

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
- 2) PROVINCIAL / LOCAL GOVT./ OTHER Scheduled Bank
- 3) TITLE OF CONTRACT Monitoring their Adherence to Fair Treatment (FTC)
- 4) TENDER NUMBER SNDB/COK/ADMIN/TD/1338/2023
- 5) BRIEF DESCRIPTION OF CONTRACT Monitoring their Adherence to Fair Treatment (FTC)
- 6) FORUM THAT APPROVED THE SCHEME Compelent Authoirty
- 7) TENDER ESTIMATED VALUE Rs. 1,349,503/-
- 8) ENGINEER'S ESTIMATE
(For civil works only) _____
- 9) ESTIMATED COMPLETION PERIOD (AS PER CONTRACT) 1 Year
- 10) TENDER OPENED ON (DATE & TIME) 17/08/2023 at 1100 Hrs.
- 11) NUMBER OF TENDER DOCUMENTS SOLD 01
(Attach list of buyers)
- 12) NUMBER OF BIDS RECEIVED 01
- 13) NUMBER OF BIDDERS PRESENT AT THE TIME OF OPENING OF BIDS 01
- 14) BID EVALUATION REPORT
(Enclose a copy) 26/09/2023
M/s. The Dynamics Research Consultants. Ad: Suite No.501,
5th Floor, Park Avenue, PECHS, Block- 6, KHI.
- 15) NAME AND ADDRESS OF THE SUCCESSFUL BIDDER _____
- 16) CONTRACT AWARD PRICE Rs. 1,348,656/-
- 17) RANKING OF SUCCESSFUL BIDDER IN EVALUATION REPORT
(i.e. 1st, 2nd, 3rd EVALUATION BID). 1. M/s. The Dynamics Research Consultants
- 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:

19) APPROVING AUTHORITY FOR AWARD OF CONTRACT Competitive Authority

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 T00531-22-050 (31/07/2023)
No	

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

Yes	Express Tribune (English) , Daily Express (Urdu), Sobh (Sindhi) - (31/07/2023)
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 type="checkbox"/>	No	<input checked="" 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 checked="" type="checkbox"/>	No	<input type="checkbox"/>
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38) SPECIAL CONDITIONS, IF ANY
(If yes, give Brief Description)

Yes	
No	

Signature & Official Stamp of
Authorized Officer

ARSHAD ABBAS SOOMRO 27/10/2023
Head of Administration & Security
Administration Division
Sindh Bank Limited
Head Office Karachi

FOR OFFICE USE ONLY

SPPRA, Block. No.8, Sindh Secretariat No.4-A, Court Road, Karachi

Tele: 021-9205356; 021-9205369 & Fax: 021-9206291

Print

Save

Reset

BUYER LIST						
Monitoring their adherence to Fair Treatment (FTC) central themes / principles on an ongoing basis and demonstrate how culture, strategies and controls deliver fair treatment to its customers through FTC (1338)						
S.NO	COMPANY NAME	TENDER FEE	PST	TOTAL	PAY ORDER NO	NAME OF BANK
1	The Dynamics Research Consultant	1000	100	1100	00012776	Bank Alfalah
Grand Total		1,100/-				

Monitoring their Adherence to Fair Treatment (FTC) Central Themes/Principles on an ongoing basis and demonstrate how culture / strategies and controls deliver fair treatment to its customers through (FTC) Framework

Bid Evaluation Report

1	Name of Procuring Agency	Sindh Bank Ltd.
2	Tender Reference No.	SNDB/COK/ADMIN/TD/1338/2023
3	Tender Description	Monitoring their Adherence to Fair Treatment (FTC) Central Themes/Principles on an ongoing basis and demonstrate how culture / strategies and controls deliver fair treatment to its customers through (FTC) Framework
4	Method of Procurement	Single Stage One Envelope Bidding Procedure
5	Tender Published & SPPRA S.No.	T00531-22-0050. Express Tribune (English) , Daily Express (Urdu), Sobh (Sindhi) (31/07/2023)
6	Total Bid Documents Sold	01
7	Total Bids Received	01
8	Technical / Financial Bid Opening Date & Time	17/08/2023 at 1100 Hrs.
9	No. of bids qualified	01
10	Bid(s) Rejected	-

Details on the above as given below:

S. No.	Name of Firm or Bidder	Qualified / Disqualified in Technical/ Eligibility Inspection	Total Cost offered by the Bidder	Ranking in terms of cost	Comparison with Estimated cost (Rs.1,349,503/-)	Reasons for acceptance/ rejection	Remarks
0	1	2	3	4	5	6	7
01.	M/s. The Dynamics Research Consultants	Qualified in Evaluation Process	Rs.1,348,656/-	Only Lowest Bidder	Rs.847/- Below the estimated cost	Accepted as Most Advantageous Bid	Rule 48 has been complied with

Accordingly, going by the Technical/Financial Evaluation criteria laid down in the tender document, M/s. The Dynamics Research Consultants is the most advantageous bid i.e.Rs.1,348,656/- and their bid is also below the estimated cost, hence recommended for Monitoring their Adherence to Fair Treatment (FTC) Central Themes/Principles on an ongoing basis and demonstrate how culture / strategies and controls deliver fair treatment to its customers through (FTC) Framework to Sindh Bank Ltd.

