

## **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 Ktd
- 2) PROVINCIAL / LOCAL GOVT./ OTHER Scehduled Bank
- 3) TITLE OF CONTRACT Supply of ATM Receipt Rolls
- 4) TENDER NUMBER SNDB/COK/ADMIN/TD/1310/2023
- 5) BRIEF DESCRIPTION OF CONTRACT Supply of ATM Receipt Rills
- 6) FORUM THAT APPROVED THE SCHEME Competent Authority
- 7) TENDER ESTIMATED VALUE Rs.18,050,000/-
- 8) ENGINEER'S ESTIMATE  
(For civil works only) \_\_\_\_\_
- 9) ESTIMATED COMPLETION PERIOD (AS PER CONTRACT) 29/03/2023 at 1045 Hrs
- 10) TENDER OPENED ON (DATE & TIME) 2
- 11) NUMBER OF TENDER DOCUMENTS SOLD 2  
(Attach list of buyers)
- 12) NUMBER OF BIDS RECEIVED 2
- 13) NUMBER OF BIDDERS PRESENT AT THE TIME OF OPENING OF BIDS 2
- 14) BID EVALUATION REPORT  
(Enclose a copy) 19.07.2023
- 15) NAME AND ADDRESS OF THE SUCCESSFUL BIDDER M/s. The Times Press (Private) Ltd
- 16) CONTRACT AWARD PRICE Rs.15,575,000/-
- 17) RANKING OF SUCCESSFUL BIDDER IN EVALUATION REPORT  
(i.e. 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> EVALUATION BID).  
1 M/s. Time Press (Private) Ltd  
2. M/s. Shanoo Enterprises
- 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:

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"/> |
|-----|-------------------------------------|----|--------------------------|

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"/> |
|-----|--------------------------|----|-------------------------------------|

37) WERE PROPER SAFEGUARDS PROVIDED ON MOBILIZATION ADVANCE PAYMENT IN  
THE CONTRACT (BANK GUARANTEE ETC.)?

|     |                          |    |                                     |
|-----|--------------------------|----|-------------------------------------|
| Yes | <input type="checkbox"/> | No | <input checked="" type="checkbox"/> |
|-----|--------------------------|----|-------------------------------------|

38) SPECIAL CONDITIONS, IF ANY  
(If yes, give Brief Description)

|     |    |
|-----|----|
| Yes |    |
| No  | No |

Signature & Official Stamp of  
Authorized Officer

**FOR OFFICE USE ONLY**

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

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

Print

Save

Reset



## PURCHASE ORDER

PO No: 01310

Date: 26-07-2023

M/s The Times Press (PVT) LTD,  
 C-18, Al- Hilal Society,  
 University Road,  
Karachi.

**Subject: Supply Of ATM Receipt Rolls**

**Dear Sir,**

With Reference to the Tender Bid SNDB/COK/ADMIN/TD/1310/2023 Dated 10-03-2023 For Supply Of ATM Receipt Rolls at Sindh Bank Ltd Submitted by you. After detail review the Sindh Bank Ltd Management is pleased to inform that your Tender Bid is accepted

| S.NO | ITEMS  | UNIT PRICE | QTY   | AMOUNT IN PKR | TOTAL AMOUNT IN PKR Including Tax |
|------|--|------------|-------|---------------|-----------------------------------|
| 1    | ATM Receipt Printed Sensor Thermal Paper Rolls (NCR ATM Machines)    | 2,065/-    | 4,500 | 9,292,500/-   | Rs.15,575,000/-                   |
| 2    | ATM Receipt Printed Sensor Thermal Paper Rolls (Wincor ATM Machines) | 2,513/-    | 2,500 | 6,282,500/-   |                                   |

### Terms & Conditions

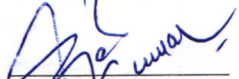
Payment Terms


As Per Agreement.

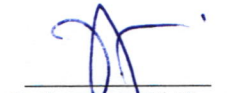
Taxes/Deduction

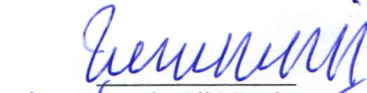
Above Prices are inclusive of all taxes.

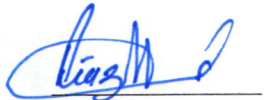
Thank you,


  
 S. Khurram Waheed  
 OG-I/IT .Division

  
 S.M.Rizwan  
 VP-I/CFC Dept

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

  
 Hasnain Ali Merchant  
 SVP-I/PS Division.

