tax Return (attach as Annexure "2") NTN , GST and SRB Certificates (attach as Annexure "3") Complete address along with PTCL landline numbers (attach as Annexure "4") Certificate from Manufacturer (attach as Annexure "5") Manufacturer Authorization Certificate (Attach as Annexure "6") Manufacturer Authorization Certificate (Attach as Annexure "6") Attach Documentary Evidence or Letter from Manufacturer	Minimum 03 Years in business in the relevant field Minimum 03 Years in business in the relevant field Turn Over in last 3 Years should be at least 50 million Registration with Income Tax Sales Tax and SRB Offices in minimum 3 major cities. Office in Karachi is mandatory The offered product must have been supplied/ installed by manufacturer in 03 countries including Pakistan Company must provide a valid Manufacturer Authorization Certificate for Sale/Deal in Pakistan The Product Quoted in the bid must be currently used by at least one Bank in Letter of Incorporation / Company Registration Letter / Letter of Incorporation / Commany Registration Audit Report / Tax Return (attach as Annexure "2") NTN , GST and SRB Certificates (attach as Annexure "3") Yes Complete address along with PTCL landline numbers (attach as Annexure "4") Certificate from Manufacturer (attach as Annexure "5") Yes Attach as Annexure "6") Attach Documentary Evidence or Letter from Manufacturer Yes

ELIGIBILTY CRITERIA NOTE

- 1. There can be subsequent clarification to this specific tender for which it is advised to keep yourself abreast with the notification being hoisted on Sindh Bank Ltd & SPPRA websites regularly.
- Attachment of relevant evidence in eligibility criteria is mandatory. In case of non-provision of evidence in any of 2. the requisite, bidder will be disqualified.
- 3. The bidder's may participate with joint venture if required.

MANDATORY

- Attachment of Affidavit (specimen attached as Annexure "H") on stamp paper from the owner of the company.
- Writing of tender reference as given in the NIT on the Envelop, carrying tender document is must or the bank will not be responsible if the documents are not received by the Procurement Committee on time.

DISQUALIFICATION

The bidder will be considered disqualified prior to/during technical/financial evaluation process or after award of contract if:

- Black listed by SPPRA & Sindh Bank Ltd. 1.
- Issued with two (2) warning letters/emails by the Sindh Bank Ltd in the past to the bidder for unsatisfactory 2. performances.
- 3. Alternate bid is offered.
- <u>Subletting of Contract</u>. The qualified bidder sublets the contract in any form/stage to any other agency. 4.
- 5. The tender is deposited without Tender Fee.
- 6. <u>Verification from Client.</u> During verification process of the cliental list the response by any of the bank is unsatisfactory on account of previous performance.
- 7. Specification of Supplied Items. After supply, if the specification of supplied items are found different with the Items produced in front of committee at the time of technical evaluation.
- Premature Termination. In the past, if the company agreement has been prematurely been terminated after due qualification in any of the category of the tender.
- Non Attachment of Annexure "A" (With Financial Proposal) & Annexure "B" of tender document (With Financial Proposal if Bank Guarantee is going to be submitted as Bid Security).

Taimfor Ghausi

AVP/ Finance Division.

VP/Operations Dlv

Syed Zeeshan ul-Haq

SVP/ I.T. Division

vEligibility Criteria of Server Meglus

S. No.	Requisite	*Evidence required to be attached	Complian	ce / Proof
l	Minimum 03 Years in business in the relevant field	Letter of Incorporation / Company Registration Letter / Letter or Declaration of Commencement of Business / NTN, (attach as Annexure "1")	Yes	No
2	Turn Over in last 3 Years should be at least 50 million	Audit Report / Tax Return (attach as Annexure "2")	Yes	No
3	Registration with Income Tax Sales Tax and SRB	NTN,GST and SRB Certificates (attach as Annexure "3")	Yes	No
4	Offices in minimum 3 major cities. Office in Karachi is mandatory	Complete address along with PTCL landline numbers (attach as Annexure "4")	Ves	No
5	The offered product must have been supplied/ installed by manufacturer in 03 countries including Pakistan	Certificate from Manufacturer (attach as Annexure "5")	Yes	No
6	Company must provide a valid Manufacturer Authorization Certificate for Sale/Deal in Pakistan	Manufacturer Authorization Certificate (Attach as Annexure "6")	Yes	No
7	The Product Quoted in the bid must be currently used by at least one Bank in Pakistan other than Sindh Bank.	Attach Documentary Evidence or Letter from Manufacturer (Attach as Annexure "7")	Yes	No

ELIGIBILTY CRITERIA NOTE

- 1. There can be subsequent clarification to this specific tender for which it is advised to keep yourself abreast with the notification being hoisted on Sindh Bank Ltd & SPPRA websites regularly.
- 2. Attachment of relevant evidence in eligibility criteria is mandatory. In case of non-provision of evidence in any of the requisite, bidder will be disqualified.
- 3. The bidder's may participate with joint venture if required.