Members Signature- Procurement Committee

Arshad Abbas Soomro
Head of Administration

Dilshad Hussain Khan
Chief Financial Officer

Syed Muhammad Aqeel
Chief Manager, IDBL Karachi

TENDER No: SNDB/ADMIN/TD/1338/2023

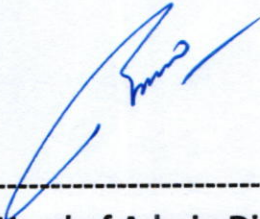
Dated: 29-08-2023

**Monitoring their Adherence to Fair Treatment (FTC) Central Themes/Principles
on an ongoing basis and demonstrate how culture / strategies and controls
deliver fair treatment to its customers through (FTC) Fra
Certificate in Compliance of Rule 48 of SPPRA**

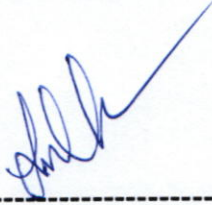
This is to certify that as only one bid was received against the tender, so Rule 48 has been complied with detail as follows:

S.No	Estimated Price.	Current tender Price
01	Rs.1,349,503/-	Rs.1,348,656/-

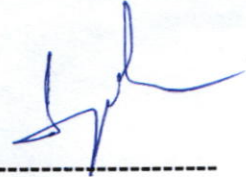
Member Procurement Committee



Head of Admin Division



Head of Finance Division



Member of IDBL



Social Dynamics Business Dynamics Market Dynamics Consumer Dynamics

THE DYNAMICS RESEARCH CONSULTANTS

Financial Proposal by M/s. The Dynamics Research Consultants Video Mystery Shopping & Customer Satisfaction Survey

PRICE SCHEDULE

(Applicable for the year 2023-2024)

Name of Bidder _____ The Dynamics Research Consultants _____

Email Address: maaz.ali@thedynamics.biz

Proposed Cost:

Module	Sample Size	Per Visit Cost	Total Cost
Video Mystery Shopping, Visits to the branches	132	Rs. 4058.0	Rs. 535,656/-
Computer Assisted Telephonic Interviews (CATI)	2,000	Rs. 406.5	Rs. 813,000/-
Total Cost (Inclusive of 13% GST)			Rs. 1,348,656/-

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 4. below)

Note

1. The cost must include all applicable taxes, Stamp duty (as applicable under Stamp Act 1989) including visit charges up to Sindh Bank Limited branches on countrywide basis.

2. Advance Payment. Bill will only be processed on the basis of following condition:-

Certificate of satisfaction from the Concerned Officer.

3. 5% of the Total Amount will be made the total sum of Bid Security to be deposited with the financial proposal in shape of Pay Order/Bank Guarantee in favor of Sindh Bank Limited.

4. Lowest Evaluated Bidder is going to be the criteria for award of contract rather than considering the lowest bid offered, encompassing the lowest whole sum cost which the Procuring Agency has to pay for the services/items during contract period. SPPRA Rule 49 may please be referred. As it is package tender, so no partial lowest cost will be considered for award of any work.

THE DYNAMICS
RESEARCH CONSULTANTS

Suit No 501, Park Avenue PECHS Block 6, Sharah-e-Faisal, Karachi

Tel: +92 21 3431 1989 | +92 34 370777

Email: info@thedynamics.biz

www.thedynamics.biz

Letter of Acceptance

Date: 22/9/2023

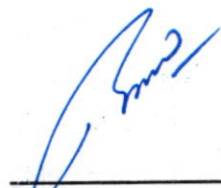
To: M/s.The Dynamics Research Consultants & Address: Suit No.501, Park Avenue, PECHS, Block-6,Shahrah-e-Faisal,Karachi

Subject: Monitoring their Adherence to Fair Treatment (FTC) Central Themes/Principles on an ongoing basis and demonstrate how culture / strategies and controls deliver fair treatment to its customers through (FTC) Framework to Sindh Bank Ltd.

Notification of Award of Contract No: SNDB/COK/ADMIN/TD/1338/2023

This is to notify you that your Bid dated _____ for execution of then & SNDB/COK/ADMIN/TD/1338/2023 for the accepted contract amount of the equivalent of (Rs.1,348,656/- & Rupees: One Million Three Hundred Fourty Eight Thousand Six Hundred Fifty Six Only) as corrected and modified in accordance with instructions to bidders is hereby accepted by our agency.

You are requested to furnish the Performance Security within 28 days in accordance with the conditions of Contract, using for that purpose the Performance Security Form included in the bidding document and sign the contact agreement attached herewith within stipulated time mentioned above.


Arshad Abbas Soomro
Head of Administration
Sindh Bank Ltd

CERTIFICATE

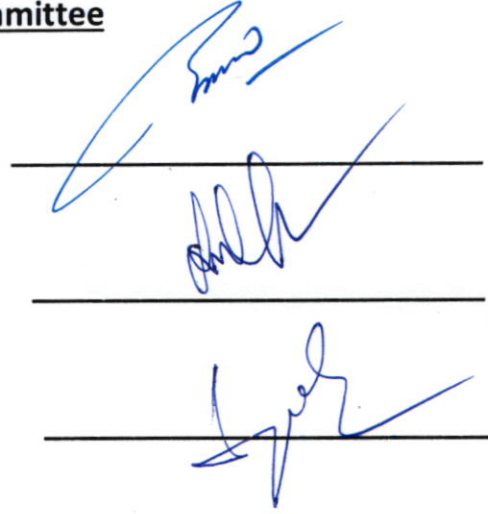
This is to certify that no complaint has been received in related to Monitoring their Adherence to Fair Treatment (FTC) Central Themes/Principles on an ongoing basis and demonstrate how culture / strategies and controls deliver fair treatment to its customers through (FTC) Framework to Sindh Bank Ltd having Reference No. SNDB/COK/ADMIN/TD/1338/2023 having SPPRA ID No: TOO531-22-0050.