  
 Riaz Ahmed  
 EVP-II/ I.T Division

  
 S.Ata Hussain  
 EVP/ Head Of IT

### 3. SCOPE OF WORK

Sindh Bank requires supply of ATM Receipt and ATM Journal Printer Rolls on need basis. The actual quantity may be less or more than estimated quantity depending on the requirement of the bank, accordingly bank will not be responsible if the quantity asked is not as per scope of work below and in this context no claim will be entertained. Payment will be done on supply of actual numbers of ATM Receipt and ATM Journal Printer Rolls.

#### ATM Receipt Roll

##### SPECIFICATION (FOR NCR ATM Machines)

|   | <u>Estimated QTY</u> |
|---|----------------------|
| <p style="text-align: center;"><u>ATM Receipt Roll</u></p> <p><u>Description</u></p> <p>ATM Receipt Printed Sensor Thermal Paper Rolls<br/>           (Multi Colour Pre-printed<br/>           Thermal Rolls (4Color print on Front<br/>           and 4Color print on Back Side<br/>           With Dust Free Particles<br/>           For NCR ATM Machine<br/>           ISO 9001-2000 Certified Quality<br/>           Size: 80mm Width<br/>           Length: 852.8 Feet's<br/>           Core=18mm</p> <p>Paper Quality: Thermal Paper 58gsm NPI (Japan) or Equivalent<br/>           (With Moisture and Dust Free Packing)<br/>           Delivery : Within 6 weeks (at Sindh Bank Head Office, Karachi)</p> <p><i>Note: * Below Given Documents</i></p> <ul style="list-style-type: none"> <li>• Pre-printed Samples for 5 Different Banks</li> <li>• Specification Sheet for Thermal Paper (Japan) or Equivalent</li> <li>• ISO 9001 Certification Copy</li> </ul> <p>(With Moisture and Dust Free Packing)</p> <p>Delivery : Within 6 weeks (at Sindh Bank Head Office, Karachi)</p> | <p>4,500</p>         |



**SPECIFICATION (FOR WINCOR ATM Machines)**

| <u>ATM Receipt Rolls</u>  | <u>Estimated Qty</u> |
|---|----------------------|
| <p><b><u>Description</u></b><br/>           ATM Receipt Printed Sensor Thermal Paper Rolls<br/>           (Multi Colour Pre-printed<br/>           Thermal Rolls (4Color print on Front<br/>           and 4Color print on Back Side<br/>           With Dust Free Particles<br/>           For Wincor ATM Machine<br/>           ISO 9001-2000 Certified Quality<br/>           Size: 80mm width<br/>           Length:1010 Feet's<br/>           Paper Quality: Thermal Paper 58gsm NPI (Japan) or Equivalent<br/>           (With Moisture and Dust Free Packing)<br/>           Delivery :            Within 6 weeks (at Sindh Bank Head Office, Karachi)<br/>           (With Moisture and Dust Free Packing)<br/>           Delivery :            Within 6 weeks (at Sindh Bank Head Office, Karachi)</p> | 2,500                |

