

SINDH PUBLIC PROCUREMENT REGULATORY AUTHORITY

CONTRACT EVALUATION FORM

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

- 1) NAME OF THE ORGANIZATION / DEPTT. SINDH BANK LIMITED/ADMINISTRATION
- 2) PROVINCIAL / LOCAL GOVT./ OTHER SCHEDULED BANK
- 3) TITLE OF CONTRACT Provision of Monitoring & Maintenance Services for Surveillance *Spl*
- 4) TENDER NUMBER SNDB/COK/ADMIN/TD/1227/2021
- 5) BRIEF DESCRIPTION OF CONTRACT Same as above
- 6) FORUM THAT APPROVED THE SCHEME Competent Authority
- 7) TENDER ESTIMATED VALUE Rs.21,780,000/-
- 8) ENGINEER'S ESTIMATE
(For civil works only) _____
- 9) ESTIMATED COMPLETION PERIOD (AS PER CONTRACT) 1 Year
- 10) TENDER OPENED ON (DATE & TIME) 16/12/2021 at 1100 Hrs (Tech) 31/12/2021 at 1100 Hrs
- 11) NUMBER OF TENDER DOCUMENTS SOLD 03
(Attach list of buyers)
- 12) NUMBER OF BIDS RECEIVED 03
- 13) NUMBER OF BIDDERS PRESENT AT THE TIME OF OPENING OF BIDS 3
- 14) BID EVALUATION REPORT
(Enclose a copy) 13/01/2022
- 15) NAME AND ADDRESS OF THE SUCCESSFUL BIDDER M/s. Electronic Safety & Security (Pvt) Ltd *KAWATI*
- 16) CONTRACT AWARD PRICE Rs. 22,176,000/- *CRAN*
- 17) RANKING OF SUCCESSFUL BIDDER IN EVALUATION REPORT
(i.e. 1st, 2nd, 3rd EVALUATION BID). 1. M/s. Electronic Safety & Security (Pvt) Ltd *Black 7/8*
DACH
SIMHAH
-c -fajad
(42414)

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 ID:T00531-20-0051
No	

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

Yes	Express Tribune, Daily Express & Sindhi Express (30/11/2021) <i>Corruption 1/12/2021</i>
No	

22) NATURE OF CONTRACT

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

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

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

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

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

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

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

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

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

Yes	
No	No

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

Yes	
No	No

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

Yes	
No	No

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

Yes	
No	No

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

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

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

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

Yes	
No	no

Signature & Official Stamp of
Authorized Officer

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

19/01/2022

FOR OFFICE USE ONLY

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

Print

Save

Reset

Provision of Monitoring & Maintenance Services for Surveillance Systems - CCTV (1227)				
S.NO	COMPANY NAME	AMOUNT (Rs)	PAY ORDER NO	NAME OF BANK
01	Electronic Safety & Security (Pvt.) Ltd	300	25346120	HBL
02	SCT (Pvt.) Ltd	300	09409078	Bank Al Habib Limited
Total		600/-		

Provision of Monitoring & Maintenance Services for Surveillance System
Bid Evaluation Report

1	Name of Procuring Agency	Sindh Bank Ltd.
2	Tender Reference No.	SNDB/COK/ADMIN/TD/1227/2021
3	Tender Description	Provision of Monitoring & Maintenance Services for Surveillance System
4	Method of Procurement	Single Stage Two Envelope Bidding Procedure
5	Tender Published & SPPRA S.No.	NIT # T00531-20-0051 (Daily Express, Express Tribune & Sindh Express) (30/11/2021)
6	Total Bid Documents Sold	03
7	Total Bids Received	03
8	Technical/Bid Opening Date & Time	16/12/2021 at 1100 Hrs.
9	Financial Bid Opening Date & Time	31/12/2021 at 1100 Hrs
10	No. of bids qualified	01
11	Bid(s) Rejected	02

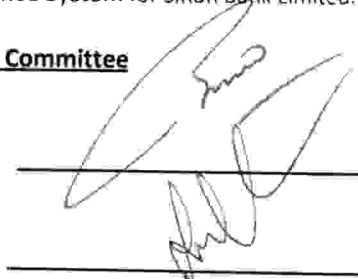
Details on the above as given below:

S No	Name of Firm or Bidder	Qualified / Disqualified in Technical/ Eligibility Inspection	Cost offered by the Bidder	Ranking in terms of cost	Comparison with Estimated cost (Rs.21,780,000/-)	Reasons for acceptance/ rejection	Remarks
0	1	2	3	4	5	6	7
1.	M/s. Electronic Safety & Security (Pvt) Ltd	Qualified – Obtained 90% in Evaluation Process	Rs.20,196,000/- (Rs.5,100/- per month per branch x 330 x 12)	Only Qualified Bidder	Rs. 1,584,000/- below the estimated cost	Qualified Bidder	Accepted-Award of Contract
2.	M/s. SCT (Pvt.) Ltd	Disqualified	Financial Proposal not opened	-	-	Rejected due to non-fulfillment of disqualification criteria	
	M/s. Apus Technologies	Disqualified	Financial Proposal not opened	-	-	Rejected due to non-fulfillment of mandatory criteria	

Accordingly, going by the Technical/Financial Evaluation criteria laid down in the tender documents, **M/s. Electronic Safety & Security (Pvt) Ltd** is the lowest evaluated qualified bidder and their bid is also below the estimated cost hence recommended for Provision of Monitoring & Maintenance Services for Surveillance System for Sindh Bank Limited.

Members Signature- Procurement Committee

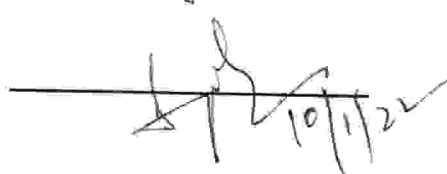
Arshad Abbas Soomro
 Head of Administration



Dilshad Hussain Khan
 Chief Financial Officer



Syed Muhammad Aqeel
 Chief Manager, IDBL Karachi




MANDATORY CONDITIONS

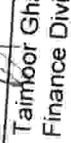
Provision of Monitoring & Maintenance Services for Surveillance Systems

S.No	Bidders	Tender Reference as given in the NIT on the Envelope (Yes/No)	Authority Letter for Company's Letter Head duly signed by CEO (Yes/No)	CV of Control Room Staff (Yes/No)	CV's (B.E / M.E -Electronics) along with transfer of salary evidence such as bank statement (Yes/No)	PTA Licence in Data Class Value Added Services in any field such as VTS, Internet or any other type (Yes/No)	Experience of Event Security Management with Federal or Provincial Govt (Yes/No)	Complied With or Not
1	Electronic Safety & Security (Pvt) Ltd	Yes	Yes	Yes	Yes	Yes	Yes	Complied With
2	SCT (Pvt) Ltd	Yes	Yes	Yes	Yes	Yes	Yes	Complied With
3	Apus Technologies	Yes	Yes	No	No	No	No	Not Complied

Members Signature- Evaluation Team





M. Athar Iqbal
Admin Division


Fouzia Shamim
Operation Division


Taimoor Ghausi
Finance Division

Members Signature- Procurement Committee

1. Arshad Abbas Soomro
HEAD OF ADMINISTRATION
2. Dilshad Hussian Khan
CFO
3. Syed Muhammad Aqeel
Chief Manager, IDBL

DISQUALIFICATION CONDITIONS

Provision of Monitoring & Maintenance Services for Surveillance Systems

S.No	Bidders	Blacklisted on SPPRA/Sindh Bank Ltd (Yes/No)	2 X Warning Letters issued by SNDB (Yes/No)	FBR Registration/ Provincial Revenue Collecting Authority (Yes/No)	Alternate Bid Offered (Yes/No)	Tender Fee Submitted (Yes/No)	Premature cancellation of tender (Yes/no)	Qualified / DisQualified
1	Electronic Safety & Security (Pvt) Ltd	No	No	Yes	No	Yes	No	Qualified
	SCT (Pvt) Ltd	No	Yes	Yes	No	Yes	Yes	Disqualified
3	Apus Technologies			Rejected due to non-fulfillment of mandatory conditions				Disqualified

Members Signature- Evaluation Team


M. Athar Iqbal
Admin Division


Fouzia Shamim
Operation Division


Taimoor Ghausi
Finance Division

Members Signature- Procurement Committee

1. Arshad Abbas Soomro

HEAD OF ADMINISTRATION

2. Dilshad Hussian Khan

CFO

3. Syed Muhammad Aqeel
Chief Manager, IDBL


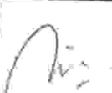
" Technical Proposal



ATTENDANCE SHEET
BID OPENING -

for Surveillance system
FOR SELECTION OF Provision of Monitoring & Maintenance Services

Date: 16-12-21

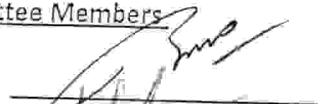


S.No	Company Name	Name of Company Representative	Contact No.	Company Address	Signature
1	SCF CPVT-10	Noreen / ad	0333 12624 39	15/16/17. Samin tower	
2	Electronic Safety & Security Solutions	Autub	0300 - 9286399	201 Kanish Crown block 7/8 DACHS KH	
3	Apus technologies	—	By	Drop Box	—

Signature —Procurement Committee Members

Head of Administration

Chief Financial Officer

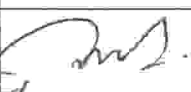
Chief Manager (IDBL)

ATTENDANCE SHEET
BID OPENING -

FOR SELECTION OF Promission of Monitoring and Maintenance for Surveillance system

Date: 31-12-2021

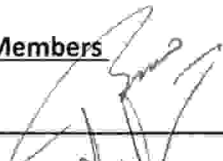

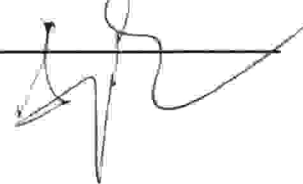
S.No	Company Name	Name of Company Representative	Contact No.	Company Address	Signature
1	Electronic Safety & Security (PVT) Ltd	Karim Ahmad	033-3784614	20K Kaimati Gurgaon Road Shahmukh E Fort	

Signature –Procurement Committee Members

Head of Administration

Chief Financial Officer

Chief Manager (IDBL)

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

TYPE OF PROCUREMENT

ADMIN / IT / CONSULTANT / MEDIA

for Surveillance Syst

TENDER NAME

Provision of Monitoring & Maintenance Services

TYPE OF TENDER

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

OPENING DATE

16-12-21

OPENING TIME

11:00 Hrs

ATTENDANCE (MEMBER PC)

ATTENDANCE (REPS. OF BIDDERS)

NAME

FIRM

- 1) SGT C PVT) AD
- 2) Electronic Safety & Security (PVT) AD
- 3) Apus technologies

TOTAL BIDS ACCEPTED FOR EVALUATION

#03

TOTAL BIDS REJECTED

REMARKS

SIGNATURE MEMBERS PC-ADMIN

Head - Fin Div. _____

Head - Admin Div. _____

Member-IDBL. _____

Date: _____

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

TYPE OF PROCUREMENT

ADMIN / IT / CONSULTANT / MEDIA

TENDER NAME

Provision of Monitoring and Maintenance for Simulink System

TYPE OF TENDER

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

OPENING DATE

31-12-2021

OPENING TIME

1100 AM

ATTENDANCE (MEMBER PC)

NAME

NAME

NAME

NAME

NAME

ATTENDANCE (REPS. OF BIDDERS)

NAME

NAME

NAME

TOTAL BIDS ACCEPTED FOR EVALUATION

TOTAL BIDS REJECTED

REMARKS

NAME

FIRM

BID OFFERED

1) Karim Ahmed M/S Electronic B. 20,196,000/-

Safety & Security
(PJT) up

/

/

#01

SIGNATURE MEMBERS PC-ADMIN

Head - Fin Div.

Head - Admin Div.

Member-IDBL.

Date:

4 FINANCIAL PROPOSAL

PRICE SCHEDULE

(Applicable for the year 2021-22)

Name of Bidder ELECTRONIC SAFETY & SECURITY (Pvt.) LTD.

PART A:

S #	Details of Service	No. of Branches to be covered	Monthly Charges per Branch	Total for 12 Months
1	<p><u>Providing Services for CCTV Complaint Management including:</u></p> <p>Managed Services for CCTV Complaint Management for 24/7 / 365 Days (Inclusive of all Equipment Parts & Services, cost of software + Hardware Replacement whatsoever is required) including:</p> <ul style="list-style-type: none"> • Deployment of 04 Certified CCTV Operators (24 /7) at control room duty only (Assignment attached at page no.16 to 17) • Provision of Back up Spare Parts in all Regions.(List attached at page no.17 & 18) • Quarterly visit of each branch • Carry out assignment as given in scope of work at page no.14 to 16 	330	5100	61,200
Total Amount				=20,196,000/=



SIGNATURE MEMBERS PC-ADMIN

Head - Fin Div. _____

Head - Admin Div. _____

Member-IDBL. _____

Date: _____

PART B

S #	Details of Service	No. of Branches to be covered	Monthly Charges per Branch	Total for 12 Months
2	<u>Providing CMS Licenses with Routine Video Backup Management:</u> <ul style="list-style-type: none"> Providing of Centralized monitoring for 1600 cameras. Routine Monthly Services for System Stability and Recording status. (Job to be performed as given at page no. “42 to 44”) 	330	<i>Included in Section/part "A"</i>	
Total Amount				

***GRAND TOTAL**

(Part-A)	Rs. = 20,196,000/-
(Part-B)	Rs. Included in Part A
*GRAND TOTAL	Rs. 20,196,000/-

* 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).

Note:

- In case of over writing/cutting/use of Blanco is found in the Financial Bid document, the bid will be taken as null & void however if the figures are readable and are also duly signed only then, bid will be accepted.
- If the item is not provided/replaced within 10 days of issuance of Purchase Order a fine of Rs.500/-per day will be deducted from the bill.
- The cost must include all applicable taxes, stamp duty (as applicable under Stamp Act 1989) duly stamped on the contract agreement, transportation 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 *(Grand Total Amount) will be submitted with the tender document as bid security in shape of Pay Order/Demand Draft /Bank Guarantee in favour of Sindh Bank Ltd.

SIGNATURE MEMBERS ACAD.

Head - Fin Div. _____

Head - Admin Div. _____

Member-IDBL. _____

Date: _____



6. Lowest evaluated bid is going to be the criteria for award of contract rather than considering the lowest offered bid, encompassing the lowest whole sum cost which the procuring agency has to pay for the services/items duration the contract period. SPPRA Rule 49 may please be referred.
7. The tender will be considered cancelled if the contract agreement/performance security after due signature are not submitted with Admin Office after 5 days of completion of bid evaluation report hoisting period (3 working days) on SPPRA website.
8. In case financial bids are the same, the successful bidder will be the one who has the highest turnover of the two.
9. If the obligation of warranty period are 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 supplier. Risk & subsequent cost to this effect if any will be liability of the vendor and any subsequent expenses on the equipment will also be borne by the supplier.
10. 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.
11. All terms & conditions of the Contract Agreement (Annexure "G") are part of tender document.
12. The tender will stand cancelled if any of the given condition of the tender is not met in strictly as per the requisite of the tender document.
13. Warranty of 1 year is mandatory for replacement of parts.
14. The contract shall be for a period of one year, and will be extendable with mutual consent for further period of two years on similar terms & conditions.
15. Recording and monitoring software for Head Office must support at least 1600 Cameras (330 Branches + CPC Rooms).
16. All the software should be genuine and license and SNDB will verify the same from the principal.
17. Recording and monitoring software for Head office must support at least 64 cameras.
18. All the software should be genuine and licensed.
19. Attachment of (Undertaking for Scope of Work) Annexure "K" with financial proposal is mandatory.