MANDATORY

- 1. Attachment of Affidavit (specimen attached as Annexure "H") on stamp paper from the owner of the company.
- 2. Writing of tender reference as given in the NIT on the Envelop, carrying tender document is must or the bank will not be responsible if the documents are not received by the Procurement Committee on time.

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- 2. Issued with two (2) warning letters/emails by the Sindh Bank Ltd in the past to the bidder for unsatisfactory performances.
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- The tender is deposited without Tender Fee.
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- 7. Specification of Supplied Items. After supply, if the specification of supplied Items are found different with the Items produced in front of committee at the time of technical evaluation.
- 8. <u>Premature Termination</u>. In the past, if the company agreement has been prematurely been terminated after due qualification in any of the category of the tender.

9. Non - Attachment of Annexure "A" (With Financial Proposal) & Annexure "B" of tender document (With Financial Proposal) f Bank Guarantee is going to be submitted as Bid Security).

Taimoor Ghausi

AVP/ Finance Division.

Ahs**a**n Ali

VP/ Operations Div

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

		ingibility Criteria of Server	_/	- 1
S. No.	Requisite	*Evidence required to be attached	Complian	ice / Proof
l l	Minimum 03 Years in business in the relevant field	Letter of Incorporation / Company Registration Letter / Letter or Declaration of Commencement of Business / NTN. (attach as Annexure "1")	Yes	No
2	Turn Over in last 3 Years should be at least 50 million	Audit Report / Tax Return (attach as Annexure "2")	Yan	No
3	Registration with Income Tax Sales Tax and SRB	NTN GST and SRB Certificates (attach as Annexure "3")	Xes	No
4	Offices in minimum 3 major cities. Office in Karachi is mandatory	Complete address along with PTCL landline numbers (attach as Annexure "4")	Yes	No
5	The offered product must have been supplied/ installed by manufacturer in 03 countries including Pakistan	Certificate from Manufacturer (attach as Annexure "5")	Yes	No
6	Company must provide a valid Manufacturer Authorization Certificate for Sale/Deal in Pakistan	Manufacturer Authorization Certificate (Attach as Annexure "6")	yes	No
7	The Product Quoted in the bid must be currently used by at least one Bank in Pakistan other than Sindh Bank.	Attach Documentary Evidence or Letter from Manufacturer (Attach as Annexure "7")	Xes	No

Eligibility Criteria of Server

ELIGIBILTY CRITERIA NOTE

There can be subsequent clarification to this specific tender for which it is advised to keep yourself abreast with 1. the notification being hoisted on Sindh Bank Ltd & SPPRA websites regularly.

Qualified / Disqualified

- Attachment of relevant evidence in eligibility criteria is mandatory. In case of non-provision of evidence in any of 2. the requisite, bidder will be disqualified.
- The bidder's may participate with joint venture if required. 3.

MANDATORY

- Attachment of Affidavit (specimen attached as Annexure "H") on stamp paper from the owner of the company.
- Writing of tender reference as given in the NIT on the Envelop, carrying tender document is must or the bank will not be responsible if the documents are not received by the Procurement Committee on time.

DISQUALIFICATION

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- Black listed by SPPRA & Sindh Bank Ltd.
- Issued with two (2) warning letters/emails by the Sindh Bank Ltd in the past to the bidder for unsatisfactory performances.
- Alternate bid is offered.
- Subletting of Contract. The qualified bidder sublets the contract in any form/stage to any other agency.
- The tender is deposited without Tender Fee.
- Verification from Client. During verification process of the cliental list the response by any of the bank is unsatisfactory on account of previous performance.
- Specification of Supplied Items. After supply, if the specification of supplied items are found different with the Items produced in front of committee at the time of technical evaluation.
- Premature Termination. In the past, if the company agreement has been prematurely been terminated after due qualification in any of the category of the tender.

Non - Attachment of Annexure "A" (With Financial Proposal) & Annexure "B" of tender document (With Financial Proposal if Bank Guarantee is going to be submitted as Bid Security).