**Note**

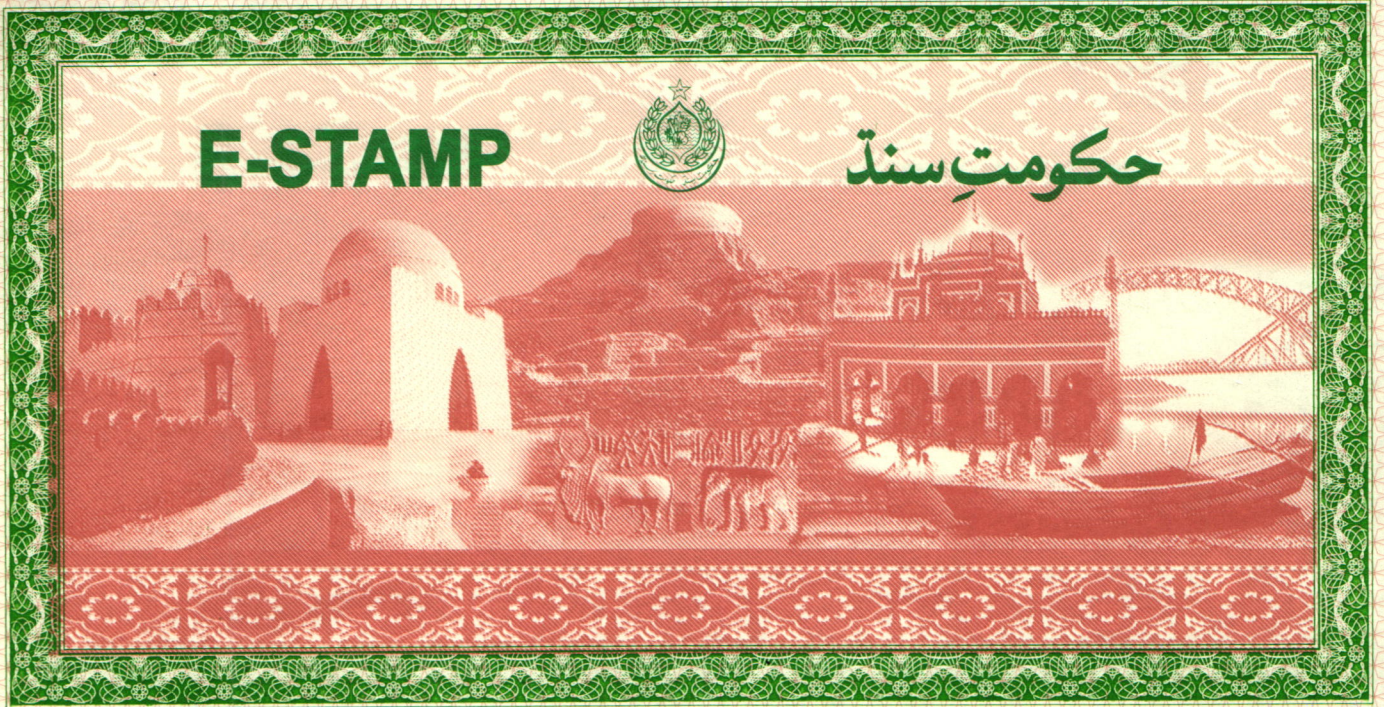
This is a Single Stage one envelop procedure, therefore 1st lowest bid will be evaluated first. If the 1st lowest bidder is disqualified evaluation criteria, then next lowest bid will be evaluated.

Similarly if 2<sup>nd</sup> bidder is disqualified, then 3rd lowest bidder will be evaluated and so on.

On qualification of a bidder during this process no further evaluation will be done. Selected bidder must provide a demo/sample unit immediately (within two working days) for necessary inspection/verification of the specifications.

Contract agreement is extendable / renewable up to 2 years only on mutual understanding on same terms & conditions and rates.





SND-0369-151180122522

GoS-KHI-0A92AB62017BA25B

DEFICIENCY

Non-Judicial

Rs 54,513/-

Description : Contract - 15(a)  
 Principal : SINDH BANK LIMITED [36540087]  
 Contractor : THE TIMES PRESS (PRIVATE) LIMITED [07124171]  
 Applicant : Syed Ashhar Ahmed [42101-8338723-1]  
 Stamp Duty Paid by : THE TIMES PRESS (PRIVATE) LIMITED [07124171]  
 Issue Date : 26-Jul-2023, 12:33:37 PM  
 Paid Through Challan : 202305B707D23D7B  
 Amount in Words : Fifty Four Thousand Five Hundred and Thirteen Rupees Only

Please Write Below This Line

**Agreement**

(For Supply of ATM Receipt Rolls and ATM Journal Printer Rolls)