Members Signature- Procurement Committee

Arshad Abbas Soomro
Head of Administration

Dilshad Hussain Khan
Chief Financial Officer

Syed Muhammad Aqeel
Chief Manager, IDBL Karachi





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INTEGRITY PACT

Contract Number:

Dated: 13-10-2023

Contract Value: Rs. 1,348,656.00

Contract Title: Agreement for Monitoring adherence to Fair Treatment (FTC) central themes / principles on an ongoing basis and demonstrate how culture, strategies and controls deliver fair treatment to customers through FTC framework for Head Office of Sindh Bank Ltd

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. The Dynamics Research Consultants 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. The Dynamics Research Consultants 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. The Dynamics Research Consultants 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. The Dynamics Research Consultants 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.


THE DYNAMICS
RESEARCH CONSULTANTS





Suit No 501, Park Avenue PECHS Block 6, Sharah-e-Faisal, Karachi
Tel: +92 21 3431 1989 | +92 34 370777
Email: info@thedynamics.biz

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Notwithstanding any rights and remedies exercised by Gos in this regard, M/s. The Dynamics Research Consultants 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

Signature: Muhammad Saad
Name: _____

THE DYNAMICS
RESEARCH CONSULTANTS



For and On Behalf Of

Sindh Bank Limited

Signature: _____
Name: ARSHAD ABBAS SOOMRO
Head of Administration & Security
Administration Division
Sindh Bank Limited
Head Office Karachi

Suit No 501, Park Avenue PECHS Block 6, Sharah-e-Faisal, Karachi
Tel: +92 21 3431 1989 | +92 34 370777
Email: info@thedynamics.biz

www.thedynamics.biz

3 SCOPE OF WORK / TECHNICAL SPECIFICATION

Sindh Bank needs to continue to monitor their adherence to Fair Treatment (FTC) central themes / principles on an ongoing basis and demonstrate how culture, strategies and controls deliver fair treatment to its customers through FTC framework.

Conduct Assessment Framework (CAF) is a self-assessment conduct tool for banks that will measure bank's state of conduct. The purpose to quantify conduct is to develop a periodic, reliable, diagnostic and comparable mechanism which helps bank deliver its commitment to FTC in the most optimum way.

Sindh Bank at this stage desire to quantify its measurement towards FTC for two of its programs that is Mystery Shopping & Consumer Satisfaction Survey (CSS)

1. Mystery Shopping

The mystery Shopping Program which will cover the following:

- Fulfillment of Sindh Bank requirement at branch level
Overall conduct & behavior of staff with customers
- Evaluation of customer services being provided as per service standards
- Knowledge about services (mystery shopping attempts/instances indicating customer product misfit)
- Ability to understand and resolve customer's problems/queries
- Turnaround time taken for transaction and other customer requests
- The work environment
- Identify the areas of staff strength and weakness

1.2 Research Approach

For conduct of the video mystery shopping exercise, Sindh Bank Limited requires to adopt Standard "Video Mystery Shopping" (VMS), that is, one time visit to observe situation of a branch's interest on standard parameters. Relevant facts, actions and behaviors are recorded by interacting with Branch Staff

1.3 Field Methodology

- Structured questionnaire will be used for data recording across the branches
- Mystery shopper will record branch evaluation based on mutually agreed survey instrument that will be designed and finalized in consultation with the client and agency.
- Branch evaluation will soon be recorded within an hour after a visit (somewhere away from the covered branch).

- Mystery shoppers will also be instructed to note down any misconduct/anomalous behavior, which they might observe in the service center.

1.4 Deliverables & Timeliness

- All visits conducted will be video recorded
- Total of 132 branches to be visited in the period of six months/ by 31st January 2024 positively
- The Final report will be provided latest by 10 working days after the completion of all the visits
- Interactive dashboard will be provided

2. Consumer Satisfaction Survey (CSS)

Customer satisfaction comprehensively studies customers' behavior at each phase of their experience, ***causes and consequences***. It covers all the dimension necessary to understand the mechanisms governing customers' satisfaction as well as all the levers needed for strategic decisions.

Deliverables & Timelines

Quantify the following important aspect in the Survey to comply Conduct Assessment Framework:

- Customer's perception about the bank being fair & honest with its customers.
- Bank providing all relevant information about its products in clear and simple manner.
- Gauging customer's level of understanding regarding product disclosure.
- Complaint handling is visible to customers.

2.1 Research Methodology

- Quantitative survey across all segments will be conducted through 2000 Interviews' via 5-7 minutes agreed instrument by using CATI (Computer Assisted Telephonic Interview).
- Client data base will be provided by Sindh Bank 7 times the sample size for achieving the desired sample.
- GSM gateways for SIMs based dialling.
- Offering Urdu, English and all main regional language interviewing.
- 100% voice recording of the interviews.
- Automatic call disposition and performance statistics with very detailed project and interviewer specific reports.

Real-time remote progress monitoring over web for CATI operation managers and clients.

2.2 Total of 2000 customers

2.3 Final Report

2.4 Interactive Dashboard

SNDB/COK/ADMIN/TD/1338/2023

Dated: 27/10/2023

M/s. The Dynamics Research Consultants
Suite No. 501, 5th Floor, Park Avenue
PECHS, Block -6, Shahr-e-Faisal
Karachi.