Taimoor Ghausi AVP/Finance Division.

VP/ Operations Div

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

Hybroia

brid Technologies Head - Fin Div

Financial Proposal

Head - Admin Div

Member-IDBI

PRICE SCHEDULE Date:

(Applicable for the year 2020-2021)

Name of Bidder HYBRID TECHNOLOGIES

	ltem	Unit Cost	Quantity	Total Amount
01	Computer Servers	PKR 2,598,421	04	PKR 10,393,684
02	Computer Servers	PKR 1,891,435	02	PKR 27/82,870
03	Top of Rack 10/25G Switch	PKR 2,218,402	02	36,805
	*Total Amount			RKR 18,613,359

*This Total Amount will be taken as price of

Note

1.

The company will be considered disquallifetti form the year outset, if not GST registered.

The cost must include all taxes, stamp duty as applicable under Stamp Act 1989) duly stamped on the 2. 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 *Total Amount 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 reviled at any stage after installation of the equipment that the asked specification of the tender have not been met, the a mount of the total installation of that specific equipment will be fined to the vendor with appropriate action as deemed necessary by the procurement committee

The successful bidder will be the one whose total sum of cost is the best. 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 noncommitment.

All conditions in the contract agreement attached as Annexure G are part of this tender document.

10. 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 (7 days) on SPPRA website.

11 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.

12. In case the financial bids are the same, the successful bidder will be the one who has the highest turnover of the two bidders.

14. 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.

Signature & Stamp of Bidder.



MEGAPLUS

SIGNATURE MEMBERS PCADMIN

Head - Fin Div.

Head - Admin Div._

Member-IDBL.

Date:_

Megaplus Pakistan M44, P.E.C.H.S, Block 6, Main Razi Road off Shalwa-e-Faisal, Karachi UAN: (021) 111-00-3355 Tel: (+92-21) 3430 0872 ~ 3

Fax: (+92-21) 3430 0874 Email: karachi@megaplus.com.pk

FINANCIAL PROPOSAL

PRICE SCHEDULE

(Applicable for the Year 2020 - 21)

Supply & Installation of Computer Server-2
Tender No. SNDB/COK / ADMIN/TD/I1165/2020

Name of Bidder Megaplus Pakistan

S. No.	Item	Unit Cost In Pak Rs.	Qty.	Total Amount In Pak Rs.
1	Computer Server-2	2,755,127	4	11,020,508
7	Computer Server-2	983,452	2	1,966,903
<u>∠</u>	Top of Rack 10/25G Switch	2,174,600	2	4,349,200
19	Total Price including (GST		17,336,612

Signature & Stamp of Bidder





Schneider

allalla

SIGNATURE MEMBERS Head - Admin Div ..

Member-IDBL.

Date:___

FINANCIAL PROPOSAL

PRICE SCHEDULE

(Applicable for the year 2020-2021)

Name of Bidder

ASTRONIGEH PUT Ltd

S. No	Item	Unit Cost	Quantity	Total Amount
()]	Computer Servers	2729200	04	10,916,80
02	Computer Servers	1607900	02	3,215,800
03	Top of Rack 10.28G Switch	925000	02	1850001
	*Total Amount			15982600

*This Total Amount will be taken as price offered by the vendor.

Note

- 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 "Total Amount 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 reviled 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.
- 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
- Alticonditions in the cortract agreement attached as Annexure Glare part of this tender document
- The tender will be considered cancelled if the contract agreement after due signature is not submitted with Admir Office after 5 days of completion of bid evaluation report hoisting period (7 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
- In case the financial bids are the same, the successful bidder will be the one who has the highest turnover of the two bidders.
- 14 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 wairself abreast with the notification being hotsted on Smain Bank Ltd. & SPPRA website regularity.

Signature & Stamp of Bidder



ATTENDANCE SHEET

FOR SELECTION OF Supply of Computer Server Heretware only with

Date: 03-06-2020

S.No	Company Name	Name of Company Representative	Contact No.	Company Address	Signature
01	Megaplus	Zaud	63.20	PECAR	
02	Astronteci	Ather	03.09 777 <i>0</i> 32	Plot 16/72 Kolund	Carl
03	Hybrid Perky	y Rinz	632229 0084	Sine Fordi. Lew A KHI	Rt
				/	
				/	
		, i			

Signature -Procurement Co	mmittee Members
Head of Administration	1.10
Chief Financial Officer	MI
Chief Manager (IDBL)	