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

DWAIS CHANI "HEAD OF OPERATIONS"

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

Dated: 10-12-2021

SIGNATURE MEMBERS PC-ADMIN

Head - Fin Div. _____

Head - Admin Div. _____

Member-IDBL. _____

Date: _____

3) SCOPE OF WORK / TECHNICAL SPECIFICATION

Sindh Bank requires comprehensive monitoring and maintenance contract of all its 330 existing branches for CCTV Surveillance. The main requirements of the bank are as follows

3.1) Providing Monitoring and Maintenance Services for CCTV Equipment

Full 24/7 by 365 days monitoring, operation, maintenance and support of CCTV Network Equipment Installed in all 330 branches of the bank across Pakistan (List of branches attached as Annexure “H”).

- i. To make sure Un-Interrupted Recording at branch and Head Office / remote location level where the CCTV System is installed.
- ii. Comprehensive maintenance support means that in case of any issue/problem hardware components and software shall be provided / replaced by the Service provider without any additional cost.
- iii. The Embedded NVR should integrate with the CMS System.
- iv. All the legacy Cameras shall be with minimum Resolution of 2 Mega Pixel to ensure full integration with CMS.
- v. CCTV system must be connected with branch UPS system for its uninterrupted operations and in case where the ups is not available inform bank to provide a UPS system for uninterrupted services. The charges will be borne by the bank for UPS and Battery.
- vi. Service Provider will ensure to resolve any hardware / software CCTV related issues in the branch within 24 hours in major cities i.e. Karachi, Islamabad/Rawalpindi, Lahore, Peshawar and within 48 hours in other cities including hardware replacement without any additional charges with the same hardware as mentioned in this tender, however, upgradation of equipment with the higher specs models, and cost of new installations at any new branch/ office/location will be charged with the bank as per actual basis.
- vii. Vendor has to commission all the CCTV to Control Room using the existing internet Intranet bandwidth in case if the bandwidth is down at any specific branch then the vendor has to inform bank immediately. In case existing bandwidth is not supporting the connectivity or if the existing bandwidth required any up gradation, the vendor shall propose a plan of outsourcing the bandwidth for the same. (All the expenses occurs shall be borne by the bank if required)
- viii. Daily System recording check for all Branches to ensure system is working.
- ix. Providing report of system status to Security Manager of the bank on daily basis.
- x. Backup recording (24 x 7) for all cameras of all 330 branches shall be available for minimum 60 days. In case any video recording is not provided when needed by the vendor, penalty imposed by the regulatory bodies will be borne by the vendor.
- xi. In case the complaint for major cities is not resolved within 24 hours and other than major cities in 48 hours without any justified reason then Rs.500/- per day will be imposed as penalty. In case if any assignment is also not completed within given time frame same penalty will be imposed.
- xii. Quarterly visit of each branch.
- xiii. All Equipment's and its accessories installed at CCTV Control Room will be the ownership of Sindh Bank.

3.2) Supply of Centralized Monitoring System “CMS” Licences with Monthly Maintenance and Support

The equipment i.e. IP Cameras, Network Switches, Cablings, Connectors, Memory Cards, Adaptors, NVRs and / or any other equipment that is used by CCTV will be fully covered in this contract. Bidder will be responsible to provide support and / or replace the faulty hardware equipment in case found without any additional cost to the bank.

- i. Providing of Licence for 1600 Cameras.
- ii. Routine Monthly Service for System Stability and Recording status.
- iii. It is mandatory for Service Provider to maintain sufficient inventory of equipment/ spares parts at Sindh Bank regional offices in Karachi, Islamabad/Rawalpindi, Lahore, Quetta, Peshawar and Sukkur.
- iv. Service provider will provide a Complain Management System to be used by Client to report all troubles, schedule routine maintenance visits.
- v. Service Requests will be done anytime during the day by Client through CMS Complain Management System.
- vi. Component/spares including software (software updates/patches) will be provided within time to ensure resolution within the permissible time.
- vii. Support shall include branch visits for attending complaints for remedial or preventive maintenance.
- viii. Ensure that Recording is operational at all branches and clear image are being recorded.
- ix. Service Provider shall test all equipment; check connections and replace where there are any faulty items.
- x. Vendor will replace any loose or faulty power connections check camera power supplies for proper voltage; and replace these faulty parts.
- xi. Check time/date settings on controls and adjust where necessary/required.
- xii. Ensure that video feeds are being stored over multiple locations specified by SNDB as for reliability and redundancy and recording available on all medias all the time:
 - a) NVR (In each Branch – Recording Minimum 60 days)
 - b) Memory Card (Installed inside the Camera – 32 GB (optional)
 - c) Operation Manager System (Recorded on BR/Operational Manager's System)
 - d) Control Room (Recording Minimum 60 Days) (Through Remote Monitoring using Bank Network)

3.3) CONTROL ROOM

Centralize Video Monitoring and maintaining which shall include the Following:

- i. Configuration & Maintenance of Application Servers
- ii. Configuration & Maintenance of Networks Switch for control room Supply & Configuration of Complete Operator Workstation
- iii. Configuration of CMS S/W for about all Cameras
- iv. Certified four Incident Management Operators (24 x 7).
- v. Maintenance of existing hardware including replacement of parts.
- vi. Ensuring availability of centralized monitoring of 1600 cameras of 330 branches & others Sindh bank offices subject to the availability of bank's LAN/WAN/Intranet/Internet network.
- vii. Integration between currently installed Software/Video Management System (VMS) and replacements new *parts /components will be the responsibility of Bidder* (SOP for management of control room will be issued as per bank's security policy)

3.4) Control Room Maintenance Scope:

- i. Bidder is to provide detailed layout along with 3d Design for Renovation & Up gradation of current Control Room wherever and whenever it is required.
- ii. The bidder will maintain the existing video wall
- iii. Make sure all the branch CCTV is linked in the Control Room
- iv. Monitor the faults may arise related to all CMS software/hardware/ servers/ computers/ networking equipment or any other equipment which is related to the CCTV monitoring services.
- v. The bidder may propose in future to uplift the look for the control room as well as Control room technically.

3.5) JOB DISCRIPTION OF SINDH BANK CONTROL ROOM STAFF

The following are the tasks perform by the Control Room employees.

i) **Morning Shift**

Number of employees = 2

- First person makes the emails, answer the phone and note the complaints.
- Second person tries to resolve the complains like recording event, remote access and connectivity issues over the phone call.
- Third person makes a report of visit required in branches and assigns the technicians and send this report to the Head Office

ii) **Evening Shift**

Number of employee = 1

- The evening employee makes a sheet of the recording available in Control Room and check the cameras added in Control Room

iii) **Night Shift**

Number of employee = 1

- Check the recording on the Branch ,updates the log sheet.
- Look after ATM activity.
- Guard activity.
- Check Link & Connectivity issue.
- Check Night Vision Camera performance.
- Record the events.

The Contract agreement extendable with mutual consent for further period of two years with 5% service charges will be increased annually after end of first year.

3.6) Details of Backup Equipment For SINDH BANK LTD

1	Karachi	NVR 16 ch	1
		Camera	4
		4TB	1
		Network Switch 16 port	1
		Power Supply	10
		Connector	100
		Ethernet Cable roll	1
		Power Cable roll	1
		NVR 16 ch	1
		Camera	2
		4TB	1
		Network Switch 16 port	1
		Power Supply	10
		Connector	100
		Ethernet Cable roll	1
		Power Cable roll	1
3	Sukkur	NVR 16 ch	1
		Camera	2
		4TB	1
		Network Switch 16 port	1
		Power Supply	10
		Connector	100
		Ethernet Cable roll	1
		Power Cable roll	1
4	Multan	NVR 16 ch	1
		Camera	2
		4TB	1
		Network Switch 16 port	1
		Power Supply	10
		Connector	100
		Ethernet Cable roll	1
		Power Cable roll	1
5	Lahore	NVR 16 ch	1
		Camera	4
		4TB	1
		Network Switch 16 port	1
		Power Supply	10
		Connector	100
		Ethernet Cable roll	1
		Power Cable roll	1

6	Islamabad	NVR 16 ch	1
		Camera	2
		4TB	1
		Network Switch 16 port	1
		Power Supply	10
		Connector	100
		Ethernet Cable roll	1
		Power Cable roll	1
7	Peshawar	NVR 16 ch	1
		Camera	2
		4TB	1
		Network Switch 16 port	1
		Power Supply	10
		Connector	100
		Ethernet Cable roll	1
		Power Cable roll	1

**ESSPL**

Electronic Safety & Security (Pvt.) Ltd

INTEGRITY PACTContract Number: SNDB/COK/ADMIN/TD/1227/2021Dated: 19/1/2022Contract Value: Rs.20,196,000/-Contract Title: Provision of Monitoring & Maintenance Services for Surveillance Systems

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. Electronic Safety & Security (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 Sindh (Gos) or any administrative subdivision or agency thereof or any other entity owned or controlled by it (Gos) through any corrupt business practice.

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

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

Notwithstanding any rights and remedies exercised by Gos in this regard, M/s. Electronic Safety & Security (Pvt) Ltd hereby agrees to indemnify Gos for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to Gos in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by, as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from Gos.

For and On Behalf of

For and On Behalf Of

Signature: _____

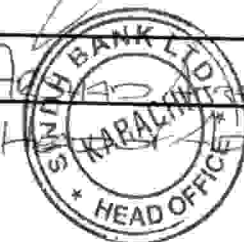
Sindh Bank Limited

Signature: _____

Name: _____

Name: _____

Muhammad Qutub Alikhan
CEO
Electronic Safety & Security
Pvt Ltd.



SNDB/COK/ADMIN/TD/1227/2021

Dated: 19/01/2022

M/s. Electronic Safety & Security (Pvt.) Ltd
201 Kawish Crown,
Block 7/8 DACHS,
Shahrah-e-Faisal,
Karachi

Subject: Contract Award – Provision of Monitoring & Maintenance Services for Surveillance System

Dear Sir,

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

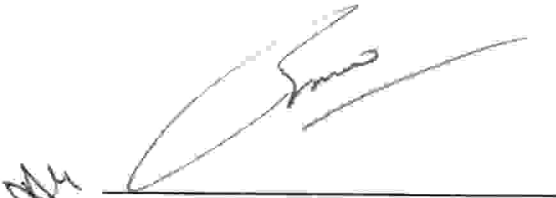
M/s. Electronic Safety & Security (Pvt.) Ltd in accordance with terms and

conditions mentioned in our tender dated 30/11/2021.

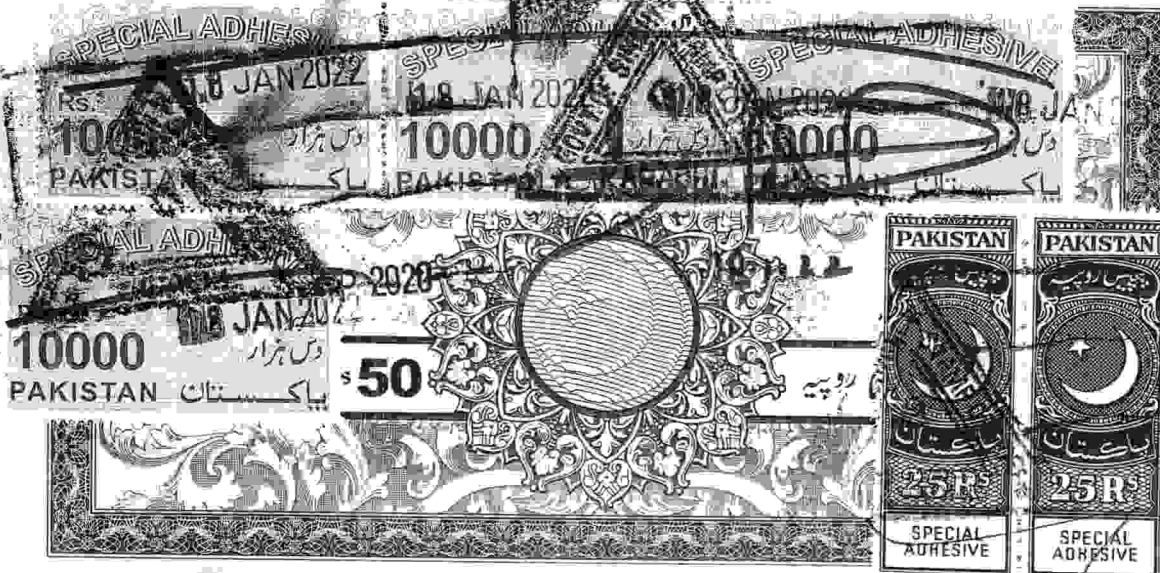
Please acknowledge.

Sincerely,

For & behalf of Sindh Bank Limited,


Arshad Abbas Soomro
Head of Administration Division

7026825



MUHAMMAD IMRAN STAMP VENDOR
 Shop No. 31, Jilani Plaza, Garden West, Karachi
 Lic. No. 141, S. No. 3764 Date: 09 SEP 2020

Issued to With Address: Sadaqat Ali Siddiqui
 Through With Address: Advocate (L-13353)
 Purpose: _____
 Value RS: _____ Attached: _____

Stamps Vendor's Signature: _____
 NOT FOR USED BANK GUARANTEE WILL VOIDANCE
 VENDOR NOT RESPONSIBLE AND NOT A BANK

SERVICE LEVEL AGREEMENT FOR MONITORING & MAINTENANCE SERVICES FOR SURVEILLANCE SYSTEMS

OFFICE SUPERINTENDENT
 Stamp Office, City Center
 Karachi

This Service Level Agreement (the "Agreement") is effective as of 19th Jan 22 (the "Effective Date").