Subject: Contract Award - Monitoring their adherence to Fair Treatment (FTC)

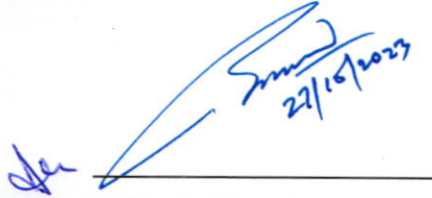
Dear Sir,

The management of Sindh Bank Limited is pleased to award the subject contract to M/s. The Dynamics Research Consultants in accordance with terms and conditions mentioned in our tender dated 31/07/2023.

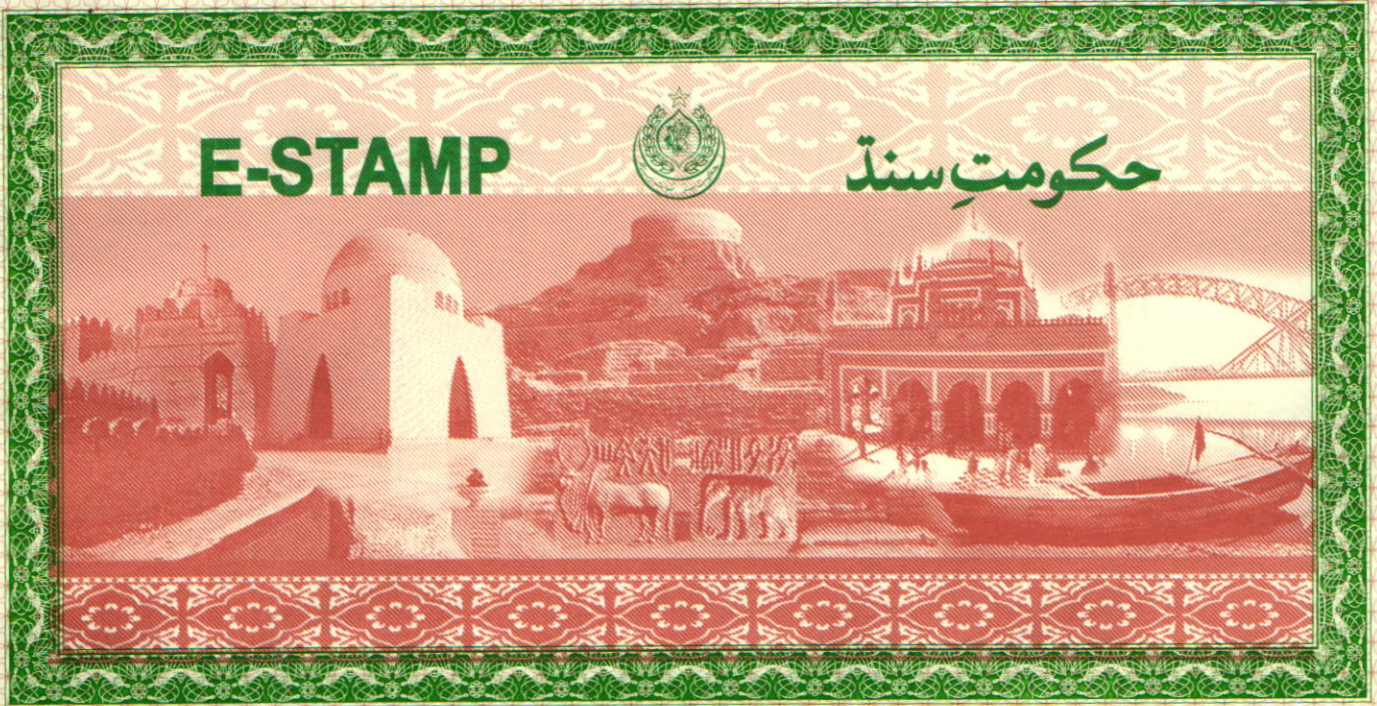
Please acknowledge.

Sincerely,

For & behalf of Sindh Bank Limited,


27/10/2023

Arshad Abbas Soomro
Head of Administration Division & Chief Security Officer



NBP-0055-2310130003263523

GoS-KHI-B22D74C83CA5ECEA

Non-Judicial**Rs 5,000/-**

Description : Power of Attorney - 27(ee)
 Principal : The Dynamics [11111111]
 Attorney : Sindh Bank Limited [11111111]
 Applicant : Sarfaraz [12103-2794216-7]
 Stamp Duty Paid by : The Dynamics [11111111]
 Issue Date : 13-Oct-2023, 12:00:22 PM
 Paid Through Challan : 20237DA0C2CAC9EA
 Amount in Words : Five Thousand Rupees Only

Please Write Below This Line

Agreement for Monitoring adherence to Fair Treatment (FTC) central themes / principles on an ongoing basis and demonstrate how culture, strategies and controls deliver fair treatment to customers through FTC framework for Head Office of Sindh Bank Ltd

This Agreement of Service Quality Assessment is entered and executed here at Karachi on ^{27th} 13th October of September 2023.