MINUTES OF THE OPENING OF THE TENDER (TECHNICAL /FINANCIAL PHASE) TYPE OF PROCUREMENT ADMIN/IT/CONSULTANT/MEDIA

	ADMAIN :		ETTIASE
TENDER NAME	ADMIN/IT/CONSULTANT		
TYPE OF TENDER	The of com	New Sarur Harefornia	alex cult
OPENING DATE	SINGLE STAGE-ONE ENVELOPE / SINGLE STAG	GE-TWO ENVELOPE / TWO STACE /	and with
OPENING TIME	1100 Hers.	MEDIA TO Jev Server Have Curant GE-TWO ENVELOPE / TWO STAGE / TWO STAGE - TWO ENVELOPE	Henty System
ATTENDANCE (MEMBER PC)			
ATTENDANCE (REPS. OF BIDDERS)	NAME	FIRM	
<u>(1)</u> (2)	Megaplus		
(3)	Astrontante Hylind Technologies		V V V V V V V V V V V V V V V V V V V
			•
OTAL BIDS ACCEPTED FOR EVALUATION L BIDS REJECTED	#03	-	
MARKS			· · · · · · · · · · · · · · · · · · ·

STONATURE MEMBERS#C-ADM Head - Fin Div. He Head - Admin Olv.___ Member-1081. Asta.

	-	
S.No	Company Name	AMOUNT DEPOSITED
1	Astron Tech	300
2	Megaplus	300
3	Hybrid Technolgies	300
	Total	900



INTEGRITY PACT

Contract Number: SNDB/COK/ADMIN/TD/1165/2020

Contract Value:

Rs. 1,598,600/-

Contract Title:

Supply & Installation of Computer Server Hardware with Operating System

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

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

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

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

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

For and On Behalf of

For and On Behalf of

Astrontech &

Sindh Bank Limited

Signature:

LAHORE

KARACHI

ISLAMABAD

RAWALPIND!

SIALKOT



P.O. No. 191

Date: 31-08-2020

M/s Astrontech (Pvt) Ltd, Plot#1-6/17 Sector#05, Korangi Industrial Area, Near Brookes Chowrangi, Karachi.

Subject:

Purchase Order

Dear Sir,

With reference to the Tender SNDB/COK/ADMIN/TD/1165/2020 dated 11/05/2020 for Supply and Installation of Computer Server Hardware along with Operating System 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.

Further detail is as follows.

S. No.	Description	Unit Price	Qty	Total Amount in PKR
1	Dell S2D-RN R740XD Servers (Specification as per tender document)	2,729,200/-	04	10,916,800/-
2	Dell R740 Servers (Specification as per tender document)	1,607,900/-	02	3,215,800/-
3	Top of Rack 10/25G Switch (Specification as per tender document)	925,000/-	02	1,850,000/-
	Total Amount in PKR (Including All Taxes & Duties)			15,982,600/-

Terms & Conditions

Payment & Delivery Terms

As per Agreement

Thanks,

M. Rashid Memon VP-I/I.T. Division

Syed Zeeshan-ul-Haq

SVP-II/I.T. Division

Riaz Ahmed SVP-I/I.T. Division S. Ata Hussai

EVP/I.T. Head

: www.sindhbankltd.com

WEB

الاستان : ۲۲۵-۳۳۳_۱۱۱ + ۹۲_۲۱



P.O. No. 191

Date: 31-08-2020

M/s Astrontech (Pvt) Ltd, Plot#1-6/17 Sector#05, Korangi Industrial Area, Near Brookes Chowrangi, Karachi.

Subject:

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	Total Amount in PKR (Including All Taxes & Duties)			15,982,600/-

Terms & Conditions

Payment & Delivery Terms

As per Agreement

Thanks,

M. Rashid Memon VP-I/I.T. Division

Syed Zeesha

SVP-II/I.T. Division

Riaz Ahmed

SVP-I/I.T. Division

S. Ata Hussain EVP/I.T. Head

WEB

: +92-21-35870543 : www.sindhbankltd.com

3. SCOPE OF WORK / TECHNICAL SPECIFICATION

Sindh Bank Limited requires Supply & Installation of Computer Servers. The requirement will be issued on need basis. Therefore quantity may vary depends on the requirement of the bank, accordingly bank will not be responsible if the quantity asked is not as per scope of work below and in this context no claim will be entertained. Payment will be done on supply of actual numbers 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 below specifications