This agreement is made at Karachi on this dated 26-07-2023

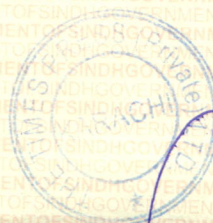
BETWEEN

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

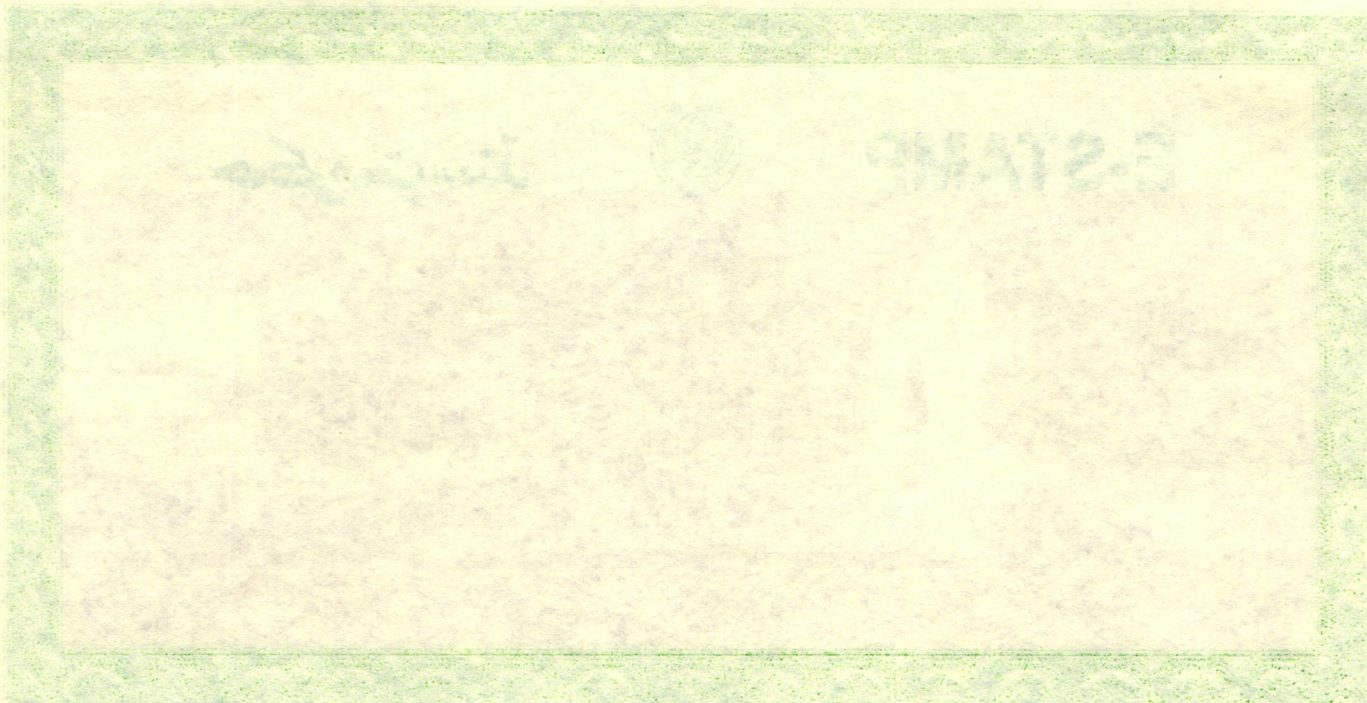
AND

**M/S THE TIMES PRESS (PVT.) LTD** is a private limited company, having its office at C-18, Al- Hilal Society Off., and University Road, Karachi. Hereinafter referred to as "THE TIMES PRESS (PVT) LTD".

**WHEREAS** M/s The Times Press (Pvt.) Ltd has agreed to provide ATM Receipt Rolls (NCR ATM Machines) TENDER REFERENCE NO. SNDB/COK/ADMIN/TD/1258/2022 and (Wincor ATM Machines) to SINDH BANK as per tender dated 29-03-2023 and submitted following Financial Bid: -







THE 1971-1972  
DEFINITION

1971-1972

Non-Physical

1. The 1971-1972  
2. The 1971-1972  
3. The 1971-1972  
4. The 1971-1972  
5. The 1971-1972

1. The 1971-1972  
2. The 1971-1972  
3. The 1971-1972  
4. The 1971-1972  
5. The 1971-1972

### Appendix

1. The 1971-1972

2. The 1971-1972

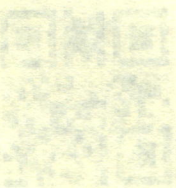
3. The 1971-1972

4. The 1971-1972

5. The 1971-1972

6. The 1971-1972

7. The 1971-1972



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Further Detail is as follows.