BETWEEN

M/S. The Dynamics Research Consultants, a partnership concern having its registered office at Suite No.501, 5th Floor, Park Avenue, PECHS, Block-6, Shahrah-e-Faisal, Karachi ; hereinafter called the "Service Provider", which term shall so far as the context admits be deemed to mean and include its successors of the **One Part**;

AND

Sindh Bank (a scheduled commercial bank incorporated and operating under the corporate and banking company's laws of Pakistan having its Service Quality Department Head office at 3rd Floor, Federation House, Abdullah Shah Ghazi Road, Clifton, Karachi-75600, Pakistan, hereinafter called the "Bank", which term shall so far as the context admits be deemed to mean and include its successors and assigns) of the **Other Part**;

Generally, hereinafter singly and collectively referred to as **Party** and **Parties** respectively;

WHEREAS:

THE DYNAMICS
RESEARCH CONSULTANTS

For The Dynamics Research Consultants

For Sindh Bank Limited



- A. The Service Provider is engaged in the business of providing certain specialised services, hereinafter referred to as the "Services"; and
- B. The Bank has approached the Service Provider for carrying out mystery shopping activities for evaluating the Service Quality of the Bank Branches and the Service Provider has agreed to provide such services to the Bank on the terms and conditions hereinafter appearing;

NOW, THEREFORE, in consideration of the mutual covenants hereinafter set out, the parties agree as under;

1. SCOPE OF SERVICES

The scope of the study will comprise of Video Mystery Shopping Visits along with Telephonic Customer Satisfaction Survey and the Service Provider is advised to make necessary preparations to commence the Video Mystery Shopping and Telephonic Customer Satisfaction Survey in accordance with the methodology specified by the Bank.

2. DUTIES, OBLIGATIONS AND RESPONSIBILITIES

2.1. General

- 2.1.1. Without prejudice to the generality of the duties and obligations assumed by the Service Provider throughout this Agreement, the Service Provider shall also have the non-exhaustive list of duties, obligations and responsibilities hereinafter appearing.
- 2.1.2. The Service Provider shall render and perform its duties and obligations under this Agreement with best efforts and with such skill and care as would be expected of a prudent professional in the industry and adhere to the instructions / requirements of the Bank as per the terms of this Agreement.
- 2.1.3. The Service Provider shall always adhere to the Bank's requirement as communicated to them in writing from time to time and shall be of the essence in this Agreement.
- 2.1.4. The Service Provider shall monitor, analyse and measure the service quality parameters as defined/provided by the Bank. The Service Provider shall carry out Video Mystery Shopping and Telephonic Customer Satisfaction as per the clauses mentioned in Annexure I "Particulars of Services".
- 2.1.5. The Service Provider shall evaluate the product knowledge, attitude and behaviour of the bank representatives about customer services.
- 2.1.6. The Service Provider shall deliver A) Video Mystery Shopping assessment reports along with the videos and interactive dashboard and B) Voice recording of Telephonic Customer Satisfaction Survey along with data and interactive dashboard to the Bank's representative as per the timeline mutually agreed between both the parties.
- 2.1.7. The Service Provider will ensure the use of high quality/ sophisticated equipment/ devices for conducting Mystery Shopping. Also match between the report and the video is compulsory.
- 2.1.8. The Service Provider shall ensure the use of any equipment (like Ipad, button camera, tie camera, key chain camera and wristwatch camera) for audio/video mystery shopping. Moreover, Service Provider will not take any pictures of the female customers/ staff members.
- 2.1.9. After awarding the formal go-ahead to the Service Provider, if the Bank wishes to cancel the project at any stage due to any reason, the Service Provider would charge the cost of assignment completed till that time.
- 2.1.10. Any representative from the Bank has all rights to accompany Service Provider's mystery shoppers during the mystery shopping assessment visit of Bank's branches.

THE DYNAMICS
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3. SERVICE CHARGES

3.1. In consideration of the services provided by the Service Provider under this agreement, the Bank has agreed to pay the service charges as detailed in below table.

Services	Rate (Inclusive of all Taxes)
Video Mystery Shopping (Visits to the Branches)	Rs.535,656/-
Computer Assisted Telephonic Interviews (CATI)	Rs.813,000/-
Total Cost of Project	Rs.1,348,656/-

3.2. Thereafter either Party may, if it deems necessary, propose in writing a revised schedule of service charges for consideration. Such revised schedule of service charges shall take effect upon acceptance thereof by both Parties.

3.3. Video Mystery Shopping visit and Telephonic Customer Satisfaction Survey rate is inclusive of questionnaire development, set up cost, training of mystery shoppers/calling agents, field work, traveling expenses, communication expense, data processing (data entry/ cleaning/ tabulation/ analysis), video editing, video labelling/ rendering, report writing and interactive dashboard.

3.4. The Service provider will invoice the Bank (for the cases the Bank has received by the Service Provider /verified and declared as no objection) in two intervals. First one would be when half of the mystery shopping and telephonic customer satisfaction assigned task gets completed and second would be at the time of completion of the remaining task. In both the invoicing intervals, the Bank will verify the invoice, and in case of no discrepancy, payment will be made to the Service provider within 10 working days from the receipt of the invoice. If there are any discrepancies in the invoice, the Bank shall intimate the same to Service Provider within a week. The Service Provider shall take immediate action to resolve such discrepancies and submit the revised invoice to the Bank.

3.5. Apart from the charges mentioned under this Agreement, the Bank shall not be required to make any other payments.

3.6. If any additional cost in terms of indirect taxes (imposed by the government during the proposal finalization/execution period of the study) gets implemented, then the Bank and the Service Provider will decide about the payment mechanism mutually.

4. DURATION AND TERMINATION

4.1. This agreement shall become effective from the 27/10/2023 and shall remain effective till 27/10/2024, which may be extended upon mutual review of the terms and conditions, and shall be only terminated as per the conditions prescribed herein;

4.2. The agreement may be terminated by either party by serving one month notice in writing to the regular correspondence address of the other party marked for the appropriate contact.