S. No	Specification			
	S2	S2D Ready Nodes (HP/DELL/IBM or Equivalent)		
	Form Factor Up to 2 U			
	Chassis	Chassis with Up to 24 x 2.5" Hot Pluggable Hard Drives OR Better/Equivalent		
	Processor	Dual Intel Xeon Silver 4208 2.1G, 8C/16T, 9.6GT/s, 11M Cache, Turbo OR Equivalent		
	Chipset	Intel C620 chipset OR Better/Equivalent		
	Memory	192GB RDIMM, 2933MT/s, Dual Rank OR Equivalent		
	Network Card	Broadcom 57412 Dual Port 10GbE SFP+ & 5720 Dual Port 1GbE BASE-T OR Equivalent		
	Additional Network QLogic FastLinQ 41262 Dual Port 10/25GbE SFP28 Adapter, Card PCle Adapter OR Equivalent			
1	Storage / Raid Controller (NON-RAID), LP OR Equivalent			
	Boot Drives	oot Drives BOSS controller card + with 2 M.2 Sticks 240G (RAID 1), FH OR Equivalent		
	Data Drives	6 x 960GB SSD SATA Mix Use 2.5in Hot-plug Drive. SSD must have endurance of 3 DWPD, 5256 TBW	4	
	Systems Management	Enterprise License with Dedicated OOB Network Port OR Equivalent Supports remote management, Configuration & Troubleshooting, Virtual Media enabled		
	Power Supply	Dual Redundant 1100W PSU Hot Swappable OR Better		
	Rack Rails	Rack mounting kit along with cable management arm		
	Delivery	Within 8 Weeks		
	Warranty	On Site Troubleshooting along with 3-Year (24/7-4hr) Comprehensive Warranty backed by Principal with parts and labour.		
	OS License	Windows Server® 2019 Datacenter , 16CORE OEM License with multi language media kit. Hardware should be certified Microsoft Storage Spaces Direct Ready Node or Microsoft Storage Spaces or Equivalent		

Tender Document — Supply & Installation of Computer Servers Hardware along with Operating System

	٦	1 3 7	t
	Top of Rack 10/25G Switch		
	Base ToR Switch Support 24x 25GbE SFP28 Ports and 4 x 100GbE QSFP28 Uplinks Ports, SFP Module		
2	Optics & Cables 12 x SFP28 to SFP28, 25GbE, Passive Copper Twinax DAC, 3M 2 x SFP28 to SFP28, 25GbE, Passive Copper Twinax DAC, 1M 8 x SFP+ to SFP+, 10GbE, Copper Twinax DAC, 3M OR Equivalent		2
	Power Supply	wer Supply Dual Hot Swappable Power Supply with cables	
	Warranty	On Site Troubleshooting along with 3-Year Warranty with parts and labor.	
		Server (HP/DELL/IBM or Equivalent)	
	Form Factor	Up to 2 U	
	Chassis	Chassis with up to 16 x 2.5" SAS/SATA Hard Drives for 2CPU Configuration OR Better/Equivalent	
	Processor	Dual Intel Xeon Silver 4208 2.1G, 8C/16T, 9.6GT/s, 11M Cache, Turbo, HT OR Equivalent	
	Chipset Intel C620 chipset OR Better/Equivalent		
	Memory	256 GB RDIMM, 2933MT/s, Dual Rank OR Equivalent	
3	Network Controller Broadcom 57414 Dual Port 10/25GbE SFP28, rNDC OR Equivalent		
	Additional Network Cards	Broadcom 5720 Dual Port 1GbE BASE-T Adapter OR Equivalent	
	Storage/Raid Controller	RAID Controller with 2 GB or 8GB Cache Supporting RAID level 0, 1, 5, 6 & RAID Span 10, 50, 60 OR Equivalent	2
	Hard Drives	08 x 480GB SSD SATA Mix Use 2.5" Hot-Plug Drive. SSD must have endurance of 3 DWPD, 2628 TBW	
	Systems Management Enterprise License with Dedicated OOB Network Port. Supports remote management, Configuration & Troubleshooting, Virtual Media enabled		
	Power Supply	Dual Redundant 750W PSU Hot Swappable OR Better	
	Rack Rails	Rack mounting kit along with cable management arm	
	Delivery	Within 8 Weeks	
	On Site Troubleshooting along with 3-Year (24/7-4hr) Warranty Comprehensive Warranty backed by Principal with parts and labour.		
	OS License	Windows Server® 2019 Standard , 16CORE OEM License with multi language media kit.	