E-STAMP

| S. No                       | Product   | Quantity | Unit Price<br>PKR | Total Price<br>Go (PKR) |
|-----------------------------|---|----------|-------------------|-------------------------|
| 1                           | ATM Receipt Printed Censor Thermal Paper Rolls<br>(NCR ATM Machines)    | 4,500    | 2065.00           | 9,292,500/-             |
| 3                           | ATM Receipt Printed Censor Thermal Paper Rolls<br>(Wincor ATM Machines) | 2,500    | 2513.00           | 6,282,500/-             |
| Total (Including All Taxes) |   |          |                   | 15,575,000/-            |

### Terms & Conditions:

1. All terms and condition of the tender documents will remain part of this agreement.
2. The Times Press (Pvt.) Ltd shall provide the performance security in the form acceptable to the Bank for the 10% of the tender value for the period of 90 days from the date of Submission of performance security. In case The Times Press (Pvt.) Ltd does not fulfill its commitments the bank reserves the right to enforce the performance security.
3. The Times Press (Pvt.) Ltd shall supply ATM ROLLS as per specifications and upon the recommendations of the Technical / Standardized Committee appointed by the Bank within 6 weeks from the date of receipt of Purchase Order.
4. The bank will have the option to enforce the performance bond on happening of any or all the following events (in furtherance to any breach of Tender terms and conditions and this agreement).
  - a. If The Times Press (Pvt.) Ltd fails to deliver the ATM ROLLS as per agreed Schedule.
  - b. If The Times Press (Pvt.) Ltd fails to get the ATM ROLLS inspected by the Technical Committee.
  - c. If the ATM ROLLS supplied by The Times Press (Pvt.) Ltd fails to perform as per Bank's requirement.

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

5. The Times Press (Pvt.) Ltd also undertakes to bear all kind of taxes i.e. Stamp duty, Services Charges, Professional Tax / Sales Tax Invoice, Income Tax, Zila/Octroi Tax (if any) and all other incidental charges etc, up to the place of destination.
6. The Bank reserves the right to Test/Check the supplied item(s) to ensure that it is provided as per specification in the tender document. For any discrepancies, the Bank reserves the right to forfeit full security deposit/ cancel the order for the supply and black listed The Times Press (Pvt) Ltd forever. The decision of the Bank shall be final and binding upon The Times Press (Pvt) Ltd.
7. In the event of the default on the part of The Times Press (Pvt) Ltd, in the performance of any condition of the contract and if such default is not remedied within 3 days it shall be lawful for the Bank to enforces full or part of the Earnest money / Performance Security and or cancel the whole part of the supply order from The Times Press (Pvt) Ltd and the decision of the Bank will be final and legally binding on The Times Press (Pvt) Ltd.
8. Proportionate payments against supply of equipment will be made within Thirty days from the equipment delivery date OR may be extended due to circumstances on mutual consent.
9. Delivery will be made by The Times Press (Pvt) Ltd at Head Office Karachi of the Sindh Bank.
10. In case of failure to supply the requisite within 7 working days after the delivery time, as described under clause no 3 of this agreement, penalty of Rs. 1,000/- per day may be charged.
11. The term of this agreement shall be for the period of one year, commencing from the date of signing of this agreement and may be extended every year after mutual consent of both parties.









## 12. Confidentiality

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

## 13. INDEMNIFICATION.

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

## 14. Ensuring Access to SBP

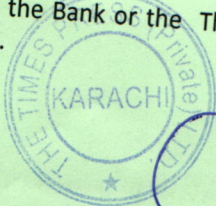
The Times Press (Pvt) Ltd and SINDH BANK will ensure that the State Bank of Pakistan is provided necessary access to the documentation and records in relation to the outsourced activities and right to conduct on-site to The Times Press (Pvt) Ltd, if required.

## 15. Termination of Agreement by the Bank:

- If the The Times Press (Pvt) Ltd, in the judgment of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Agreement.
  - If, as the result of Force Majeure, the The Times Press (Pvt) Ltd is unable to perform a material portion of the Services for a period of not less than thirty (30) days; and
  - If the Sindh Bank, in its sole discretion and for any reason whatsoever, decided to terminate this Agreement.
  - If issued two (2) warning letters /emails by Sindh Bank Ltd for unsatisfactory current performance of The Times Press (Pvt) Ltd.
16. Any notice, request or consent required or permitted to be given or made pursuant to this agreement shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent to such Party at the given address.
  17. A party may change its address for notice by giving a notice to the other Party in writing of such change.
  18. The Times Press (Pvt) Ltd will not assign its job to anyone, except prior written permission of the bank.