BETWEEN

Sindh Bank Limited (SBL), a banking company, established under the corporate laws of Pakistan, having its registered offices at 3rd Floor, Federation House, Clifton, Karachi, Pakistan, 75600, Karachi, hereinafter referred to as the "THE BANK" which expression shall wherever the context so require or permits be deemed to mean and include its successors-in-interest, authorized representative(s) or assigns, **OF THE FIRST PART.**

AND

M/S Electronic Safety & Security (Pvt) Ltd., a private limited company, incorporated under the corporate laws of Pakistan, having its registered office at 201 Kawish Crown Block 7/8 DACHS Shahr-e Faisal Karachi, hereinafter referred to as the "SERVICE PROVIDER" which expression shall wherever the context so require or permits be deemed to mean and include its successors-in-interest, authorized representative(s) and permitted assigns, **OF THE SECOND PART.**

RECITALS

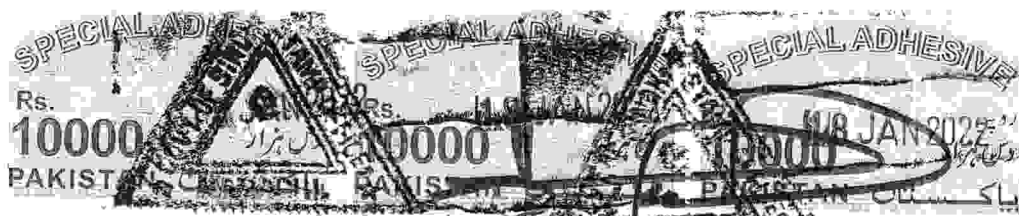
This Agreement sets forth the terms and conditions under which Service Provider will provide support services to Bank on maintenance of CCTV cameras including spare parts, Software, Software updates and patches etc. at Banks designated sites.

WHEREAS, Service Provider is desirous and capable of providing support services for CCTV Cameras that are installed in Banks branch network all over Pakistan.

WHEREAS, Bank desires to have the Maintenance of CCTV Cameras supported by Service Provider in a designated portion of Banks Location(s), as set forth in Exhibit A of this agreement (hereinafter referred to as the "Location and Equipment Summary"), which is attached hereto and made a part hereof; and

WHEREAS, Bank and Service Provider (hereinafter referred to cumulatively as the "Parties" and singularly as the "Party") have agreed on the terms which shall govern the bailment and support of the Equipment as set forth in Exhibit B (Statement Of Work) of this agreement (hereinafter referred to as the "Statement of Work"), which is attached hereto.





and made a part hereof, and as set forth in Exhibit C of this Agreement (hereinafter referred to as the "Non-Recurring and Monthly Recurring Pricing Summary"), which is attached hereto and made a part hereof;

NOW, THEREFORE, in consideration of the mutual benefit and promises contained herein and for other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties agree as follows:

1. UNDERTAKINGS

- A. Service Provider will provide the comprehensive support to CCTV network at Bank Location(s) as specified in the Location and Equipment Summary with proper and timely manner as specified in the Statement of Work.
- B. Service Provider will maintain CCTV equipment as specified in the Location and Equipment Summary in accordance with Service Provider and Industry standards and practices as specified in the Statement of Work.
- C. Service Provider will hold the Equipment in bailment (if needed) for use only at the Maintenance at Service Provider Network Location(s) only for the purposes contemplated herein.
- D. During the term of the bailment or support services, any act of damage/vandalism caused due to negligence of Service Provider shall be responsible for recovery and restoration of the damaged equipment.
- E. Bank shall cooperate fully with Service Provider in the provision of these support services and agrees to perform those activities identified as Bank Responsibilities in the Statement of Work.

2. TERM AND TERMINATION

- A. The initial term of this Agreement shall commence on the 14/01/22, shall continue for a period of one year, and will be extendable with mutual consent for further period of two years on 5% service charges will be increased annually after end of first year.
- B. This Agreement is binding when executed by parties, the rates and charges provided in this Agreement will be effective from the first day of signing of the contract also referred here as (the "Effective Date"), whereas the penalty clause will be applicable after 3 months of the signing of the contract.
- C. Either Party may terminate this Agreement following the giving of 30-calendar day's prior written termination to the other Party after completion of one year.
- D. Service Provider shall return Banks its Equipment (if held) from the Service Provider Location(s) within 15 calendar days of the termination of this agreement.
- E. If two (2) unsatisfactory letters/emails are issued by the Bank for unsatisfactory current performance to the supplier at Escalation Matrix level 3 defined below, which remains unattended then service level agreement will stand cancelled.
- F. Control Room items will remain property of Sindh Bank Ltd.

3. FINANCIAL PROVISIONS

- A. Bank shall pay Service Provider on a monthly recurring basis for each Branch including any offsite ATM as Management / Maintenance Services @ Pak Rupee 16500/- (Mentioned in Pricing Summary Exhibit C). This price includes replacement of all faulty Hardware with Banks and Software with patches.
- B. Bank shall pay directly or reimburse Service Provider, as applicable, for all taxes, duties, and similar liabilities, which may result from this Agreement.
- C. The service provider will invoice the Bank on 25th of every month and the Bank will do its best of clearing the invoices within 10 working days after satisfactory assurances from the branches on the performance of this supplied items/supply.
- D. All invoice shall be due and payable in Pak Rupees within 15 calendar days upon receipt.



Service Provider shall ensure that recordings hereunder shall be performed in a professional and competent manner and that it will provide Support Services in accordance with this Agreement.

B. Service provider shall ensure that videos backup of cameras are available all the time and video shall be extractable on demand from the Bank.

C. Service provider shall be liable of penalty equal to Rs.1,000/- (Rupees: One thousand Only) if recording are not completed or available due to service provider negligence for backup on demand. (No. of branches are mentioned in Exhibit A)

Except as otherwise set forth herein, neither Party shall be deemed negligent, at fault or liable in any respect to the other for any delay, interruption or failure in performance hereunder resulting from fire, flood, water, the elements, explosions, acts of God, war and others beyond the reasonable control of the Party delayed or prevented from performing.

E. In case of any incident or requirement by any Law Enforcement Agency, the Service Provider will be fully responsible to provide the required video to their satisfaction for which a permission may granted to service provider by the Bank's premises Security Department.

F. Service Provider shall be liable for any damages to the Equipment for any reason to the extent the same is caused by Service Provider, its authorized agents or employees; provided, however, that in the event the Equipment while in the possession and control of Service Provider is either lost or damaged, the maximum liability of Service Provider for said Equipment shall not exceed the replacement value of the Equipment.

5. Lost / Misplaced SD Card:

Service provider will ensure that 32GB SD cards are working all the time and recording is properly being managed and being automatically replaced by the oldest recording.

6. Up gradation of Branch CCTV/ Control Room

In case if the bank require any up gradation in the CCTV system including numbers of NVR, Cameras, wiring, Hdd or required up gradation of existing equipment with equipment of higher specification, or want to increase number of cameras in the branch then the equipment cost shall be borne by the bank.

7. Provision of Internet/intranet bandwidth

Provision of Internet/ Intranet/ LAN/ WAN, whatsoever, is required for the connectivity of Branches CCTV system with the Control Room/ CMS shall be the responsibility of Bank and as per the existing scenario the service provider shall use bank's existing connectivity infrastructure. In case of any connectivity issue if the branch is not viewed by control room then the vendor shall not be held responsible.

In case if the existing bandwidth has to be upgraded or a separate bandwidth is required other than banks infrastructure, then the bank shall borne all the expenses occurs in all such upgrades.

In both the cases whether there is connectivity issues or more bandwidth is required the vendor must inform and request the bank for its provision.

8. Special Services other than the Remedial or preventive maintenance

All additional works/ extension/ change of location/ change of premises/ video backup/ pin or password change/ technical training shall be considered extra work and shall not be fall under the SLA. (A mutually decided charges shall be charged for all such visits)

9. ACCESS, TITLE AND INSURANCE

A. Service Provide, its agents, employees who shall be permitted access to Bank Location(s) listed in the Location and Equipment Summary, to be accompanied at all times by an Bankescort, during normal business hours for the purpose of installing, operating, maintaining, repairing or removing

B. the unit(s) of Equipment. Service Provider agrees to comply with Bank's security regulations and other local site operating policies and procedures while on the Bank Location for these express purposes. Service provider will be solely responsible for the conduct of its agent or employee. List of such employee will be provided to Bank i.e. (ID, Name, CNIC etc.) Bank will issue ID cards to enable the access to branch premises.

C. The Service provider will be solely responsible for the Conduct of their agents and employees and list of their personals deployed for providing support and services under this agreement to the Bank will be provided with by the service provider. All the respective branch managers will know the regional teams designated to service their

- D. branch under this SLA. All the personals of the service provider will always be wearing name cards issued by the service provider for security purpose.
- E. The Parties agree that Bank is making the Equipment available hereunder as a bailment and that title to the Equipment will remain with Bank and that Service Provider shall have no right, title or interest therein, except as expressly provided in this Agreement. Service Provider will not impose liens, security interests, or encumbrances on the Equipment.
- F. Throughout the term of this Agreement, Bank shall obtain, maintain and pay for: (i) all risk property insurance covering the Equipment; (ii) comprehensive general liability (including products and completed operations liability and broad form property damage) insurance covering the Equipment.

10. NON-COMPETITION

A. By Bank

The Bank covenants and agrees that it will not directly or indirectly for the term of this Agreement and for a period of six months following the termination of this Agreement:

- (i) Offer employment to a person who is or was employed by Service Provider during the then immediately preceding six months, or assist any other person or entity in offering employment to a person who is or was employed by Service Provider, during the then immediately preceding six months, without the prior written consent of Service Provider;
- (ii) Engage in any practice the purpose of which is to evade the provisions of this covenant not to compete.

B. By Service Provider

Service Provider covenants and agrees that it will not directly or indirectly for the term of this agreement and for a period of two years following the termination of this Agreement:

- (i) consult with, advise or assist in any way, whether or not for consideration, any corporation, partnership, firm or other business organization which is now or becomes a Competitor of the
- (ii) Bank if the principal purpose of such consultation, advice or assistance is to permit such corporation, partnership, firm or business organization to compete with Bank in the Bank's Business, including, but not limited to, advertising or otherwise endorsing the products of any Competitor of the Bank for such purpose; soliciting customers or otherwise serving as an intermediary for any such Competitor of the Bank for such purpose; loaning money or rendering any other form of financial assistance to or engaging in any form of business transaction with any Competitor of the Bank for such purpose;
- (iii) Engage in any practice the purpose of which is to evade the provisions of this covenant not to compete.

11. NOT A LEASE OR LICENSE

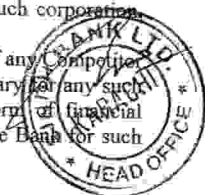
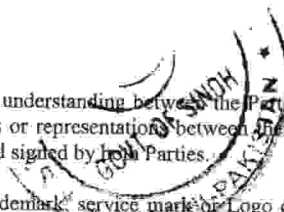
Service Provider understands and agrees that this Agreement is not intended to and shall not be deemed to grant Service Provider any property rights in any of the equipment at Bank Network Location(s) listed in the Location and Equipment Summary.

12. INDEPENDENT CONTRACTOR RELATIONSHIP

It is acknowledged and agreed that Service Provider's relationship with the Bank is at all times hereunder an independent contractor. The Bank shall have no authority over Service Provider's internal business affairs and decisions. Service Provider shall have no authority to act on behalf of, or legally bind the Bank, and Service Provider shall not hold itself out as having any such authority. This Agreement shall not be construed as creating a partnership or joint venture.

13. GENERAL

- A. This Agreement sets forth the entire understanding between the Parties with regard to the subject matter hereof and supersedes any prior discussions or representations between them with respect thereto. All amendments to this Agreement shall be in writing and signed by both Parties.
- B. Neither Party may use the name, trademark, service mark or Logo of the other Party in any advertising, news releases or in any other manner without the written consent of such Party.



- C. Neither Party may not assign this Agreement or any of its rights hereunder without written consent by the other party, which shall not be unreasonably withheld.
- D. The relevant rights and obligations of the parties shall survive the termination of this Agreement.
- E. All notices, requests, demands or communications required or permitted hereunder shall be in writing, delivered personally or by telex, telegram, Service Provider Mail, or certified, registered, or express mail at the respective addresses set forth below (or at such other addresses as shall be given in writing by either Party to the other). All notices, requests, demands, or communications shall be deemed effective upon personal delivery or on the calendar day following the date of the telex, telegram, or Service Provider Mail, or when received if sent by registered certified or express mail.

If to Service Provider:

ATTN: M/S Electronic Safety & Security (Pvt) Ltd
201, Kawish Crown, DACHS, Block 7/8
Shahrah-e-Faisal, Karachi

If to Bank:

ATTN: Sindh Bank Ltd
Head Office
Basement -II Floor, Federation House
Abdullah Shah Ghazi Road
Clifton Karachi-75600

14. GOVERNING LAW

This Agreement, and any dispute arising from the relationship between the parties to this Agreement, shall be governed by the law of the Pakistan excluding any laws that direct the application of another jurisdiction's laws.

15. ATTORNEY FEES PROVISION

In any litigation, arbitration, or other proceeding by which one party either seeks to enforce its rights under this Agreement (whether in contract, tort, or both) or seeks a declaration of any rights or obligations under this Agreement, the prevailing party shall be awarded its reasonable attorney fees, and costs and expenses incurred, if awarded by the court or any forum of alternate dispute resolution.



16. CONFIDENTIALITY

- i. **Confidential Information.** For the purposes of the Agreement, the term "Confidential Information" shall mean any information comes in possession of Service Provider and its personnel during normal course of business / Services shall be the property of the SNDB at all times and / or any of the SNDB'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 Service Provider.
- ii. Service Provider acknowledges that SNDB is under strict confidentiality obligations with regard to all the information and affairs of its Customers. Therefore, Service Provider shall not disclose any data, information or other affairs of SNDB's customers which may come to the knowledge of Service Provider in providing the above services. Service Provider undertakes to obtain from its employees involved in the Services written undertakings to maintain the confidentiality obligations of Service Provider under this Agreement.
- iii. In the event of breach of aforesaid clauses, Service Provider shall be liable to pay damages to the SNDB hereby indemnifies SNDB against any loss arising out of any breach of this clause by the SNDB.
- iv. This clause shall also survive after termination of this Agreement.
- v. For the purpose of clarity, such information does not need confidentially if the same
 - a. Has been lawfully obtained by the Service Provider, free of any duty of confidentiality, other than directly or indirectly from disclosing party.
 - b. Was already in the TCS's possession other than as a result of a breach of this clause 7.
 - c. Is in the public domain other than as a result of a breach of this clause 7.
 - d. Is necessary disclosed pursuant to a statutory and legal obligation or the order of any court of competent jurisdiction or official body including SBP having authority to require disclose.

17. ENSURING ACCESS TO SBP

Service Provider and SNDB agree to provide to State Bank of Pakistan necessary access to the documentation and accounting records in relation to the Provision of Service Level Agreement – CCTV Monitoring & Maintenance and right to conduct on-site to Service Provider, if required



18. LIABILITY

In case of loss, damage and / or delay after agreed time Service Provider shall pay the damages to the SNDB as mutually agreed. It is agreed between the parties hereto that no claim for loss of or damage shall be entertained till such time as all printing charges have been paid, in full, by the SNDB. The SNDB agrees not to deduct any amount from any payment to be made to Service Provider, against any bills raised and/or invoices issued by Service Provider, in respect of the printing and delivery of SNDB statements under this Agreement. This Addendum shall form an integral part of the Agreement

16. INDEMNIFICATION.

Service provider (the "Indemnifier") agrees that it shall indemnify, defend, and hold harmless the Bank and its parent, subsidiaries, affiliates, successors, and assigns and their respective directors, officers, employees and agents (collectively, the "Indemnitees") from and against any and all liabilities, claims, suits, actions, demands, settlements, losses, judgments, costs, damages and expenses (including, without limitation, reasonable attorneys', accountants' and experts' fees) arising out of or resulting from, in whole or in part: (i) any act, error or omission, whether intentional or unintentional, by the Indemnifier or its officers, directors, employees, or sub-administrators, related to or arising out of the business covered by this Agreement, or (ii) an actual or alleged breach by the Indemnifier of any of its representations, warranties or covenants contained in this Agreement (including, without limitation, any failure of

Indemnifier to comply with applicable local, state, provincial or federal regulations concerning Indemnifier's performance under this Agreement).