4.3. Any termination shall not affect any right or remedy, which may have accrued to either party before the termination.

5. COMPLIANCE WITH LOCAL LAWS

5.1. Except as otherwise provided in this Agreement, both Parties shall comply with their respective and applicable local laws, which directly or indirectly affect the terms of this Agreement.

5.2. The Service Provider shall, if the same is not already covered by the above Clause, comply in all respects with the provisions of all civil and labour Statutes, Rules and Regulations and any other laws applicable to it and / or to its employees / representatives even if they are not direct employees of the Service Provider but engaged to deliver the Services.

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6. INDEMNITY

The service provider agrees to protect, indemnify and hold the Bank and each of its subsidiaries, affiliates, officers and employees harmless from any and all losses, liabilities, claims, demands, costs, expenses and such like incurred by and/or made against the Bank and/or any of its subsidiaries, affiliates, officers or employees arising out of or in connection with the breach of this agreement by the Service Provider or incurred by the bank as a result of the Service Provider's negligence and/or the negligence of its personnel.

7. AGENCY OR PARTNERSHIP

7.1. Nothing contained in this Agreement shall be construed as creating a partnership between the Bank and the Service Provider nor shall it constitute the Service Provider as an agent of the Bank.

7.2. The Parties hereby agree and undertake that they are independent entities engaged in the conduct of their own business and neither party shall be deemed to be the agent, representative or employee of the other for any purpose whatsoever and the existence of this Agreement does not create any right or authority to make any representation or warranty or to assume, create or incur any liability or obligation of any kind, express or implied, in the name of or on behalf of the other.

8. CONFIDENTIALITY, PRIVACY AND SECURITY OF INFORMATION

8.1. The service provider shall not, and shall ensure that the personnel do not, use, divulge or communicate to any person (other than the designated person the Bank only).

8.2. Where the Bank shall have obtained any confidential information from any third party under an agreement which include any restriction on disclosure known or which is made known to the service provider or any of the personnel, the service provider shall not, and shall ensure that any personnel shall not, without the prior consent in writing of the authorized signatory of the bank at any time whether during the term of this agreement or after its termination for whatever cause, infringe such restrictions.

8.3. Data gathered through Mystery shopping and customer satisfaction survey shall be kept by Service Provider in record up till final presentation only, after which the data shall be provided to the bank and will be deleted from the Service provider's record.

8.4. Data includes (Mystery shopping / telephonic customer satisfaction reports, presentations, analysis, audio, video, stats, information, facts and figures) cannot be shared with anyone (other than the Bank) for any reason, nor it can be used by anyone (other than the Bank). Only the Bank will be in authority to use/ share it.

9. AMENDMENTS

This Agreement or any renewal thereof shall not be amended, altered, or modified except by an instrument in writing expressly referring to this Agreement and signed by the Parties hereto.

10. NOTICES

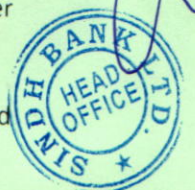
Any notice to be given or other communication to be provided hereunder shall be sent and exchanged between the parties at their respective registered/ head-office addresses as specified hereinbefore, unless another address has been specified by written notice.

11. COMPLAINT HANDLING

The purpose of this Complaints Handling Procedure is to ensure that Complaints are handed efficiently, effectively, and consecutively within a reasonable period to ensure that Service Provider shall improve its services and establish long-lasting relationships with Bank and vice-versa.

The Service Provider shall respond to the complaint on the subject matter in writing within a period 24 hour to Bank along with timeline for resolution of the issue and vice-versa.

Once the issue is resolved the same shall be communicated by the Service Provider and vice-versa.



12. WAIVER

None of the provisions of this agreement shall be considered waived by either party unless such waiver is given in writing by the party in question. No such waiver shall be waiver of any past or future default, breach or modification of any of the terms, provisions, conditions or covenants of this agreement unless expressly set forth in such waiver.

13. ASSIGNMENTS

The Service Provider shall not assign, sub-contract or otherwise transfer any of its rights or obligations hereunder without the prior written consent of the Bank and the same shall not relieve the Service Provider of any liability for full performance of this Agreement as per the terms and conditions herein.

14. FORCE MAJEURE

The Service providers shall at all times abide by the deadlines/dates/time given for conducting Mystery Shopping. In case of any hindrance/ uncertainty due to law-and-order situation, the Service provider must immediately bring it to the knowledge of the Bank for future dates.

15. BUSINESS CONTINUITY PLAN

Service Provider must maintain adequate disaster recovery and back-Lip procedures and contingency plans to ensure the Service Provider's business continuity and that Service Provider is able to perform this Agreement without any interruption.

16. DISPUTE RESOLUTION

All disputes arising between the parties hereto as to any matter or thing arising from or in any manner connected with this agreement shall be referred to arbitration by a sole arbitrator. The arbitration proceedings shall be conducted in accordance with the Arbitration 1940 or any amendment or re-enactment thereof and the rules made there under by an arbitrator to be appointed by the mutual consent of the parties hereto. The arbitrator shall be a retired judge of the supreme court of Pakistan or failing the availability of such an arbitrator a retired judge of the High Court shall act as the sole arbitrator. The decision of the arbitrator shall be final and binding. The venue of arbitration shall be Karachi. Arbitration as aforesaid shall be a condition precedent to any other action under law.