## 19. Authorized Representative:

- Any action required or permitted to be taken, and any document required or permitted to be executed under this agreement by the Bank or the The Times Press (Pvt) Ltd may be taken or executed by the authorized officials.





confidential information for the purpose of the agreement. The parties agree that the information shall be used only for the purposes of the agreement and shall not be disclosed to any third party without the prior written consent of the disclosing party. The parties agree that the information shall be kept confidential and shall not be used for any other purpose.

The parties agree that the information shall be kept confidential and shall not be used for any other purpose. The parties agree that the information shall be kept confidential and shall not be used for any other purpose.

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### 13. INVESTIGATION

The parties agree that the information shall be kept confidential and shall not be used for any other purpose. The parties agree that the information shall be kept confidential and shall not be used for any other purpose.

### 14. Enforceability of SDO

The parties agree that the information shall be kept confidential and shall not be used for any other purpose. The parties agree that the information shall be kept confidential and shall not be used for any other purpose.

### 15. Termination of Agreement by the Bank

The parties agree that the information shall be kept confidential and shall not be used for any other purpose. The parties agree that the information shall be kept confidential and shall not be used for any other purpose.

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The parties agree that the information shall be kept confidential and shall not be used for any other purpose. The parties agree that the information shall be kept confidential and shall not be used for any other purpose.

19

The parties agree that the information shall be kept confidential and shall not be used for any other purpose. The parties agree that the information shall be kept confidential and shall not be used for any other purpose.

20

*[Handwritten signature]*

*[Handwritten signature]*



## 20. Goods Faith:

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

## 21. Conflict of Interest:

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

## 22. Anti- Money Laundering Requirement:

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

## 23. Governing Law Jurisdiction

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

## 24. Force Majeure

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

## 25. Settlement of Disputes:

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

## 26. Obligation of the Contractor:

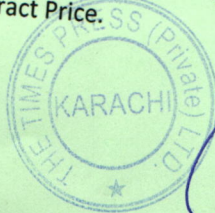
1. The Times Press (Pvt) Ltd shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Times Press (Pvt) Ltd shall always act, in respect of any matter relating to this Agreement or to the Services, as faithful advisers to the Sindh Bank, and shall at all times support and safeguard the Sindh Bank legitimate interests in any dealing with Sub-Suppliers or third Parties.
2. 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 The Times Press (Pvt) Ltd. Risk & subsequent cost to this effect if any will be liability of The Times Press (Pvt) Ltd and any subsequent expenses on the equipment will also be borne by the Times Press (Pvt) Ltd.

## 27. Extension of Time:

- Any period within which Party shall, pursuant to this agreement, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure AND/OR with mutual consent.

## 28. Taxes and Duties

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





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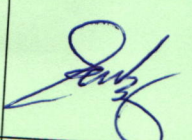
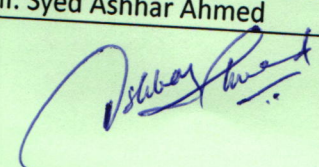
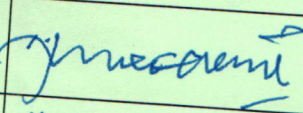
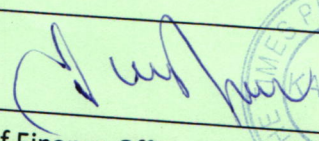


## 29. Support Escalation Matrix:

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

|   |  |   |
|---|--|---|
| <b>LEVEL-1</b>  | Name/Designation<br>(support staff)            | <b>Mr. Syed Ashhar Ahmed</b><br>(Asst. Manager Marketing) |
| First complain if the call is not resolved " <b>within specified response time</b> "<br>(24 hours)  | Landline Phone                                 | <b>+(92-21) 34932931-33</b>                               |
|   | Email  | <b><u>snaqiahmed@timespresspk.com</u></b>                 |
|   | Cell   | <b>0309-5557791</b><br><b>0309-5557728</b>                |
| <b>LEVEL-2</b>  | Name/Designation<br>(Regional Head/Manager/GM) | <b>Mr. Ali Fazli</b><br>(Head of the Department – Sales)  |
| Second complain, if the call is attended within " <b>Specified Response Time</b> " and not attended / or the problem still unresolved even after complaining at Level-1<br>(48 hours) | Landline Phone                                 | <b>+(92-21) 34932931-33</b>                               |
|   | Email  | <b><u>alifazli@timespresspk.com</u></b>                   |
|   | Cell   | <b>0309-5557767</b>                                       |
| <b>LEVEL-3</b>  | Name/Designation<br>(CEO of the firm)          | <b>Mr. S. M Minhajuddin</b>                               |
| Third complain, if the call is attended within " <b>Specified Response Time</b> " and not attended /or the problem still unresolved even after complaining at Level-2                 | Landline Phone                                 | <b>+(92-21) 34932931-33</b>                               |
|   | Email  | <b><u>minhaj@timespresspk.com</u></b>                     |
|   | Cell   | <b>0300-8230187</b>                                       |
| <b>Note: Ensure that no column above is left blank</b>  |  |   |