This Article shall also survive after termination of this Agreement.

17. Anti - Money Laundering.

"Service provider 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."

18. Settlement of Disputes:

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

If Parties fail to amicably settle any dispute arising out of or in connection with the Agreement within (10) days of commencement of such informal negotiations, the dispute shall first complaint redressal committee of the bank and if parties could not reach at amicable situation, then the matter will be referred to arbitration of two arbitrators, one to be appointed by each party, in accordance with the Arbitration Act, 1940. Venue of arbitration shall be at Karachi, Pakistan and proceedings of arbitration shall be conducted in English.

19. Conflict of Interest:

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

IN WITNESS WHEREOF, the parties have executed this Agreement at Head Office, KARACHI with full knowledge of its content and significance and intending to be legally bound by the terms hereof the day and year first above written.

SERVICE PROVIDER

BANK

Authorized Signature

Authorized Signature

MUHAMMAD QUTUB ALI KHAN
Executive Officer

Print Name and Title (Print) Ltd

Print Name and Title

Head of
Sindh Bank



EXHIBIT A

Location wise equipment Summary

Both parties have agreed that the requisite details will be complied by the bank and Service provider by visiting each branch. The fresh consolidate location wise equipment summary will be compiled within 6 months after execution of this agreement and shall become integral part of this agreement.

However, both parties, the bank and the service provider agrees that the scope shall be limited to the CCTV equipment only.



EXHIBIT B

STATEMENT OF WORK

SERVICE PROVIDER RESPONSIBILITIES:

- A. Furnish comprehensive maintenance support of CCTV network Equipment installation at the Bank Network Location(s) specified in Exhibit A. Comprehensive maintenance support means that in case of any issue/problem/hardware components and software shall be provided/replaced by the Service provider. Component/spares including software (software updates/patches) will be provided within time to ensure resolution within the permissible time as per clause F. Support shall include branch visits for attending complaints for breakdown or preventive maintenance. NO EXTRA PAYMENT will be demanded by the Service provider.
- B. Perform testing as Service Provider deems appropriate to verify proper operation of CCTV Cameras at the Bank Network Location(s) specified in Exhibit A. All Replacement/New/Spare Parts which includes NVR and Cameras must comply with or equivalent to existing system..
- C. Any equipment malfunctioned at branch, will be covered in the scope of this SLA and Service Provider will provide/replace the equipment as per the clause F.
- D. Service Provider must carry out preventive maintenance of CCTV system on quarter yearly basis.
- E. Service Provider will perform "First Level Maintenance" on the Equipment installed at Bank Network Location(s) specified in Exhibit A is defined as follows:
- Ensure that clear image are being recorded
 - Service Provider shall clean equipment; check connections and replace them where it necessary; testify the computer interface (if present); and verify the video routing and sequencing.
 - Vendor will replace loose or faulty connections check camera power supplies for proper voltage; and replace any parts that may have been ordered as a result of the inspection.
 - Check time/date settings on controls and adjust where necessary/required.
 - Ensure that video feeds are being stored over multiple system for reliability and redundancy and recording available on all medias all the time as follows:
 - NVR (In each Branch)
 - Memory Card (Installed inside the Camera)
 - Operation Manger System (Recorded on BR/Operational Manger's System)
 - Head Office (Through Remote Monitoring using Bank Network)
 - Make sure all cameras are functioning properly in Night Vision.
 - Make sure all recording can be viewed and accessed from Head office for viewing or copying.
 - Make sure that all the outdoor cameras installed at SNDB branches has no blocking in view i.e. the cameras are not installed behind the boards.
- F. Service Provider will ensure to resolve the issue within 24 hours in major cities (Karachi, Lahore, Islamabad, Quetta, and Peshawar) and within 48 hours in other cities.
- G. Integration between currently installed Software/Video Management System (VMS) and replacements of new parts /components will be the responsibility of Service Provider.
- H. It is mandatory for Service Provider to maintain sufficient inventory of equipment/ spares parts at Sindh Bank regional offices in Karachi, Islamabad/Rawalpindi, Lahore, Quetta and Peshawar.



- I. Service
Requests will be done anytime during the day by Bank through email, phone and resolution will be provided as per the clause F.
- J. Provide a central telephone number of the Service Provider Network Management) to be used by Bank to report all troubles, schedule routine maintenance visits, request First Level Maintenance and to request Service Provider
- K. technical support, should the Service Provider Network Location be unmanned at time of Bank's request then effective and alternate medium may be adopted for e.g. (Email, SMS, CMS Ticketing)
- L. Branches which are far-off or placed at remote areas, routine health-check activity for the CCTV system of remote branches will be conducted quarterly similarly as other branches.
- M. Overall Service Provider will be responsible to provide the following facilities in specific.
- Troubleshooting of CCTV system
 - Free of cost replacement of any part malfunctioned
 - Regular checks of recordings
 - Dedicated CCTV Operators in Head Office
 - Configuration of the CCTV system with the SNDB Network
 - 24 hours customer support for any issue related to Branch CCTV
 - Routine video recording retrievals
 - Periodic health check for branches throughout Pakistan
 - Ensuring Compliance as per State Bank and other departments
 - Incident management or DATA handling with Law enforcements agencies
 - Instant Back up support and resolution of any camera outage with in COB
 - Service Provider will allocate following dedicated resource for Sindh Bank along with Department of Complaint Management System (CMS).



Escalation Matrix

LEVEL-1	Name/Designation (support staff)	Amber Sehar
First complain if the call is not resolved "within specified response time" (24 hours)	Landline Phone	02134330887-8
	Email	support@esspl.com.pk
	Cell	0322-7217721
LEVEL-2	Name/Designation (Regional Head/Manager/GM)	Karim Ahmed
Second complain, if the call is attended within "Specified Response Time" and not attended / or the problem still unresolved even after complaining at Level-1 (48 hours)	Landline Phone	0213-4330887-8
	Email	Karim.b@esspl.com.pk
	Cell	03323754614
LEVEL-3	Name/Designation (CEO of the firm)	N. Qutub Ali Khan
Third complain, if the call is attended within "Specified Response Time" and not attended /or the problem still unresolved even after complaining at Level-2	Landline Phone	0213-4330889-88-87
	Email	qutub@esspl.com.pk
	Cell	0300-9286399
Note: Ensure that no column above is left blank		

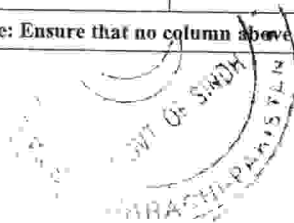


EXHIBIT C

(MONTHLY RECURRING PRICING SUMMARY)

SLA Charges	Monthly	Per Month/Per Branch
Service Level Agreement – SLA (Per Branch) including all taxes	1	Rs.5,100/-

Total expenses for 330 branches per month will be Rs.1,683,000/-

Total expenses for 330 branches per annum will be Rs.20,196,000/-



EXHIBIT D

FOR DATA RETRIEVAL

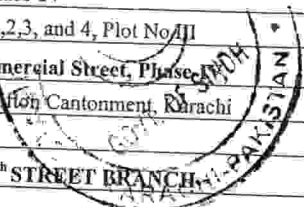
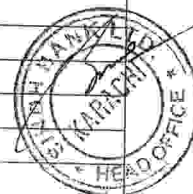
- A. For retrieval of any data from its memory or the system, some mandatory protocols has to be followed by the Branch Manager or Operation Manager accordingly, because installed specialized cameras are dependent on specific software, else the data will be completely corrupt, lost or in some cases memory card damage/failure.
- B. To retrieve any video recording from installed cameras. The Branch Manager or Operation Manager will request M/s. Electronic Safety & Security (Pvt). Ltd. To provide the recording.

LIST OF BRANCHES

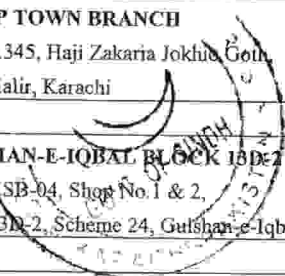
SINDH BANK LIMITED

S.No.	Branch Code	Branch Name
KARACHI BRANCHES		
		GROUP BUSINESS HEAD SOUTH OFFICE
		Plot # Misc.-2, Bahria Complex-II
		M.T. Khan Road, Karachi
1	5303	ALLAMA SHABBIR AHMED USMANI ROAD (ISLAMIC)
		Shop No.2,3, & 4, Shaheen Heights, Block-7,
		KDA Scheme No.24, Gulshan-e-Iqbal,
		Karachi
2	0390	ABUL HASAN ISPHAHANI ROAD BRANCH
		Plot No.A-1/10, Block No.4,
		Gulshan-e-Iqbal, Karachi
3	0341	BAHADURSHAH ZAFAR MARKET BRANCH
		Property No.G-3 of R.B. 11/22, III-A-239-B,
		Rambagh Quarters, Gwali Lane No.1,
0		Karachi
4	0329	BUFFERZONE NAGAN CHOWRANGI BRANCH
		Plot No. 32, Sector 11-H,
		North Karachi Township Scheme, Karachi
5	0360	BAHADURABAD BRANCH
		Plot No.111, Shop No.4, The City Towers,
		Bahadur Yar Jang Co-operative Housing Society
		Alamgir Road, Karachi

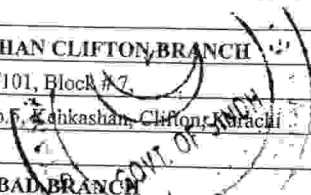
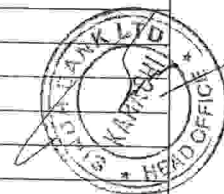
6	0364	BHAINS COLONY BRANCH Plot No. 217, Block-A, Cattle (Bhains) Colony Landhi, Karachi
7	0366	BAHRIA COMPLEX-II BRANCH Plot # Misc.-2, Bahria Complex-II M.T. Khan Road, Karachi
8	0375	BOHRAPIR BRANCH Shop No.3 & 4, Plot Survey No.88, RC.12 Ranchore Line Quarter, Karachi
9	0391	BALDIA TOWN BRANCH Plot No.667, Anjam Colony, Badia Town, Karachi
10	0385	BAHRIA TOWN BRANCH Plot No.109-A, Precinct-A, Street Commercial Lane-05, Midway Commercial, Bahria Town, Karachi
11	0302	CLIFTON BRANCH Ground Floor, St-28, Block-5, Federation House, Clifton, Karachi
12	0303	COURT ROAD BRANCH Ground floor, G-5-A, Court View Apartments, Opposite Sindh Assembly, Karachi
13	0318	CLOTH MARKET BRANCH Shop No.28, Ground Floor, Cochinwala Market, Bunder Road Quarters, Karachi
14	0369	CIVIC CENTER BRANCH Ground Floor, Civic Center, Gulshan-e-Iqbal, Karachi
15	0325	DHORAJEE BRANCH Plot # 35/243, Block 7&8, C.P. Berar Cooperative Housing Society, Dhorajee Colony, Karachi
16	0357	DHA PHASE-II BRANCH Plot No. 13-C, Commercial Area "A", DHA Phase-II, Karachi
17	0338	DHA Phase-IV Shop # 1,2,3, and 4, Plot No.11 9 th Commercial Street, Phase-IV DHA, Clifton Cantonment, Karachi
18	0304	DHA 26th STREET BRANCH



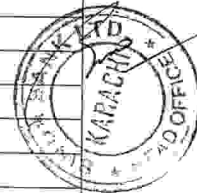
		Plot No.14-E, 26 th Street Phase 5 Ext. D.H.A,
		Karachi
19	0380	DHA PHASE-VIII BRANCH
		Ground Floor, Plot No.75-C,
		Al-Murtaza, Lane-3, DHA, Phase-VIII,
		Karachi
20	0372	DR. ZIAUDDIN AHMED ROAD
		Plot No.2/1, Sheet No. C 11-9,
		Imperial Court, Dr. Ziauddin Ahmed Road,
		Karachi
21	0349	GARDEN EAST BRANCH
		Plot No. GRE-491/2-B, Shop No.2 & 3,
		Seven Star Residency,
		Garden East Quarters, Karachi
22	0321	GOLE MARKET BRANCH
		Plot # 16, Row # 18, Sub-Block-F in Block-III,
		Gole Market, Karachi
23	0335	GULISTAN-E-JOHAR BRANCH
		Shop # 7 & 8, Casim Paradise, Block-18,
		Scheme 33, Gulistan-e-Johar, Karachi
24	0343	GULSHAN-E-HADEED BRANCH
		Gulshan-e-Hadeed,
		Karachi
25	0305	GULSHAN-E-IQBAL BRANCH
		Fl : 1/13, block 5, KDA Scheme No.24,
		Main Rashid Minhas Road, Gulshan-e-Iqbal Karachi
26	0337	GULSHAN-E-MAYMAR BRANCH
		Plot No.SB-016, Sector-7, Sub-Sector IV,
		Gulshan-e-Maymar , Karachi
27	0311	GIZRI BRANCH
		Commercial Plot No.G-1/2 & 23
		Lower Gizri Bazar Area,
		Clifton Cantonment, Karachi
28	0387	GADAP TOWN BRANCH
		Plot No.345, Haji Zakaria Jokhu Goth,
		Distt. Malir, Karachi
29	0392	GULSHAN-E-IQBAL BLOCK 13 DE 7 BRANCH
		Plot No.SB-04, Shop No.1 & 2,
		Block 13 DE 2, Scheme 24, Gulshan-e-Iqbal, Karachi
30	0377	GULZAR-E-HIJRI BRANCH
		Shop No. 65 & 66, Block-9, Ground Floor,,
		County Garden, Sub Plot 06/09, Sector 14-B,