Delivery Time: Within 8 Weeks

Stamp Office, City Cour

Karach!

KARACH



CAMBAN NEHAL STAMP VENDOS

licence No.152, Shop No 1, Glamour Amam.

, Sector 11-1, North Karachi

3 + AUG 2020

Tirbose Advocate L-1582

itamp Vendor's Signature

for For Use. Free Will & Divorce Doed Action Common Not Responsible Aniv Fake Documentation

TENDER REFERENCE NO.SNDB/COK/ADMIN/TD/1165/2020

AGREEMENT

(Supply and Installation of Computer Server Hardware along with Operating System)

This agreement is made at Karachi on this 31 - 08 - 2020

BETWEEN

M/s Astrontech (Pvt) Ltd is a Partnership concerned company, having its office at address Plot_# 1-6 /17 Sector #05 Korangi Industrial Area, near brooks chowrangi, Karachi (Hereinafter referred to as

"M/s Astrontech (Pvt) Ltd".)

AND

SINDH BANK LIMITED 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".

WHEREAS M/s Astrontech (Pvt) Ltd has agreed to provide Servers to SINDH BANK tender dated 3rd June 2020.

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

Detail of Equipment is as follows.

S.No	Product	Quantity	Unit Price PKR	Total Price (PKR) (Including All Taxes)
1	Dell S2D-RN R740XD Servers	04	2,729,200	10,916,800
1	Dell R740 Servers	02	1,607,900	3,215,800
		02	925.000	1,850,000
3	Top of Rack 10/25G Switch	02		
	Total Bid	Amount inclu	ding All Taxes and Duties	15,982,600

Terms & Conditions:

- 1. The "M/s Astrontech (Pvt) Ltd" will provide the performance security in the form acceptable to the Sindh Bank. for the 10% of the order value for the period of one year from the date of Submission of performance security. In case "M/s Astrontech (Pvt) Ltd" does not fulfil its commitments the Sindh Bank reserves the right to enforce the performance security. All terms & condition of the tender documents are part of this agreement
- 2. The "M/s Astrontech (Pvt) Ltd" shall supply Goods as per specifications and upon the recommendations of the Technical / Standardized Committee appointed by the Sindh Bank within <u>08-10</u> weeks from the date of receipt of Purchase Order.
- 3. The Sindh Bank will have the right to enforce the performance bond on happening of any one or all the following events.
 - a. If the "M/s Astrontech (Pvt) Ltd" fails to deliver the Goods as per agreed Schedule.
 - b. If the "M/s Astrontech (Pvt) Ltd" fails to get the Goods inspected by the Technical Committee.
 - c. If the Goods supplied by the "M/s Astrontech (Pvt) Ltd" fails to perform as per Sindh Banks requirement.

In addition the Sindh Bank will have the option to cancel the order and offer the same to the next lowest bidder.

- 4. The "M/s Astrontech (Pvt) Ltd" is obliged and bound to replace any or all parts broken or damaged in transit at its own cost and risk and shall deliver all the equipments in good and sound condition.
- 5. The warranty of the equipment is three years comprehensive onsite from the date of delivery.
- 6. The warranty will be effective while the Goods remain in the premises of the Sindh Bank and the Sindh Bank will not be responsible to send the equipment to the "M/s Astrontech (Pvt) Ltd" site. In case however if any portion of equipment required to be shifted to "M/s Astrontech (Pvt) Ltd" site, "M/s Astrontech (Pvt) Ltd" will provide equivalent backup during the warranty period.
- 7. "M/s Astrontech (Pvt) Ltd" agrees to maintain adequate inventory of the parts so that the replacement is available within 24 hours, if any fault arises in the equipment during the warranty period. In case the effected part is not available, then the "M/s Astrontech (Pvt) Ltd" will provide backup equipment of the same product or better till the resolution of the fault, without any extra cost to the Sindh Bank. The "M/s Astrontech (Pvt) Ltd" will provide 36 Month Principal Back Warranty to cover Advance Hardware Replacement, 24x7 Technical Assistance, Software Updates & Patches & Support.
- 8. The "M/s Astrontech (Pvt) Ltd" also undertakes to bear all kind of taxes i.e. Stamp duty/ Services Charges/Professional Tax / Sales Tax Invoice, Income Tax, Zila / Octroi Tax (if any) and all other incidental charges etc, up to the place of destination.
- 9. The Sindh Bank reserves the right to Test/Check the equipment to ensure that it is provided as per specification, in the tender document. For any discrepancies, the Sindh Bank reserve the right to forfeit full security deposit/ cancel the order for the supply and bring the "M/s Astrontech (Pvt) Ltd" on black list of the Sindh Bank forever. The decision of the Sindh Bank shall be final and binding upon the "M/s Astrontech (Pvt) Ltd".
- 10. In the event of the default on the part of the "M/s Astrontech (Pvt) Ltd", in the performance of any condition of the contract and if such default is not remedied within 3 days it shall be lawful for the Sindh Bank to enforces full or part of the Earnest money / Performance Security and or cancel the whole part of the supply order with "M/s Astrontech (Pvt) Ltd" and the decision of the Sindh Bank will be the final and legally binding on the "M/s Astrontech (Pvt) Ltd".
- 11. Proportionate payments against supply of equipment will be made within Thirty working days from equipment delivery date.
- 12. Delivery will be made by the "M/s Astrontech (Pvt) Ltd" at different locations prescribed by the Sir without any extra delivery charges from Sindh Bank.
- 13. In case of failure to supply the requisite within 7 working days after the delivery time, as described under clause no 2 of this agreement, Rs.1,000/- per day may be charged by Sindh Bank from M/s Astrontech (Pvt) Ltd.
- 14. The term of this agreement shall be for the period of 1 years, commencing from the date of signing of this agreement. Extendable every year after mutual written consent