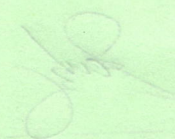
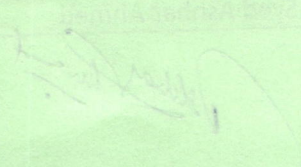
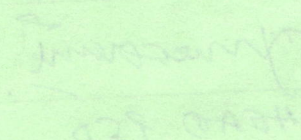
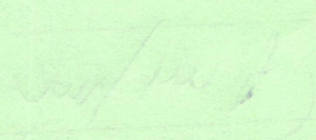
In witnesses hereunder both the parties have set their hands on the day and year above first mentioned.

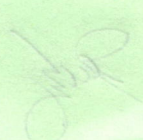
| Sindh Bank Limited |   | M/s The Times Press (Pvt.) Limited |   |
|--------------------|---|------------------------------------|---|
| Address:           | 3rd Floor, Federation House, Clifton, Karachi, Pakistan                             | Address:                           | C-18, Al- Hilal Society Off. University Road, Karachi.                                |
| Name               | <u>SYED RIZWAN</u>  | Name:                              | Mr. Syed Ashhar Ahmed   |
| Signatures:        |  | Signatures:                        |  |
| Title:             | <u>MANAGER CRC</u>  | Title:                             | Asst. Manager Marketing   |
| Date:              |   | Date:                              |   |
| Witness:           |   | Witness:                           |   |
| Name:              | <u>HASNAT A. MERCHANT</u>   | Name                               | Mr. Sohail Shaikh   |
| Signatures:        |  | Signatures:                        |  |
| Title:             | <u>HEAD PSD</u>   | Title:                             | Chief Finance Officer   |
| Date:              |   | Date:                              |   |



|         |   |               |                                   |             |
|---------|---|---------------|-----------------------------------|-------------|
| LEVEL 1 | First complaint in the case not resolved within specified response time (24 hours)  | Level 1 (all) | Head of the Department (24 hours) | 0300-222770 |
| LEVEL 2 | Second complaint in the case not resolved within specified response time (48 hours) | Level 2 (all) | Head of the Department (24 hours) | 0300-222770 |
| LEVEL 3 | Third complaint in the case not resolved within specified response time (72 hours)  | Level 3 (all) | Head of the Department (24 hours) | 0300-222770 |

Note: Where no column above is left blank, the case is considered as a complaint.

|   |  |  |  |
|---|--|--|--|
| Name: <b>240 RIZWAN</b>   |  | Address: <b>3rd Floor, Pakistan House, GPO, Karachi, Pakistan</b>                              |  |
| Signature:  |  | Signature:  |  |
| Title: <b>Manager CEO</b>   |  | Title: <b>Mr. Saeed Raza Ali</b>   |  |
| Date: _____   |  | Date: _____  |  |
| Witness: _____  |  | Witness: _____   |  |
| Name: <b>Hassan Ali Khan</b>  |  | Name: <b>Hassan Ali Khan</b>   |  |
| Signature:  |  | Signature:  |  |
| Title: <b>Head CEO</b>  |  | Title: <b>Head CEO</b>   |  |
| Date: _____   |  | Date: _____  |  |





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"/> |
|-----|-------------------------------------|----|--------------------------|

21) ADVERTISEMENT :

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

|     |                           |
|-----|---------------------------|
| Yes | T00531-22-0035 10.03.2023 |
| No  |                           |

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

|     |  |
|-----|--|
| Yes | Express Tribune, Daily Exprss & Sobh<br>10.03.2023 |
| No  |  |