17. SEVERABILITY

If at any time and for any reason any provision/s, or part thereof, of this Agreement becomes invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provision/s shall not be affected or impaired. In case it is not possible under law to implement any of the provisions of this agreement the parties undertake to abide by the spirit of this agreement and to endeavor to agree to perform obligations closely reassembly those created by this agreement as shall be permissible by law.

18. TAXES

Service charges paid by the Bank to the Service Provider shall be subject to the deduction of withholding tax or other taxes as may be applicable unless the Service Provider produces a valid exemption certificate from the income tax/ tax authorities.

19. GOVERNING LAW & JURISDICTION

The Agreement shall be governed by and construed in accordance with the laws of Islamic Republic of Pakistan, and the parties hereto submit that only the courts of competent jurisdiction at Karachi shall have exclusive jurisdiction in all matters arising hereunder.

20. ENTIRETY

This agreement together with Annexure I constitutes the entire and only agreement between the Parties with respect to the subject matter hereof and hereby terminates, cancels, and supersedes any and all prior oral or written agreements, negotiations, discussions, representations, warranties, statements or understandings between the parties.

21. ACCESS TO REGULATOR.

The Dynamics Research Consultants and SNDB agree to provide State Bank of Pakistan necessary access to the documentation and accounting records in relation to the for Monitoring adherence to Fair Treatment (FTC) central themes / principles on an ongoing basis and demonstrate how culture, strategies and controls deliver fair treatment to customers through FTC framework for Head Office and right to conduct on – site inspection, If required.

22. ANTI-MONEY LAUNDERING

"The Dynamics Research Consultants 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."

Support Escalation Matrix:

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

LEVEL-1	Name/Designation (support staff)	Shoaib Ahmed
First complain if the call is not resolved " within specified response time " (24 hours)	Landline Phone	021-34311989
	Email	<u>Shoaib.ahmed@thedynamics.biz</u>
	Cell	<u>03018018859</u>
LEVEL-2	Name/Designation (Regional Head/Manager/GM)	Muhammad Ayub
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	0213-4311989
	Email	<u>Muhammad.ayub@thedynamics.biz</u>
	Cell	<u>0333-3351887</u>
LEVEL-3	Name/Designation (CEO / Director) of the firm)	Syed Maaz Ali
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	021-4311989
	Email	<u>Maaz.ali@thedynamics.biz</u>
	Cell	<u>0333-6060334</u>
Note: Ensure that no column above is left blank		

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23. Both parties ("Parties") acknowledge that they may need to exchange and handle confidential and proprietary information, which may include personal data. Each Party agrees to handle such information with the utmost confidentiality and in compliance with all applicable data protection laws and regulations.

24. For the purposes of this clause, "personal data" refers to any information that can be used to directly or indirectly identify an individual, as defined by applicable data protection laws



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For The Dynamics Research Consultants



IN WITNESS THEREOF the parties hereto have executed this Agreement on the day and year first before written.

Witness

Ahsan Ali
4210188546867
Ahsan

FOR & ON BEHALF OF THE DYNAMICS RESEARCH
CONSULTANTS

SIGNATURE

NAME

DESIGNATION

ADDRESS



THE DYNAMICS
RESEARCH CONSULTANTS

Muhammad Saad

Director

501, Park Area Pechs Bldg

Shere-e-Faisal Rd

Witness

Shirazul Alam Soomro
42361-2671962-3
Shiraz

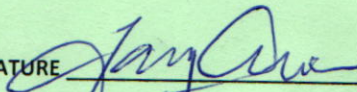
FOR & ON BEHALF OF SINDH BANK LTD

SIGNATURE

NAME

DESIGNATION

ADDRESS Federation House, Abdullah Shah Ghazi
Road, Clifton, Karachi



Shirazul Alam

Head SCD



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



For Sindh Bank Limited

Break up of Mystery Shopping Visit to Branches**ANNEXURE "M"**

S.No	Areas	No. of Branches
1	Karachi	52
2	Rural Sindh	46
3	Islamabad	6
4	Punjab	24
5	KPK	4
	Total	132

Region South (Karachi) for MS 2023			
S.No.	Code	Branch Name	Region/Area
1	5303	ALLAMA SHABBIR AHMED USMANI ROAD (ISLAMIC)	Karachi
2	0390	ABUL HASAN ISPAHANI ROAD BRANCH	Karachi
3	0397	SURJANI TOWN BRANCH	Karachi
4	0396	SHAH LATIF TOWN BRANCH	Karachi
5	0375	BOHRAPIR BRANCH	Karachi
6	0391	BALDIA TOWN BRANCH	Karachi
7	0385	BAHRIA TOWN BRANCH	Karachi
8	0395	AZIZABAD BRANCH	Karachi
9	0325	DHORAJEE BRANCH	Karachi
10	0357	DHA PHASE-II BRANCH	Karachi
11	0380	DHA PHASE-VIII BRANCH	Karachi
12	0372	DR. ZIAUDDIN AHMED ROAD	Karachi
13	0387	GADAP TOWN BRANCH	Karachi
14	0392	GULSHAN-E-IQBAL BLOCK 13D-2 BRANCH	Karachi
15	0381	IBRAHIM HYDERI BRANCH	Karachi
16	0398	PARADISE HOMES BRANCH	Karachi
17	0377	GULZAR-E-HIJRI BRANCH	Karachi
18	5301	KHAYABAN-E-ITTEHAD ISLAMIC BANKING BRANCH	Karachi
19	0354	KHAYABAN-E-SHAHBAZ BRANCH	Karachi
20	0359	JADE GARDEN CLIFTON KARACHI BRANCH	Karachi
21	0368	KARIMABAD BRANCH	Karachi
22	0373	KARACHI UNIVERSITY	Karachi
23	0378	KORANGI TOWNSHIP BRANCH	Karachi
24	0382	KEAMARI BRANCH	Karachi
25	0383	KHADDA MARKET BRANCH	Karachi
26	0344	MALIR CANTT. BRANCH	Karachi
27	0352	MEHMOODABAD BRANCH	Karachi
28	0333	MOHAMMAD ALI SOCIETY BRANCH	Karachi
29	0370	MALIR CITY BRANCH	Karachi
30	0361	SACHAL GOTH BRACH	Karachi
31	0371	NISHTAR ROAD BRANCH	Karachi
32	0376	NAZIMABAD BRANCH	Karachi
33	0384	ORANGI TOWNSHIP BRANCH	Karachi
34	0389	ORANGI TOWN BRANCH	Karachi
35	0358	PIA EMPLOYEES CO-OPERATIVE HOUSING SOCIETY BRANCH	Karachi
36	0342	PIB COLONY BRANCH	Karachi