- i. Confidential Information. For the purposes of this Agreement, the term "Confidential Information" shall mean any information comes in possession of M/s Astrontech (Pvt) Ltd personnel during normal course of business / Services shall be the property of the SINDH BANK at all times and / or any of the SINDH BANK's communications, whether in oral, written, graphic, magnetic, electronic, or other form, that is either conspicuously marked "confidential" or "proprietary," or is known to be confidential or proprietary, or is of a confidential or proprietary nature, and that is made in the course of discussions, studies, or other work undertaken shall be kept confidential by M/s Astrontech (Pvt) Ltd.
- ii. M/s Astrontech (Pvt) Ltd _acknowledges that the SINDH BANK is under strict confidentiality obligations with regard to all the information and affairs of its Customers. Therefore M/s Astrontech (Pvt) Ltd, shall not disclose any data, information or other affairs of SINDH BANK's customers which may come to the knowledge of M/s Astrontech (Pvt) Ltd __in providing the above services. <u>M/s</u> Astrontech (Pvt) Ltdundertakes to obtain from its employees involved in the Services to provide written undertakings to maintain the confidentiality obligations of Sindh Bank under this Agreement.
- In the event of breach of this clause, M/s Astrontech (Pvt) Ltd shall be liable to pay damages to the SINDH BANK and indemnifies against any injury arising out of any breach of this agreement by the SINDH BANK.
- This clause shall also survive after termination of this Agreement.

16. INDEMNIFICATION.

- v. M/s Astrontech (Pvt) Ltd (the "Indemnifier") agrees that it shall indemnify, defend, and hold harmless the SINDH BANK and its parent, subsidiaries, affiliates, successors, and assigns and their respective directors, officers, employees and agents (collectively, the "Indemnities") from and against any and all liabilities, claims, suits, actions, demands, settlements, losses, judgments, costs, damages and expenses (including, without limitation, reasonable attorneys', accountants' and experts' fees) arising out of or resulting from, in whole or in part: (i) any act, error or omission, whether intentional or unintentional, by the Indemnifier or its officers, directors, employees, or sub-administrators, related to or arising out of the business covered by this Agreement, or (ii) an actual or alleged breach by the Indemnifier of any of its representations, warranties or covenants contained in this Agreement (including, without limitation, any failure of Indemnifier to comply with applicable local, state, provincial or federal regulations concerning Indemnifier's performance under this Agreement).
- i. This clause shall also survive the termination of this Agreement.

17. Ensuring Access to SBP

M/s Astrontech (Pvt) Ltd 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 right to conduct on-site to M/s Astrontech (Pvt) Ltd, if required.

18. Termination of Agreement by the Sindh Bank:

If the M/s Astrontech (Pvt) Ltd, in the judgment of the Sindh Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Agreement.

If, as the result of Force Majeure, the M/s Astrontech (Pvt) Ltdis unable to perform a mate 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 termi Agreement.

If issued two (2) warning letters /emails by Sindh Bank Ltd for unsatisfactor performance of "M/s Astrontech (Pvt) Ltd".

19. 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.