22) NATURE OF CONTRACT

|                    |                                     |      |                          |
|--------------------|-------------------------------------|------|--------------------------|
| Domestic/<br>Local | <input checked="" type="checkbox"/> | Int. | <input type="checkbox"/> |
|--------------------|-------------------------------------|------|--------------------------|

23) WHETHER QUALIFICATION CRITERIA  
WAS INCLUDED IN BIDDING / TENDER DOCUMENTS?  
(If yes, enclose a copy)

|     |                                     |    |                          |
|-----|-------------------------------------|----|--------------------------|
| Yes | <input checked="" type="checkbox"/> | No | <input type="checkbox"/> |
|-----|-------------------------------------|----|--------------------------|

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"/> |
|-----|-------------------------------------|----|--------------------------|

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"/> |
|-----|--------------------------|----|-------------------------------------|

26) WAS BID SECURITY OBTAINED FROM ALL THE BIDDERS?

|     |                                     |    |                          |
|-----|-------------------------------------|----|--------------------------|
| Yes | <input checked="" type="checkbox"/> | No | <input type="checkbox"/> |
|-----|-------------------------------------|----|--------------------------|

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"/> |
|-----|-------------------------------------|----|--------------------------|

28) WHETHER THE SUCCESSFUL BIDDER WAS TECHNICALLY  
COMPLIANT?

|     |                                     |    |                          |
|-----|-------------------------------------|----|--------------------------|
| Yes | <input checked="" type="checkbox"/> | No | <input type="checkbox"/> |
|-----|-------------------------------------|----|--------------------------|

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"/> |
|-----|-------------------------------------|----|--------------------------|

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"/> |
|-----|-------------------------------------|----|--------------------------|



| <u>Buyer List</u> |              |                     |
|-------------------|--------------|---------------------|
| S.No              | Company Name | AMOUNT<br>DEPOSITED |
| 1                 | Time Press   | 1150                |
| 2                 | Shanoo       | 1150                |
| Total             |              | 2300                |



Date: 08-05-2023

| Bid Evaluation Report        |                                 |   |
|------------------------------|---------------------------------|---|
| Supply of ATM Receipt Rolls. |                                 |   |
| 1                            | Name of Procuring Agency        | Sindh Bank Ltd.   |
| 2                            | Tender Reference No.            | SNDB/COK/ADMIN/TD/1310/2023   |
| 3                            | Tender Description              | Supply of ATM Receipt Rolls   |
| 4                            | Method of Procurement           | Single Stage One Envelop Bidding Procedure  |
| 5                            | Tender Published                | SPPRA NIT ID: T-0531-22-0036 Express Tribune, Sindh Express, Daily Express (10/03/2023) |
| 6                            | Total Bid Documents Sold        | 02  |
| 7                            | Total Bids Received             | 02  |
| 8                            | Technical Bid Opening Date      | 29/03/2023 Time: 1045 Hours   |
| 9                            | Financial Bid Opening Date      | 29/03/2023 Time: 1045 Hours   |
| 10                           | No of Bid Technically Qualified | 02  |
| 11                           | Bid(s) Rejected                 | 0   |

| S. No. | Name of Company                    | Cost Offered by Bidder | Ranking in Terms of Cost          | Comparison with Estimated Cost (Rs.18,050,000 /-) | Reason for Acceptance/ Rejection                               | Remarks |
|--------|------------------------------------|------------------------|-----------------------------------|---|--|---------|
| 0      | 1                                  | 2                      | 3                                 | 4   | 5  | 6       |
| 1      | M/s The Times Press (Private) LTD. | Rs. 15,575,000/-       | 1st <i>OK</i><br>Qualified Bidder | Rs. 2,475,000/-<br>below with the estimated cost  | Accepted Being the Most Advantageous Bid                       |         |
| 1      | M/s Shanoo Enterprises.            | Rs. 17,287,000/-       | 2nd <i>OK</i><br>Qualified Bidder | Rs. 763,000/-<br>below with the estimated cost    | <del>Accepted</del> Being the <del>Most</del> Advantageous Bid |         |

**Note:** Accordingly, going through the Technical/Financial evaluation criteria laid down in the tender document, M/s The Times Press (Private) LTD. is the most advantageous bid and hence recommended for Supply and Installation of ATM Receipt Rolls to Sindh Bank Ltd.

**Members – Procurement Committee**

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

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

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

**Signature**

*[Handwritten signatures of the committee members]*