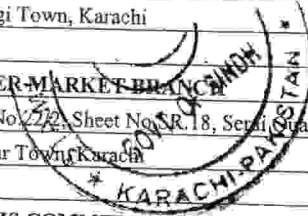
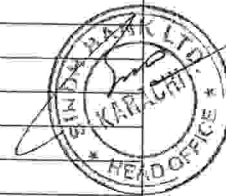
		KDA Scheme No.33, Gulzar-e-Hijri, Karachi
31	0306	HYDERI BRANCH Plot No. SD-27, Block-G, Scheme No.2. Hyderi Market, North Nazimabad, Karachi
32	0301	I.I. CHUNDRIGAR ROAD BRANCH Ground Floor, P & O Plaza, Opposite I.I. Chundrigar Road, Karachi
33	0381	IBRAHIM HYDERI BRANCH Commercial Plot, Situated in Naiclass 25, Deh Ibrahim Hyderi, Karachi
34	0323	JAMSHED QUARTER BRANCH House # 13/B, Plot # 710/6, Survey Sheet # J.M. Quarters, Karachi
35	0307	JODIA BAZAR BRANCH Shop No. 1 Ground Floor, Soomro Center, Jodia Bazar, Napier Quarter, Karachi
36	0332	KARACHI ADMINISTRATION SOCIETY BRANCH Plot # SA/90, Block-8, KAECHS Society, Opposite Shaheed-e-Millat Road, Karachi
37	0348	KHAYABAN-E-ITTEHAD BRANCH Plot No.128-N, Muslim Commercial Area, Khayaban-e-Ittehad, DHA, Phase-VI, Karachi
38	5301	KHAYABAN-E-ITTEHAD ISLAMIC BANKING BRANCH Ground Floor, Plot No. 13-C, Khayaban-e-Ittehad, Phase-II Ext. DHA, Karachi
39	0354	KHAYABAN-E-SHAHBAZ BRANCH Plot No.11-C, Shop No.1 & 2, Ground Floor, Shahbaz Lane-2, Phase-VI, Pakistan Defence Housing Authority, Karachi
40	0308	KORANGI INDUSTRIAL AREA BRANCH Plot No.27/28, Showroom No.5, Korangi Industrial Area, Sector-16, Karachi
41	0359	KEHKASHAN CLIFTON BRANCH Plot No. F/101, Block # 7, Scheme No.5, Kehkashan, Clifton, Karachi
42	0368	KARIMABAD BRANCH C-23, Al-Habib Blessing, Block-4, Federal B Area, Meena Bazar,



		Karimabad, Karachi
43	0373	KARACHI UNIVERSITY Main Campus, University of Karachi University Road, Karachi
44	0378	KORANGI TOWNSHIP BRANCH Plot No.0-13, Sector 33-A, Korangi, Karachi
45	0382	KEAMARI BRANCH Plot No.18, Locality No.11, Jungle Shah Keamari, Karachi
46	0383	KHADDA MARKET BRANCH Ground Floor, Plot No.18/2, Survey Sheet No.LY-6 Khadda Market, Lyari, Karachi
47	0345	LANDHI BRANCH Quarter No.14/10, Block-5 D, Landhi Township, Karachi
48	0339	LEA MARKET BRANCH, KARACHI Plot Survey # 2, Lea Quarters, Lea Market, Karachi
49	0330	LIAQUATABAD BRANCH Plot # 2, Block-3, Machine Area Survey Sheet # 7/9, Liaquatabad, Karachi
50	0322	M.A. JINNAH ROAD BRANCH, KARACHI Plot No.28/2, Shop No. 13, 14 & 15 Amber Medical Centre, M.A. Jinnah Road, Karachi
51	0344	MALIR CANTT. BRANCH Plot No.11, Block-S, Cantt. Bazar Area, Malir Cantonment, Karachi
52	0352	MEHMOODABAD BRANCH Plot No.476 & 476A, MAC-II Mehmoodabad, Karachi
53	0316	MEMON GOTH BRANCH Plot No.232 Deh. Malh, Tapu Dersano Chano, Murad Memon Goth, Karachi
54	0347	METROVILLE BRANCH Plot No.F-5, Block-3, Category B, KDA Scheme, Metroville No.1, S.I.T.E., Karachi
55	0333	MOHAMMAD ALI SOCIETY BRANCH Plot No.39/F, Mohammad Ali Society,



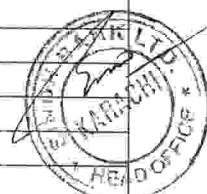
		Karachi
56	0370	MALIR CITY BRANCH Plot No.46, Block-A, Malir Township, Near Atia Hospital, National Highway, Karachi
57	5302	MODEL COLONY (ISLAMIC) Plot No.9-1/2-A, Model Colony, Near National Saving Centre, Karachi
58	0328	NEW CHALLI BRANCH Property Bearing # 37, Survey Sheet # SR-7, Serai Quarters New Challi, Karachi
59	0317	NEW KARACHI BRANCH Plot # AS-24, Street # 3, Sector # 5-H, North Karachi Township
60	0319	NORTH KARACHI INDUSTRIAL AREA 1/1, Sector 12-A, North Karachi Industrial Area, Karachi
61	0324	NORTH NAPIER ROAD BRANCH Plot # 32/2, Survey # NP-10, Sheet # 10 Napier Quarters, Napier Road, Karachi
62	0355	NORTH NAZIMABAD BRANCH Ground Floor, Plot No.SC-7 Chayell Comfort, Block-N, KDA Scheme No.2, North Nazimabad, Karachi
63	0371	NISHTAR ROAD BRANCH Shop No.1A, Ground Floor, Building Bearing Survey No.61/II, Nishtar Road, Karachi
64	0376	NAZIMABAD BRANCH Shop No.S-1, Plot No.26 Row-01, Sub Block-A, Block-1, Nazimabad, Liaquatabad Town, Karachi
	0384	ORANGI TOWNSHIP BRANCH Plot No.C.1-57, Sector No.11, Orangi Township, Karachi
66	0389	ORANGI TOWN BRANCH Plot No.L-1 & Plot No.L-245, Section 1/D, Orangi Town, Karachi
67	0310	PAPER MARKET BRANCH Plot No.222, Sheet No.18, Serai Quarters, Saddar Town, Karachi
68	0353	PECHS COMMERCIAL AREA BRANCH



		Plot No.187-3A, Shop No. 3 & 4, Ground Floor, Dawood Apartment, Block-2, PECHS, Karachi
69	0358	PIA EMPLOYEES CO-OPERATIVE HOUSING SOCIETY BRANCH Plot No.B-44, Block-9, KDA Scheme # 36, PIA Employees Co-Operative Housing Society, Gulistan-e-Jauhar, Karachi
70	0342	PIB COLONY BRANCH Shop No. 2, Plot No.340, Pir Illahi Bux Co-operative Housing Society Ltd., PIB Colony, Karachi
71	0309	PREEDY STREET, SADDAR BRANCH Property bearing # 326/2, Artillery Maidan, Preedy Street, Saddar Karachi
72	0393	QUAIDABAD BRANCH Plot No.SV-09, Maria Center, Quaidabad, Landhi, Karachi
73	0367	RASHID MINHAS ROAD BRANCH Plot No. A-2, Shop No.S12 to S-15, Akbar Paradise, Block-A, National Cement Employees Cooperative Housing Society, Rashid Minhas Road, Karachi
74	0356	SAFOORA GOTH BRANCH Plot No.SB-23, Shop No.2, Euro Heights, Block-7, KDA Scheme # 36, Gulistan-e-Johar, Karachi
75	0326	SHAHEED-E-MILLAT ROAD BRANCH Show Room # G-01, Sagar Heights, Block-3, M.S.G.P. Cooperative Housing Society, Shaheed-d-Millat Road, Karachi
76	0314	SITE BRANCH B/9-B-2, SITE, Karachi
77	0312	SHAHRAH-E-FAISAL BRANCH Plot No.30-A, Ground Floor, Showroom No. 4, 5 & 6, Progressive Centre, Block-6, P.E.C.H.S, Shahrah-e-Faisal, Karachi
78	0340	SHERSHAH BRANCH Plot No.D/95, Shop# A-1 & A-2, SITE Area, Karachi
79	3021	SIR SYED HOSPITAL - SUB BRANCH Plot No.887, Block-A, Korangi Road, Near KPT Interchange, Qayyumabad, Opposite DHA Phase-VII Ext. Karachi



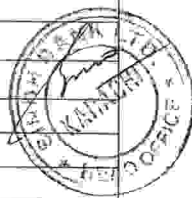
80	3031	SINDH SECRETARIAT – SUB BRANCH C.S. No.409, Sheet No. AM-1, Artillery Maidan Quarter, Karachi
81	0334	SOHRAB GOTH BRANCH Shop # 14/A & B, 15/A & B, Ground Floor, Al-Asif Square, Sohrab Goth, Karachi
82	0336	STOCK EXCHANGE BRANCH, KARACHI Property No. 142 & 143, Third Floor, Stock Exchange Building, Karachi
83	0362	SINDHI MUSLIM HOUSING SOCIETY BRANCH Plot No. 117 & 118, Shah Abdul Latif Education Trust Block-A, Sub-Block B, Sindh Muslim Cooperative Housing Society, Main Chowrangi, Karachi
84	0363	SHIREEN JINNAH COLONY BRANCH Plot No.46, Block-I, Category-B, Scheme No.05, Shireen Jinnah Colony, Clifton, Karachi
85	0374	SHAH FAISAL COLONY House No.CB-52, Ground Floor, Alfalah Co-operative Housing Society (Drigh Colony) Shah Faisal Colony, Karachi
86	0379	SINDH SOCIAL SECURITY INSTITUTION (SESSI) BRANCH Ground Floor, Sindh Employees Social Security Institute Head Office, ST/17, Block-06, Gulshan-e-Iqbal, Karachi
87	0386	SAADI TOWN BRANCH Plot No.C-33 (Commercial), Block-II, Saadi Town, Scheme-33, Gulzar-e-Hijri, Malir Cantt, Karachi
88	0388	SAMANABAD / GULBERG BRANCH Plot No.R-323, Block-18, Scheme No.16, F.B. Area, Samanabad, Gulberg, Karachi
89	0313	TARIQ ROAD BRANCH Plot No.55-C, 56-C, Central Commercial Area, Block-2, PECHS, Karachi
90	0315	TIMBER MARKET BRANCH Plot Survey # 22 (Old Survey # E-5/3-14), Lawrence Quarter, Siddique Manab Road, Timber Market, Karachi
91	0331	UNIVERSITY ROAD BRANCH, GULSHAN-E-IQBAL



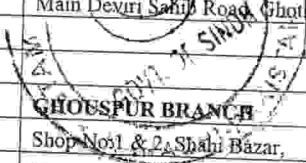
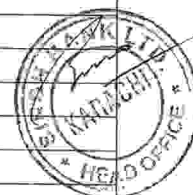
		Shop # 2 & 3 Bearing Plot # SB-13,
		Ground Floor, Gulshan Centre, Block-13-C,
		Scheme-24, Gulshan-e-Iqbal, Karachi
92	0320	WATER PUMP BRANCH
		Plot # 9, Block-16, Scheme # 16,
		Federal "B" Area, Karachi
93	0346	WEST WHARF BRANCH
		Plot No. 20, Warehouse Area,
		West Wharf Road, Karachi

INTERIOR SINDH BRANCHS

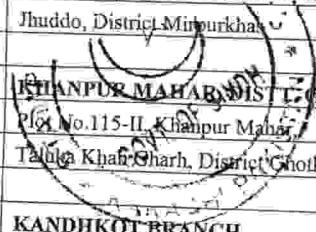
1	0149	AHMED PUR BRANCH
		Jiryan No.309, Survey No.625, Ahmed Pur,
		Taluka Kingri, District Khairpur
2	0401	AUTOBHAN ROAD BRANCH, HYDERABAD
		Wali Arcade, Plot No.M-577,
		Autobhan Road, Latifabad, Hyderabad
3	0144	ANAJ MANDI LARKANA BRANCH
		Survey No.3830/1831 & 1981/1, Ward-A,
		Mohallah Shewa Mandi, Main Road Larkana
4	0124	BADAH BRANCH
		Jiryan No.87, Main Badah Road, Badah,
		Tehsil Dokri, District Larkana
5	0409	BADIN BRANCH
		Plot / Survey No.157, Main Bus Stop,
		Hyderabad Badin Road, Badin
6	4091	BAWANI SUGAR MILLS - SUB-BRANCH
		Ahmed Nagar, Talhar Distt.
		Badin
7	0423	BHAN SAEEDABAD BRANCH
		Jaryan No.698, Main Bhan Saeedabad Road,
		District Jamshoro
8	0435	BERANI BRANCH
		Survey No.45(1-2-3) & 46, Deh Berani,
		Taluka Jam Nawaz Ali
		District Sanghar
9	0441	BANDHI DISTT. SHAHEED BENAZIRABAD BRANCH
		Plot No.13 & 14 Farooque Town Bandhi,
		Deh-64, Nasrat Bandhi, Taluka Daur
		District Shaheed Benazirabad
10	0148	BUXAPUR, DISTRICT KASHMORE BRANCH
		Jiryan No.06, Buxapur Town, Main Buxapur Market



		District Kashmir
11	0445	BULARI SHAH KARIM BRANCH Revenue Survey No.55, Main Bulari Shah Market Road, Deh & Tappo Bulari, Taluka Bulari Shah Karim, District Tando Muhammad Khan
12	0427	CITIZEN COLONY, HYDERABAD BRANCH Shop No.3-7, Royal City Project, Citizen Colony, Jamshoro Road, Hyderabad
13	0439	CHACHRO DISTT. THARPARKAR Plot No.2, Jaryan No. 294, Deh Chachro, Taluke Chachro, District Tharparkar
14	0146	CHUNDKO DISTRICT KHAIRPUR BRANCH Jiryan No.40, Main Road Chundko, Taluka Nara, District Khairpur
15	0106	DADU BRANCH Plot No.54, RS No.987, Opposite Degree College, Dadu City, District Dadu
16	1061	DADU SUGAR MILLS - SUB BRANCH Pyaro Goth, Distt. Dadu
17	0115	DAHARKI BRANCH Survey No.446, Main Daharki Road, Taluka Daharki, District Ghotki
18	0428	DIGRI BRANCH Plot No. 118, Deh, 178, Mirwah Road, Digri
19	0137	DOKERI, DISTT. LARKANA BRANCH Shop No.3&4 Dokro Moen-Jo-Daro Road, Dokeri
20	0121	GAMBAT BRANCH Plot No.2153-A, Near Sui Gas Office, Main Gambat Road, District Khairpur
21	0429	GHARO BRANCH Jaryan No.197, Main National Highway Road, Taluka Ghara, District Thatta
22	0110	GHOTKI BRANCH Plot/City Survey No.890, Ward-B, Main Dexiri Sakhi Road, Ghotki
23	0128	GHOESPUR BRANCH Shop No.1 & 2, Shahi Bazar, Near Shah Hussain Masjid Ghouspur,