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

21. The "M/s Astrontech (Pvt) Ltd" will not assign its job to anyone, except prior written permist from the Sindh Bank. MA

21. The "M/s Astrontech (Pvt) Ltd" will not assign its job to anyone, except prior written permission from the Sindh Bank.

22. Authorized Representative:

- Any action required or permitted to be taken, and any document required or permitted to be executed under this agreement by the Sindh Bank or the "M/s Astrontech (Pvt) Ltd" may be taken or executed by the authorized officials.

23. 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.

24. Conflict of Interest:

The "M/s Astrontech (Pvt) Ltd" shall hold the Sindh Bank's interests paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.

25. Anti- Money Laundering Requirement:

"M/s Astrontech (Pvt) Ltd" 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.

26. 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. THE SINDH BANK and "M/s Astrontech (Pvt) Ltd", 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.

27. Force Measure

Neither any 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.

28. Settlement of Disputes:

- The Parties agree that the avoidance or early resolution of disputes is crucial for a smooth execution of the Agreement and the success of the assignment. The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with the Agreement or its interpretation.
- If Parties fail to amicably settle any dispute arising out of or in connection with the Agreement within (10) days of commencement of such informal negotiations, the dispute shall be first referred to the grievance committee of the bank thereafter if needed for arbitration of two arbitrators, one to be appointed by each party, in accordance with the Arbitration Act, 1940. Venue of arbitration shall be at Karachi, Pakistan and proceedings of arbitration shall be conducted in English.

29 . Obligation of the Contractor:

- 1. The M/s Astrontech (Pvt) Ltd shall perform the Services and carry out their obligation hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices are employ appropriate technology and safe and effective equipment, machinery, materials are methods. The M/s Astrontech (Pvt) Ltd shall always act, in respect of any matter relating Agreement or to the Services, as faithful advisers to the Sindh Bank, and shall at all support and safeguard the Sindh Bank legitimate interests in any dealing with Sub-Suppliers third Parties.
- 2. If the obligation of warranty period are not met or delayed, the repair etc. requirement on this account will be carried out by the Sindh Bank & the billed amount will be deducted from the performance security/ upcoming payment due to M/s Astrontech (Pvt) Ltd. Risk & subsequent cost to this effect if any will be liability of the "M/s Astrontech (Pvt) Ltd" and any subsequent expenses on the equipment will also be borne by the M/s Astrontech (Pvt) Ltd.

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30. Extension of Time:

- Any period within which Party shall, pursuant to this agreement, complete any 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.

31. Support Escalation Matrix:

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

LEVEL-1	Name/Designation (support staff)	Muhammad Sohaib / Customer Care Representative- Pakistan
First complain if the call is not resolved "within	Landline Phone	021-35151052 - 53 Ext: 105
specified response time"	Email	support@astron.com.pk
(24 hours)	Cell	0309-7770329
LEVEL-2	Name/Designation (Regional Head/Manager/GM)	Abdullah Mobin / Enterprise Support Account Manager
Second complain, if the call is attended within	Landline Phone	021-35151052 – 53 Ext; 106
"Specified Response Time" and not attended / or the problem still unresolved even after complaining	Email	abdullah.mobin@astron.com.pk
at Level-1 (48 hours)	Cell	0309-7770304
LEVEL-3	Name/Designation (CEO of the firm)	Kashif Naseer / Country Head SSID / GM South
Third complain, if the call is attended within	Landline Phone	021-35151052 – 53 Ext: 111
"Specified Response Time" and not attended /or the problem still unresolved even after complaining	Email	kashif.naseer@astron.com.pk
at Level-2	Cell	0309-7770300

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

M/s Astrontech (Pvt) Ltd	Sindh Sindh Bank Limited
Registered Address:	Registered Address:
Plot_# 1-6 /17 Sector #05	
Korangi Industrial Area, Karachi	HEAD OFFICE Federation House
	Abdullah Shah Ghazi Road, Clifton,
	Karachi.
Name: Ather Ali Abbasi	Name: SyED ATA HURSRIM
Signature:	Signature:
Title: Enterprise Sales Manager	Title: HEAD OF THE KARACHI THE
Date:	Date:
Witness: Name: <u>Suhail Ahmed Khan</u>	STED ZEESHAN-UL-HAQ SVP Information Tochnology Witness: SINDH BANK LIMITED Name: Had Office, Karachi.
Signature: AWW.	Signature: 12020 Luzy
Title: Regional Sales Manager	Title:
	note 1=91- 7020