		Taluka Kandhkot, District Kashmore-Kandhkot
24	0432	GHARI KHATA BRANCH Shop No.CSF/C/1075,20, Qazi Qayoom Road, Hyderabad
25	0142	GARHI YASIN, DISTRICT SHIKARPUR City Survey No.430, Main Bazar Garhi Yasin , District Shikarpur
26	0145	GHARI KHAIRO DISTT. JAOBABAD BRANCH Shop No.13, VF-II, Jiryan No.13, Main Road Town Ghari Khairo, District Jacobabad
27	0443	GOLARCHI DISTRICT BADIN BRANCH Plot No.A-1, Jiryan No.618, Main Golarchi Road, Deh Bharo Dari, Tappo Golarchi, District Badin
28	0402	HALA BRANCH Survey No. 1397/88, Ward B, Gulshan Fahim Colony, Hala, District Matiani
29	0430	ISLAMKOT BRANCH Plot No.17, 18 & 20, Near Jamia Masjid Taluka Islamkot, District Tharparkar
30	0119	JACOBABAD BRANCH Property No.232, Ward-6, Main Quetta Road, Jacobabad.
31	0431	JAMSHORO BRANCH Plot No.A-133, Sindh University Employees Co-operative Housing Society, Phase-I, Taluka Kotri, District Jamshoro
32	0433	JOURNALIST SOCIETY BRANCH Plot No.9, Journalist Co-operative Housing Society, Near Center Jail, Hyderabad
33	0440	JATI DISTT. SUJAWAL BRANCH Revenue No.789/766, Memon Shopping Mall Jati District Sujawal
34	0442	JHUDDO DISTT. MIRPURKHAS City Survey No.444, Usman Complex-II Ward No.8, Main Jhuddo, Tando Bago Road, Jhuddo, District Mirpurkhas
35	0136	KHANPUR MAHAR, DISTT. GHOTKI BRANCH Plot No.115-II, Khanpur Mahar, Taluka Khanpur Mahar, District Ghotki
36	0104	KANDHKOT BRANCH S.No.167, opposite Shams petroleum Services Deh Akhero Kandhkot



District Kashmore Kandhkot

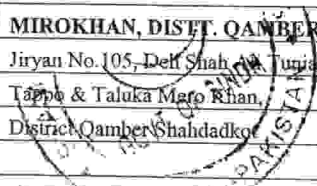
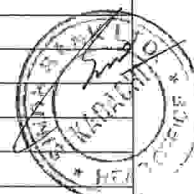
37	0129	KANDIARO BRANCH
		Jaryan No.1588, Opposite Zarai Taraqati Bank Ltd.
		Hospital Road, Taluka Kandiarno, District Naushero Feroze

38	0118	KASHMORE BRANCH
		Jaryan No.874, Main Kashmore Kandhkot Road,
		Kashmore District Kandhkot.
39	0102	KHAIRPUR BRANCH
		Ground Floor, Syed Ramzan Ali Shah
		Trade Centre, Khairpurmiris

40	0126	KHAIRPUR NATHAN SHAH BRANCH
		Shop No.C/407-A,
		Taluka Khairpur Nathan Shah, District Dadu
41	4092	KHOSKI SUGAR MILLS – SUB BRANCH
		Khoski Sugar Mills Ltd. Khoski,
		District Badin
42	0403	KOTRI BRANCH
		City Survey No.290, Ward-A,
		Shop No.8-10, Plot No.1, River Point Kotri, District Jamshoro
43	0417	KUNRI BRANCH
		Plot No. 10, Survey No.263/4,
		Block-6 Deh Garahio, Main Station Road,
		Kunri, District Umerkot.
44	0434	KHIPRO BRANCH
		Plot No.Z-437, Khipro Town, Main Sanghar Khipro Road,
		Taluka Khipro,
		District Sanghar
45	0138	KOT BANGLOW DIST. KHAIRPUR
		City Survey No.300, Deh Tando Shah,
		Tapo Kotdiji Distt Khairpur
46	0107	LARKANA BRANCH
		Ground Floor, City Survey No. 799,
		Raza Shah Mohalla, VIP Road, Larkana
47	0418	LATIFABAD HYDERABAD BRANCH
		Plot No. 06, Block-D, Unit No. VII,
		Latifabad, Hyderabad
48	0426	MARKET AREA, HYDERABAD BRANCH
		Shop No. A/1194, Ward-A,
		Market Road, Hyderabad
49	0415	MATIARI BRANCH
		Plot # 125, Situated Ward-A Town

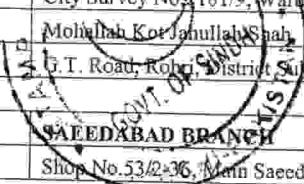


		Opposite NADRA Office, Matiani
50	0122	MEHAR BRANCH Shop No.1086, Ward-A, Mehar, District Dadu
51	0127	MILITARY ROAD SUKKUR BRANCH Survey No.717, Main Military Road, Sukkur
52	0116	MIRPUR MATHELO BRANCH Plot No.24(2-01) Deh, Tapo Mirpur, Main Mirpur Mathelo Road, District Ghotki
53	0404	MIRPURKHAS BRANCH Plot No. RCN-18, Survey No.864/6, Main Umerkot Road, Mirpurkhas
54	0410	MITHI BRANCH Plot/Jaryan No.50, Opposite Hyderi Hotel, Mithi
55	0421	MORO BRANCH Plot No.14, Main Road Moro, District Noshero Feroze
56	0132	MEHRABPUR BRANCH PTD No.III-A-43, Ward-16, Thari Road, Mehrabpur, Taluka Mehrabpur, District Naushahrofroze
57	0437	MATLI DISTRICT BADIN Plot No.381/1, Unit-II, Category II, Noor Hamd Nodakari Colony, Taluka Matli, District Badin
58	0438	MIRPUR BATHORO Survey No.381/A, Ward-A, Main Road Sujawal to Mirpur Bathoro, Taluka Mirpur Bathoro, District Sujawal
59	0140	MUHALLA LUQMAN, KHAIRPUR Plot No.7,8,9,10,33,34,35 & 36 CS Nos.169,170 & 171 Arisha Colony Opp. Mill Colony Civil Hospital Road, Distt. Khairpur.
60	0141	MIROKHAN, DISTT. QAMBER SHAHDADKOT Jiryan No.105, Deh Shah Khan, Taluka Mirpurkhas, District Qamber District Qamber Shahdadkot
61	0147	MADEJI, DISTRICT SHIKARPUR BRANCH City Survey No.22, Deh Hafeez Dero, Madeji Taluka Ghari Yaseen, District Shikarpur



62	0444	MIRPUR SAKRO BRANCH
		Jiryan No.500/499, Main Road Mirpur Sakro
		Deh Mirpur Sakro, Tappo & Taluka Mirpur Sakro,
		District Thatta
63	0101	NAUDERO BRANCH
		Naudero Sugar Mills, Main Larkana Road,
		District Larkana
64	0105	NAUSHAHRO FEROZ BRANCH
		Property Jaryan No. 185/28-5-2005,
		Deh Survey No.137, Main Naushahro Feroz Road
		Opposite National Savings Centre Taluka
		Naushahro Feroz
65	0134	NASIRABAD BRANCH
		Shop No.1-8, Madina Shopping Center,
		Mohallah Kathia Bazar, Badah Road,
		Nasirabad, District Kambar Shahdadkot
66	0103	PANO AQIL BRANCH
		Property Survey No.436, Main Pano Aqil Sukkur Road,
		Taluka Pano Aqil, District Sukkur.
67	0125	PIR JO GOTH BRANCH
		Shop No.2180, Anaj Mandi,
		Pir Jo Goth, Taluka Kingri, District Khairpur
68	0123	QAMBAR BRANCH
		City Survey No.121 & 122, Ward-B,
		Near Shahi Bazar Station Road,
		Qambar, Shahdadkot
69	0405	QASIMABAD, HYDERABAD BRANCH
		Plot No.11, Rs No.274/1, Faraz Villas,
		Qasimabad, Hyderabad
70	0130	QAZI AHMED BRANCH
		Survey No.313, Main Qazi Ahmed Road,
		Taluka Qazi Ahmed, District Shaheed Benazirabad
71	0111	RATODERO BRANCH
		City Survey No.795/5, Ward B,
		Ratodero Bus Stand, Ratodero
		Larkana

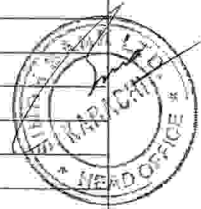
72	0120	ROHRI BRANCH
		City Survey No.2181/9, Ward-B,
		Mohallah Kot Janullah Shah,
		G.T. Road, Rohri, District Sukkur
73	0425	SAEEDABAD BRANCH
		Shop No.53/2-36, Main Saeedabad Road,



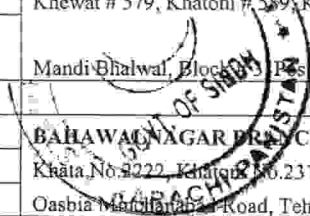
		Taluka Saeedabad, District Matiari
74	0424	SAKRAND BRANCH Shop No.355/1-4, 356, 357, 367, Main Sakrand Road, Taluka Sakrand, District Shaheed Benazirabad
75	0413	SANGHAR BRANCH Plot No.A-B, City Survey No.124/A-B Cooperative Housing Society, Sanghar
76	0422	SAJAWAL BRANCH Plot No.CS-239/2 & 239/3, Mohalla Ward, Near UBL, Sajawal, District Thatta
77	0109	SEHWAN BRANCH Plot No./Survey No.20/49/1951, Alam Channa Mohalla, Sehwan, District Jamshoro
78	0113	SHAHADKOT BRANCH Building Survey No.652, Ward C, Main Kotoo Motoo Chowk, Shahdadkot
79	0114	SHIKARPUR BRANCH Survey No.34/3, Ward No.23, Station Road, opposite Library, Shikarpur
80	0108	SUKKUR BRANCH Plot No. C-550/17, Shalimar, Minara Road, Sukkur
81	0416	SHAHADAPUR BRANCH City Survey No.543, 548 Muhaga Land Station Road, Shahdadpur District Sanghar
82	0411	SHAHEED BENAZIRABAD BRANCH Plot No.2481/13, VIP Road, near Doctor's Colony, Nawabshah, District Shaheed Benazirabad
83	1141	SHIKARPUR RICE MILLS - SUB BRANCH Shikarpur Rice Mills, Main Jacobabad Road, Village Lodhra, District Shikarpur
84	0436	SULTANABAD BRANCH Sabzi Mandi, Sultanabad, Deh Salki Tapo Kamaro, Taluka & District Tando Allahyar
85	0135	STATION ROAD LARKANA BRANCH Plot No.03, Near Ali Abbas Chowk, Station Road, Larkana
86	0143	SALEHAT DISTT. SUKKUR BRANCH Shop No.1,2,3 & 4 Plot No.135 to 156



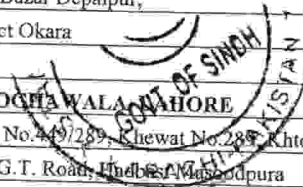
		Deh Chak No.5, Salehpat, Distt. Sukkur
87	0406	TANDO ADAM BRANCH Shop No.1,2,3, Prime Tower, Hogani Colony, Hyderabad Road, Tando Adam, District Sanghar
88	0407	TANDO ALLAHYAR BRANCH Plot No.4-4A & 5, Survey No.272/1, Al Habib Plaza, Main Tando Allahyar Hyderabad Road, Tando Allahyar
89	0408	Tando Muhammad Khan Plot. Survey No.34, Jaryan No.13/10-7-08, Tando Muhammad Khan
90	0412	THATTA BRANCH Survey No.115, near Badshahi Masjid, Thatta Sijawal Road, Thatta
91	0117	THUL BRANCH Property No.484, Kandhkot Road, Thul, District Jacobabad
92	4121	THATTA CEMENT - SUB-BRANCH Thatta Cement Company Limited, Makli Ghulamullah Road, Thatta
93	4071	TANDO ALLAHYAR SUGAR MILLS - SUB BRANCH Tando Allahyar Sugar Mills, Deh Kanidar, UC Sanjar Chang, Taluke Chamber, District Tando Allahyar.
94	0139	THARI MIRWAH, DISTT. KHAIRPUR Near Police Station Thari Mirwah, Taluka Mirwah Distt. Khairpur.
95	0446	TANDO JAM BRANCH Jiryan No.399, Mir Mohallah Main Road Tando Jam, Taluka & Distt. Hyderabad
96	0419	UMERKOT BRANCH Plot No.52, Survey No.111, Umerkot Nagori Society, Tehsil & District Umerkot
97	0131	UBARO BRANCH Survey No.714 & 722, Main Ubaro Road, Taluka Ubaro, District Ghotki
CENTRAL REGION BRANCHES		
		GROUP BUSINESS HEAD - CENTRAL REGION Plot No.159, Sector 5, Commercial Area, Defence Housing Authority, Lahore Cantt
1	0658	ALI PUR CHATHA BRANCH



		Khewat No.979, Khatooni No.1414, Khasra No.3620/1683,
		Gujranwala Road, Ali Pur Chatha,
		Tehsil Wazirabad, District Gujranwala
2	0613	ALLAMA IQBAL TOWN BRANCH, LAHORE
		503-Karim Block (Commercial)
		Allama Iqbal Town, Lahore
3	0610	ASHRAFABAD BRANCH, DISTRICT BAHAWALPUR
		Ashrafabad Sugar Mill, Village Ashrafabad,
		Distrtict Bahawalpur
4	0668	ALI WALA BRANCH
		Khewat No.403, 414, 507, Village Ali Wala,
		Tehsil & District Muzaffargarh
5	0697	ADDA UTTARY MOUZA GITH BARABAR BRANCH
		Khewat No.105/105, Khatoni No.137 to 140, 165 to 167,
		Adda Uttary Mouza Gith Barabar, Tehsil & District Multan
6	0605	BAHRIA TOWN LAHORE BRANCH
		Shop No.1, 2 & 3, Ground Floor, D Plaza,
		Commercial Area, Bahria Town, Lahore
7	0601	BLUE AREA ISLAMABAD BRANCH
		Shop No. 1-5 & Mezzanine 1, Sohrab Plaza,
		Jinnah Avenue, Blue Area, Islamabad
8	0602	BANK ROAD RAWALPINDI BRANCH
		Kichlew Building,
		Bank Road, Saddar, Rawalpindi
9	0623	BURKI BRANCH
		Khasra # 1523, Khewat # 50, Khatoni # 82,
		Village Burki, Lahore
10	0682	BANK SQUARE MODEL TOWN LAHORE
		Shop No. 34-A, Bank Square Market
		Model Town, Lahore.
11	0686	BAND ROAD LAHORE
		Khewat No.15, Khatooni # 84, Khasra # 546/115/16,
		Mohallah Sanda, Bhatianwala, Bund Road
		Gulshan-e-Ravi, Lahore
12	0694	BHALWAL, DISTT. SARGODHA BRANCH
		Khewat # 579, Khatoni # 589, Khasra # 890/2,
		Mandi Bhalwal, Block 3, P.S. Office Road, Tehsil Bhalwal, District Sargodha
13	0695	BAHAWALNAGAR BRANCH
		Khata No.222, Khatoni No.2310, Al-Fazal Market,
		Oasbia Machhiwala Road, Tehsil & District Bahawalnagar



14	0607	CHAK GHANIAN, DISTRICT GUJRAT
		Village & PO Chak Ghanian, Tehsil Sarai Alamgir,
		District Gujrat
15	0650	CHICHAWATNI BRANCH
		Plot No.376,
		Main Bazar Chichawatni, District Sahiwal
16	0657	CHINIOT BRANCH
		Khewat No.3133/3117, Khasra No.13557/9602,
		Chah Karian Wala, Faisalabad Road, Chiniot
17	0621	CIRCULAR ROAD BRANCH, LAHORE
		Shop No.1, SE-38-R-55/D,
		Opposite Akbari Mandi
		Circular Road, Lahore
18	0611	DALWAL, CHAKWAL BRANCH
		Village & Post Office Dalwal, Tehsil Choa Saidan
		Shah, District Chakwal
19	0663	EGERTON ROAD BRANCH, LAHORE
		Al-Deen Chambers, Plot Vide No.SE-27-R-3,
		Venus Plaza, Egerton Road, Lahore
20	0631	DERA GHAZI KHAN BRANCH
		Opposite Medical Collge,
		Jampur Road, Dera Ghazi Khan
21	0603	DHA BRANCH, LAHORE
		Plot No.159, Sector Y, Commercial Area,
		Defence Housing Authority, Lahore Cantt
22	0684	DHA PHASE-IV LAHORE
		145 CCA, Sector DD,
		Phase-IV, DHA, Lahore Cantt.
23	0652	DHA PHASE-V, LAHORE BRANCH
		Plot No.CCA-39, Phase 5-C,
		Defence Housing Authority, Lahore
24	0648	DHA PHASE-VI LAHORE
		15-C, Main Boulevard
		DHA Phase-VI, Lahore
25	0673	DEPALPUR, DISTRICT OKARA
		Khewat No.35-36, Grains Market,
		Main Bazar Depalpur,
		District Okara
26	0680	DAROGHA WALA LAHORE
		Khasr No.449/289, Khewat No.289, Khtoni No.639,
		Main G.T. Road, Thebes, Masoodpura
		Daroghawala, Lahore



27	0617	E-11 BRANCH, ISLAMABAD Plot No.1, Sector E-11/3, M.P.C.H.S, Islamabad
28	5607	EIDGAH ROAD, BAHAWALPUR (ISLAMIC BR) Khata No.62/119, Moza Bahawalpur, Milad Chowk, Eidgah Road, Bahawalpur
29	0636	FAISALABAD BRANCH 7-D, Commercial Area, People Colony No.1, Faisalabad
30	0654	FEROZEPUR ROAD BRANCH Plot # S-86-R-79, 79/2, Main Ferozepur Road, Ichra Lahore
31	0671	FAISAL TOWN BRANCH Plot No.25, Block A, Near Faisal Hospital, Faisal Town, Lahore
32	0675	FATEH JANG, DISTT. ATTOCK Shop No.1-5, Ward No.6, Moza Fateh Jang, District Attock
33	0674	F-11 MARKAZ, ISLAMABAD BRANCH Plot No.39, Shops No.3, 4, 5, 18, & 19, Near Rahat Bakery, F-11, Markaz, Islamabad
34	0604	G.T. ROAD GUJRANWALA BRANCH Property No. B-XII-7S-60/A, Bhatia Nagar. G.T.Road, Gujranwala
35	0660	GAGGO MANDI BRANCH Khewat No.58, Chak No.187/E.B. Opposite Police Station, Main Multan Road, Gaggo Mandi, Tehsil Burewala, District Vehari
36	0606	GHURKI BRANCH, LAHORE Khewat No. 8, Khatooni No.576/568, Khata No, 156/702, Ghurki Union Council, District Lahore
37	0662	GHARI SHAHU BRANCH Property No.SE-6R-107/B, Ground Floor, Allama Iqbal Road, Ghari Shahu, Lahore
38	5602	GHORI TOWN PHASE IV - RAWALPINDI ISLAMIC BANKING Plot No.MC-6, Ghori Town, Phase 4-A, Rawalpindi
39	5606	GHALLA MANDI, SHEIKHUPURA (ISLAMIC)



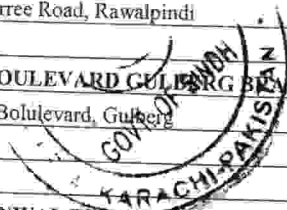
		Shop No.V-4, S112, Ghalla Mandi, Sheikhupura
40	0634	HARAPPA BRANCH Main G.T. Road, Near Harappa Railway Station, Harappa, District Sahiwal
41	0672	HAROONABAD DISTRICT BAHAWALNAGAR Plot No.1/7, Bangla Road, Opposite Grain Market, Haroonabad, District Bahawalnagar.
42	0679	HAVELI LAKHA, DISTRICT OKARA BRANCH Khewat No.410/410, Khatoni No.526 to 542, Khasra No.35, Pakpatan Road, Haverli Lakha, Tehsil Depalpur, District Okara
43	0692	HEIR VILLAGE BRANCH BEDIAN ROAD Khewat # 236, Khatooni # 360-366, Khasra # 2940, Mouza Heir, Tehsil Cantt, Lahore
44	0693	HAFIZABAD BRANCH Khewat # 504, Khatoni # 1465, Khasra # 2, Gujranwala Road, Near Nadra Office, Tehsil & District Hafizabad
45	0635	JEHLUM BRANCH Property No. 17, Kohinoor Plaza, Old G.T. Road, Jhelum

46	0632	JANDIALA DHABWALA BRANCH Khewat No.216, Khatoni No.512-514, G.T. Road, Jandiala Dhabwala, Near Motorway Police Office, District Gujranwala
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47	0614	JOHAR TOWN BRANCH, LAHORE Plot No. 7, Block-B, Near Allah Hoo Chowk Johar Town, Lahore
48	0678	ADDA JANPUR, DISTT. RAHIM YAR KHAN KLP Road, Adda Janpur, Tehsil Liaquatpur, Distt. Rahim Yar Khan
49	0639	KALRA KHASA BRANCH Khewat No.91, Khatoni No.140, Khasra No.648, G.T. Road, Near Vita Fan, Shabnum Colony, Kalra Khasa, Tehsil & District Gujrat
50	0341	KUNJAH BRANCH Plot No. 5-A/15, Ward No.3, Kunjah, Tehsil & District Gujrat.
51	0665	KASUR BRANCH B-2/13, R-1/D, Haji Faria Road, Kasur

52	0664	KHANEWAL BRANCH Plot No.1743, Ground Floor, Sir Syed Road, Khanewal
53	5605	KACHEHRI ROAD, GUJRAT (ISLAMIC) Khewat No.562-565, Khatooni No.651-654, Khasra No.2199/490, 2205/492, 2201/490, Nanwan Shah Pur, Kacheheri Road, Gujrat
54	0688	KHUDDIAN BRANCH KASUR Khewat # 3218, Khasra # 6671, Khuddian, District Kasur
55	0616	LALAMUSA BRANCH Plot No.1/123 Tehsil Kharian, Lalamusa, District Gujrat
56	0622	LIDHAR BRANCH Village Lidhar, Wagha Town, Lahore
57	0608	LILA BRANCH, DISTRICT JEHLUM Post Office Lilla Town, Tehsil Pind Daden Khan, District Jehlum
58	5603	LIAQUAT ROAD SAHIWAL - ISLAMIC BANKING BR Khewat No.142, Khatooni No.161, Liaquat Road, Sahiwal
59	0638	MULTAN BRANCH 64-Abdali Road, Multan
60	0643	MANAWALA BRANCH DISTRICT SHEIKHUPURA Main Bazar Village Manawala, Sheikhupura
61	0647	MIAN CHANNU BRANCH Khewat No.635, Khatooni No.647, Khasra No.1671 & 1672, Lakar Mandi, Mian Channu, District Khanewal
62	0669	MAIN BOULEVARD DHA LAHORE BRANCH Shop No. 4, Mujtaba Plaza, Main Boulevard, DHA, Lahore Cantt.
63	0620	MUREE ROAD BRANCH, RAWALPINDI K-583, Ch. Mouladad Khan Road, Main Murree Road, Rawalpindi
64	0612	MAIN BOULEVARD GULBERG BRANCH, LAHORE 61-Main Boulevard, Gulberg Lahore
65	0645	MOHLANWAL BRANCH

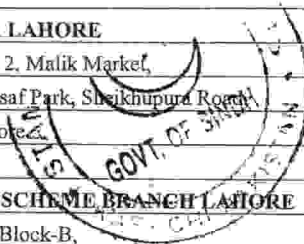


		Khewat No.126, Khatoni No.524 to 527, Main Defence Road, Village Mohlanwal, Lahore
66	0642	MORR AIMANABAD BRANCH Khasra No.1215/1 & 2, Khewat No.968, Khatoni No.1126 Main G.T. Road, Morr Aminabad, District Gujranwala
67	0653	MUGHAL PURA BRANCH Plot No.13, Street No.17, Near Lalpul, Mughal Pura, Lahore
68	5601	MALL ROAD LAHORE – ISLAMIC BANKING BRANCH Plot No.S.19-R-30, Shop # 30, 30/A, 1 st and 2 nd Floor, Commercial Building Shahrah-e-Quaid-e-Azam, Mall Road, Lahore.
69	0666	MOUZA GOJRA BRANCH Khasra No.237, Khewat No.64/65, Khatoni No.435 to 452, Mouza Gojra, Tehsil Malakwal, District Mandi Bahauddin
70	0677	VILLAGE MINHALLA LAHORE Village Minhalla, Main Road, Near Govt. Higher Secondary School, Tehsil Shalamar, District Lahore
71	0687	MUSTAFAABAD (LALYANI) BRANCH Khewat No.39 & 40, Khatoni # 44 & 45, Transfer # 6753, Khasra # 1177/3, Main Ferozepur Road Lalyani (Mustafaabad) Kasur
72	0696	MURREE BRANCH Property No.161-A/1, Rich Villah, Cart Road, Murree, Tehsil Murree, District Rawalpindi
73	0649	NANKANA SAHIB BRANCH Khewat No.309, Khatoni No.521 Khasra No.1503 & 1504, Ghala Mandi, Tehsil & District Nankana Sahib
74	0644	OKARA BRANCH Khasra # 52/12/1, Khewat # 428, Khatoni No.1085, Mian Colony, M.A. Jinnah Road, Okara
75	0641	PECO ROAD BRANCH LAHORE Plot No.1-C/P-II, Phase-III, Main Peco Road, Lahore
76	0646	PESHAWAR ROAD RAWALPINDI Plot No.1211, Chur Harpal, Near Govt. College for Women, Peshawar Road, Rawalpindi

77	0609	PINDI BAHAUDDIN BRANCH
		Village Pindi Bahauddin, Rasool Road,
		Tehsil & District Mandi Bahauddin
78	0627	PWD HOUSING SOCIETY ISLAMABAD
		3-Civic Center, Block-A
		PWD Employees Cooperative Housing Society
		Islamabad
79	0698	PEER FATEH DARYA BRANCH
		Khewat No.368/355, Khatoni No.160, Kela No.16,
		Mouza Pir Fateh Darya, Jamaludin Wali Road,
		Tehsil Sadigabad, District Rahim Yar Khan
80	0630	RAHIM YAR KHAN BRANCH
		24 Model Town
		Rahim Yar Khan

81	0655	RAIWIND BRANCH LAHORE
		Plot 4-A, Mouza Niaz Baig,
		Main Raiwind Road, Lahore

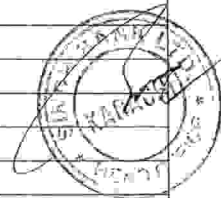
82	0619	RAJA BAZAR BRANCH, RAWALPINDI
		Shop No.U/1328, Dingi Khuee,
		Raja Bazar, Rawalpindi
83	0615	SARGODHA BRANCH
		Prince Cinema Market,
		Railway Road, Sargodha
84	0633	SATGARAH DISTRICT OKARA
		Adda Chow, Sat Garah,
		Tehsil and District Okara
85	0637	SIALKOT BRANCH
		Khasra No.834/2, Khatoon # 39, Khewat No.29,
		Shahab Pura Road, Near Masjid Tajdar-e-Madina
		Sialkot
86	0628	SHAHRAH-E-FATIMA JINNAH BRANCH
		G-4, G-12 & 13, Queens Center,
		33-Shahrah-e-Fatima Jinnah (Queens Road), Lahore
87	5604	SAMANABAD, LAHORE (ISLAMIC BRANCH)
		Plot No.91, Main Road Samanabad,
		Lahore
88	0681	SHAHDARA LAHORE
		Shop No. 1 & 2, Malik Market,
		Bus Stop Yousaf Park, Sheikhupura Road,
		Shahdara Lahore
89	0685	SABZAZAR SCHEME BRANCH LAHORE
		Plot No. 308, Block-B,
		Sabzazar Scheme, Lahore



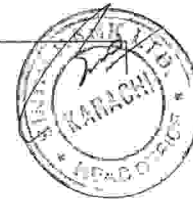
90	0689	SHEIKHUPURA ROAD GUJRANWALA
		Sr. No.11273, Khata # 122 \$ 128, 754/183,
		Had # 76, Tehsil Khiali,
		Shahpur Town, Gujranwala
91	0625	TARAMARI BRANCH ISLAMABAD
		Khewat No.18, Khatoni No.19, Khasra No.197/139,
		Taramari, Tehsil & District Islamabad

92	0659	TOBA TEK SINGH BRANCH
		Khewat No.7/7, Khatoni No.7,
		Allama Iqbal Road, Mohalla Janj Ghar,
		Toba Tek Singh
93	0676	TALAGANG ROAD, CHAKWAL
		Khasra No.6150/2284, Khewat No.68,
		Khatooni No.143, Talagang Road, Chakwal
94	0691	TARA GARH BRANCH DIST. KASUR
		Khewat # 155, Khatooni No.499 & 505,
		tara Garh Chowk, Tara Garh
		District Kasur
95	0629	VILLAGE KAHNA BRANCH
		Hakim Ghulam Hussain Colony,
		Mozoa Gajomata, Kahna
		Distt. Lahore
96	0683	VILLAGE HUIRA SHAH MUQEEM
		Khasra No.362/354, Khewat No.859,
		Hujra Road, Near Gillani Marriage Hall,
		Hujra Shah Muqem, Tehsil Depalpur, District Okara
97	0626	VILLAGE MANGA MANDI
		Near Javed High School,
		Multan Road, Manga Mandi, Tehsil & District Lahore.
98	0690	VILLAGE QILA DEEDAR SINGH
		Khewat No.459, Khatooni # 539, Khasra # 4311/2716/2437,
		Hafizabad Road, (South) Mouza Qila Deedar Singh,
		District Gujranwala
99	0651	WAH CANTT RAWALPINDI BRANCH
		82-A, Minar Road,
		Lala Rukh, Wah Cantt.

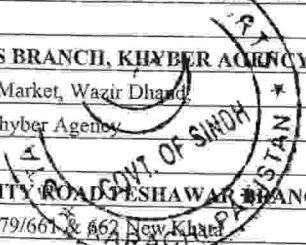
100	0624	WALTON ROAD LAHORE
		House No.E/48, Khasra No.2328/280, Khewat No.1,
		Khatoni No.537, Super Town, Walton Road, Lahore
101	0670	WAPDA TOWN LAHORE BRANCH
		Plaza No.12, Block-A-1, PH-015,
		Valencia (Commercial Area),
		Wapda Town, Lahore



NORTH REGION BRANCHES		
		GROUP BUSINESS HEAD – NORTHERN REGION
		Shop No. 4, Ground floor, Jasmine Arcade,
		1-Bashir lane, Fakhar-e-Alam Road, Peshawar
1	0804	ABBOTTABAD BRANCH
		Opposite Radio Pakistan, Mansehra Road,
		Abbottabad
2	5801	ASHRAF ROAD PESHAWAR – ISLAMIC BANKING BR
		Haji Darwesh Plaza,
		New Rampura Gate,
		Ashraf Road, Peshawar
3	0814	BATKHELA, DISTRICT MALAKAND BRANCH
		Shops No.1 to 4, Bahadur Khan Plaza,
		Main Bazar, Batkhela, Tehsil Batkhela, District Malakand
4	5901	DADYAL, AJK BRANCH (ISLAMIC BR)
		Commercial Plots No.108 & 109, Dadyal Hamlet,
		District Mirpur Azad Kashmir.
5	0813	DERA ISMAIL KHAN BRANCH
		Shop No.1 & 2, Sharjah Market, North Circular Road,
		Dera Ismail Khan Tehsil & District Dera Ismail Khan
6	0815	DARRA-E-ADAM KHAIL BRANCH
		Shop No.1 to 7, Nawab Shah Plaza, Darra Bazar
		Muhammad Khel, Gargan Khel, Darra Adam Khel,
		Tehsil Darra Adam Khel, Distt. F.R. Kohat
7	0905	DANYORE, GILGIT BRANCH
		Khasra No.959, Village Shanot, Tehsil Danyore,
		District Gilgit
8	0802	G.T. ROAD PESHAWAR BRANCH
		Shop No.1 & 2 Jibran Adeel Plaza
		Bilal Town, G.T. Road,
		Peshawar
9	0903	GILGIT BRANCH
		Khasra No.104/5093-5339, Khewat No.185/185,
		Z.S. Plasa, Main Shahrah-e-Quaid-Azam, Gilgit
10	0806	HAYATABAD, PESHAWAR BRANCH
		Unit No.13, Sector D-1, Phase-1,
		Bilal Commercial Market, Hayatabad, Peshawar
11	0805	KARKHANO MARKET BRANCH, PESHAWAR
		C-Block, Palace Plaza,
		Karkhano Market, Regi Lalina,



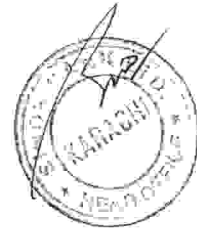
		Peshawar
12	0808	KOHAT BRANCH Shop No.889 to 896, Syed Saadullah Shah Building Kacher Chowk, Bank Square, Hangu Road, Kohat
13	0901	MIRPUR AZAD KASHMIR BRANCH Ground Floor, Portion No.2, Younus Plaza, Allama Iqbal Road, Mirpur, Azad Jammu & Kashmir
14	0902	MUZAFFARABAD BRANCH Khasra No.1845/1314, Bank Road, Muzaffarabad
15	0807	MERAN BRANCH Village Mehran Tehsil Parva (Tandianwala Sugar Mills Ltd) Dera Ismail Khan
16	5802	MARDAN BRANCH (ISLAMIC BR) Shop No. C-959/C, Survey No.127/4, Bank Road, Mardan Cantt.
17	0810	MINGORA DISTRICT SWAT Khata # 1495, Khatooni # 1688, Khasra # 809, Shahdra, Watkey, Opposite Sabzi Mandi, Mingora, Tehsil Babuzai, District Swat.
18	0811	PABBI DIST. NOWSHEHRA Sr. No.9015, Khasra # 1244 & 1245, Main G.T. Road, Pabbi, District Nowshehra
19	0801	PESHAWAR BRANCH Shop No. 4, Ground floor, Jasmine Arcade, 1-Bashir lane, Fakhar-e-Alam Road, Peshawar
20	0904	RAWALAKOT, AJK BRANCH Plot No.D-20, Housing Scheme, Rawalakot, AJK.
21	0809	RING ROAD PESHAWAR BRANCH Shop No.1-7, Block-C, Noor Decoration Plaza, Main Ring Road, Near Namkeen Restaurant, Mouza Achesni Yaban, Had Bast # 228, Distt. Peshawar
22	0812	SHAHKAS BRANCH, KHYBER AGENCY Muqaddas Market, Wazir Dhand, Shahkas, Khyber Agency
23	0803	UNIVERSITY ROAD PESHAWAR BRANCH Khata No.179/661 & 662 New Khan, Jamabandi No.193/738, University Road, Peshawar



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BALUCHISTAN		
1	5701	AIRPORT ROAD QUETTA (ISLAMIC) Khasra No.1246/140, Ground Floor, Pak Red Crescent Baluchistan Almo Chowk, Airport Road, Quetta
2	0703	CHAMAN BRANCH Khasra No.1311 & 1312, Dularam Road, Chaman
3	0705	DERA MURAD JAMALI BRANCH Khatoni # 3014, Block # 84, National Highway Main Bazar, Dera Murad Jamali, District Naseerabad
4	0714	DERA ALLAHYAR BRANCH Shop No.36 & 37, Near Sohbat Pur Chowk, Quetta Road, Dera Allah Yar, Baluchistan
5	0706	GAWADAR BRANCH The Coast Medical Building Airport Road, Moza Thani Ward, Gawadar.
6	0707	HUB BRANCH Shop No.1 & 2, International Shopping Mall 7 Hotel Mouza Baroot, Tehsil Hub, District Lasbella
7	0701	JINNAH ROAD QUETTA BRANCH Shop# 20-21, Ward # 18, Main M.A. Jinnah Road, Quetta
8	0711	KHUZDAR BRANCH Shop No.B-39, to B-42, Agha Abdul Zahir Market Rabia Khudari Road, Khuzdar, Baluchistan
9	0715	KASI ROAD QUETTA BRANCH Intiqal No.433, Kitta No.2, Kashi Road, Quetta
10	0702	LIAQAT BAZAR QUETTA Property Bearing Khasra No.75, 76, 77 & 79, Ward-22, Halqa Arban No.1, Tehsil City Quetta
11	0710	LORALAI BRANCH Shop No.1011-995, Bhagi Bazar Loralai, Baluchistan
12	0708	SIRKI ROAD QUETTA BRANCH Commercial Plot # C-48-A, Small Industrial Estate, Sirki Road, Quetta

13	0713	SIBI BRANCH
		shop No.3-1/1, 3-1/2 & 3-1/2-1, Jinnah Road,
		Saqi Chowk, Sibi, Balochistan
14	0712	SARANAN BRANCH
		shop No.3/3, Qita-2, Sikni Bazar, Battay Zai,
		Shabo Kanal, Tehsil Saranan, Distt. Pishin, Balochistan
15	0709	USTA MUHAMMAD BRANCH
		Shop No.494/14-3-1 & Shop No.494/14-4,
		Jinnah Road, Usta Muhammad, Balochistan
16	0704	ZHOB BRANCH
		House # H/176-A, Shop # H/148,
		Tehsil Road, Zhob



Date: 19/01/22

Undertaking for Scope of work:

3) SCOPE OF WORK / TECHNICAL SPECIFICATION

3) SCOPE OF WORK / TECHNICAL SPECIFICATION

Sindh Bank requires comprehensive monitoring and maintenance contract of all its 330 existing branches for CCTV Surveillance. The main requirements of the bank are as follows.

3.1) Providing Monitoring and Maintenance Services for CCTV Equipment

Full 24/7 by 365 days monitoring, operation, maintenance and support of CCTV Network Equipment Installed in all 330 branches of the bank across Pakistan (List of branches attached as Annexure "D").

- i. To make sure Un-Interrupted Recording at branch and head office and all those remote locations where the CCTV System is installed.
- ii. Comprehensive maintenance support means that in case of any issue/problem hardware components and software shall be provided / replaced by the Service provider without any additional cost.
- iii. The Embedded NVR should integrate with the CMS System.
- iv. All the legacy Cameras shall be with minimum Resolution of 2 Mega Pixel to ensure full integration with CMS.
- v. CCTV system must be connected with branch UPS system for its uninterrupted operations and in case where the ups is not available inform bank to provide a UPS system for uninterrupted services. The charges will be borne by the bank for UPS and Battery.
- vi. Service Provider will ensure to resolve any hardware / software CCTV related issues in the branch within 24 hours in major cities i.e. Karachi, Islamabad/Rawalpindi, Lahore, Peshawar and within 48 hours in other cities including hardware replacement without any additional charges with the same hardware as mentioned in this tender, however, upgradation of equipment with the higher specs models, and cost of new installations at any new branch/ office/location will be charged with the bank as per actual basis.
- i. Vendor has to commission all the CCTV to Control Room using the existing internet Intranet bandwidth in case if the bandwidth is down at any specific branch then the vendor has to inform bank immediately. In case existing bandwidth is not supporting the connectivity or if the existing bandwidth required any upgradation, the vendor shall propose a plan of outsourcing the bandwidth for the same. (All the expenses occurs shall be borne by the bank if required)
- vii. Daily System recording check for all Branches to ensure system is working.
- viii. Providing report of system status to Security Manager of the bank on daily basis.
- ix. Backup recording (24 x 7) for all cameras of all 330 branches shall be available for minimum 60 days. In case any video recording is not provided when needed by the vendor, penalty of Rupees 1000 will be charged by the vendor.
- x. In case the complaint for major cities are not resolved within 24 hours and other than major cities in 48 hours without any justified reason then Rs.500/- per day will be imposed as penalty.
- xi. Quarterly visit of each branch.
- xii. All Equipment's and its accessories installed at CCTV Control Room will be the ownership of Sindh Bank.

3.2) Supply of Centralized Monitoring System "CMS" Licences with Monthly Maintenance and Support

The equipment i.e. IP Cameras, Network Switches, Cabling, Connectors, Adaptors, NVRs and / or any other equipment except SD cards, that is used by CCTV will be fully covered in this contract. Bidder will be responsible to provide support and / or replace the faulty hardware equipment in case found without any additional cost to the bank.

- i. Providing of Complain Management System (CMS) Licence for 1600 Cameras.
 - ii. Routine Monthly Service for System Stability and Recording status.
 - iii. It is mandatory for Service Provider to maintain sufficient inventory of equipment/ spares parts at Sindh Bank regional offices in Karachi, Islamabad/Rawalpindi, Lahore, Quetta, Peshawar and Sukkur.
 - iv. Service provider will provide a Complain Management System to be used by Bank to report all troubles, schedule routine maintenance visits.
 - v. Service Requests will be done anytime during the day by Bank through CMS Complain Management System.
 - vi. Component/spares including software (software updates/patches) will be provided within time to ensure resolution within the permissible time.
 - vii. Support shall include branch visits for attending complaints for remedial or preventive maintenance.
 - viii. Ensure that Recording is operational at all branches and clear image are being recorded.
 - ix. Service Provider shall test all equipment; check connections and replace where there are any faulty items.
 - x. Vendor will replace any loose or faulty power connections check camera power supplies for proper voltage, and replace these faulty parts.
 - xi. Check time/date settings on controls and adjust where necessary/required.
 - xii. Ensure that video feeds are being stored over multiple locations if specified by SNDB as for reliability and redundancy and recording available on all medias all the time:
- a) NVR (In each Branch – Recording Minimum 60 days)
 - b) Memory Card (Installed inside the Camera – 32 GB (optional)
 - c) Operation Manager System (Recorded on BR/Operational Manager's System)
 - d) Control Room access through Remote Monitoring using Bank Network



3.3) CONTROL ROOM

Centralize Video Monitoring and maintaining which shall include the Following:

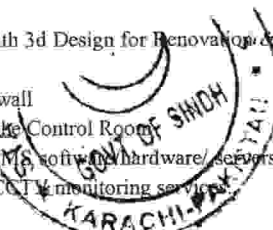
- i. Configuration & Maintenance of Application Server
- ii. Configuration & Maintenance of Networks Switch for control room Supply & Configuration of Complete Operator Workstation
- iii. Configuration of CMS for all Cameras
- iv. Certified four Incident Management Operators (24 x 7).
- v. Maintenance of existing hardware including replacement of parts.
- vi. Ensuring availability of centralized monitoring of 1600 cameras of 330 branches & others Sindh bank offices subject to the availability of bank's LAN/WAN/Intranet/Internet network.
- vii. Integration between currently installed Software/Video Management System (VMS)

(SOP for management of control room will be issued as per bank's security policy)

3.4) Control Room Maintenance Scope:

- i. Bidder is to provide detailed layout along with 3d Design for Renovation & Upgradation of current Control Room wherever and whenever it is required.
- ii. The bidder will maintain the existing video wall
- iii. Make sure all the branch CCTV is linked in the Control Room
- iv. Monitor the faults may arise related to all CMS software/hardware/ servers/ computers/ networking equipment or any other equipment which is related to the CCTV monitoring service

The bidder may propose in future to uplift the look for the control room as well as Control room technically.



3.5) JOB DISCRIPTION OF SINDH BANK CONTROL ROOM STAFF

The following are the tasks perform by the Control Room employees.

i) Morning Shift

Number of employees = 2

- First person makes the emails, answer the phone and note the complaints.
- Second person tries to resolve the complains like recording event, remote access and connectivity issues over the phone call.
- Third person makes a report of visit required in branches and assigns the technicians and send this report to the Head Office

ii) Evening Shift

Number of employee = 1

- The evening employee makes a sheet of the recording available in Control Room and check the cameras added in Control Room

iii) Night Shift

Number of employee = 1

- Check the recording on the Branch .updates the log sheet.
- Check Link & Connectivity issue.
- Check Night Vision Camera performance.
- Record the events if popsup in front of operator



3.6) Details of Backup Equipment For SINDH BANK LTD

1	Karachi	NVR 16 ch	1
		Camera	4
		4TB	1
		Network Switch 16 port	1
		Power Supply	10
		Connector	100
		Ethernet Cable roll	1
		Power Cable roll	1
2	Hyderabad	NVR 16 ch	1
		Camera	2
		4TB	1
		Network Switch 16 port	1
		Power Supply	10
		Connector	100
		Ethernet Cable roll	1
		Power Cable roll	1
3	Sukkur	NVR 16 ch	1
		Camera	2
		4TB	1
		Network Switch 16 port	1
		Power Supply	10
		Connector	100
		Ethernet Cable roll	1
		Power Cable roll	1
4	Multan	NVR 16 ch	1
		Camera	2
		4TB	1
		Network Switch 16 port	1
		Power Supply	10
		Connector	100
		Ethernet Cable roll	1
		Power Cable roll	1
5	Lahore	NVR 16 ch	1
		Camera	4
		4TB	1
		Network Switch 16 port	1
		Power Supply	10
		Connector	100
		Ethernet Cable roll	1
		Power Cable roll	1
6	Islamabad	NVR 16 ch	1
		Camera	2
		4TB	1
		Network Switch 16 port	1
		Power Supply	10

		Connector	
		Ethernet Cable roll	100
		Power Cable roll	1
7	Peshawar	NVR 16 ch	1
		Camera	1
		4TB	2
		Network Switch 16 port	1
		Power Supply	1
		Connector	10
		Ethernet Cable roll	100
		Power Cable roll	1
			1

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

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

Dated: _____