37	0393	QUAIDABAD BRANCH	Karachi
38	0367	RASHID MINHAS ROAD BRANCH	Karachi
39	3021	SIR SYED HOSPITAL – SUB BRANCH	Karachi
40	3031	SINDH SECRETARIAT – SUB BRANCH	Karachi
41	0394	Sehar Commercial	Karachi
42	0362	SINDHI MUSLIM HOUSING SOCIETY BRANCH	Karachi
43	0363	SHIREEN JINNAH COLONY BRANCH	Karachi
44	0374	SHAH FAISAL COLONY	Karachi
45	0379	SINDH SOCIAL SECURITY INSTITUTION (SESSI) BRANCH	Karachi
46	0386	SAADI TOWN BRANCH	Karachi
47	0388	SAMANABAD / GULBERG BRANCH	Karachi
48	310	Paper Market Branch	Karachi
49	317	New Karachi Branch	Karachi
50	319	North Karachi Industrial Area	Karachi
51	328	New Challi Branch	Karachi
52	5302	Model Colony Islamic Branch	Karachi

Region Rural Sindh for MS 2023			
S.No.	Code	Branch Name	Region/Area
1	0149	AHMED PUR BRANCH	Sindh Rural
2	0144	ANAJ MANDI LARKANA BRANCH	Sindh Rural
4	0409	BADIN BRANCH	Sindh Rural
5	4091	BAWANI SUGAR MILLS – SUB-BRANCH	Sindh Rural
6	0423	BHAN SAEEDABAD BRANCH	Sindh Rural
7	0441	BANDHI DISTT. SHAHEED BENAZIRABAD BRANCH	Sindh Rural
9	0445	BULARI SHAH KARIM BRANCH	Sindh Rural
12	0106	DADU BRANCH	Sindh Rural
13	1061	DADU SUGAR MILLS – SUB BRANCH	Sindh Rural
14	0115	DAHARKI BRANCH	Sindh Rural
15	0428	DIGRI BRANCH	Sindh Rural
16	0137	DOKERI, DISTT. LARKANA BRANCH	Sindh Rural
17	0121	GAMBAT BRANCH	Sindh Rural
18	0110	GHOTKI BRANCH	Sindh Rural
19	0128	GHOUSPUR BRANCH	Sindh Rural
20	0145	GHARI KHAIRO DISTT. JAQOBABAD BRANCH	Sindh Rural
21	0402	HALA BRANCH	Sindh Rural
23	0440	JATI DISTT. SUJAWAL BRANCH	Sindh Rural
24	0442	JHUDO DISTT. MIRPURKHAS	Sindh Rural
25	0136	KHANPUR MAHAR, DISTT. GHOTKI BRANCH	Sindh Rural
26	0129	KANDIARO BRANCH	Sindh Rural
27	0126	KHAIRPUR NATHAN SHAH BRANCH	Sindh Rural
28	0434	KHIPRO BRANCH	Sindh Rural
29	0107	LARKANA BRANCH	Sindh Rural
30	0415	MATIARI BRANCH	Sindh Rural
31	0127	MILITARY ROAD SUKKUR BRANCH	Sindh Rural
33	0438	MIRPUR BATHORO	Sindh Rural
34	0140	MUHALLA LUQMAN, KHAIRPUR	Sindh Rural
35	0147	MADEJI, DISTRICT SHIKARPUR BRANCH	Sindh Rural
36	0105	NAUSHAHRO FEROZ BRANCH	Sindh Rural
38	0103	PANO AQIL BRANCH	Sindh Rural
39	0125	PIR JO GOTH BRANCH	Sindh Rural
40	0123	QAMBAR BRANCH	Sindh Rural
41	0405	QASIMABAD, HYDERABAD BRANCH	Sindh Rural



42	0425	SAEEDABAD BRANCH	Sindh Rural
43	0424	SAKRAND BRANCH	Sindh Rural
44	0413	SANGHAR BRANCH	Sindh Rural
45	0109	SEHWAN BRANCH	Sindh Rural
46	0113	SHAH DADKOT BRANCH	Sindh Rural
47	0108	SUKKUR BRANCH	Sindh Rural
48	0411	SHAHEED BENAZIRABAD BRANCH	Sindh Rural
49	1141	SHIKARPUR RICE MILLS – SUB BRANCH	Sindh Rural
51	0412	THATTA BRANCH	Sindh Rural
52	4121	THATTA CEMENT – SUB-BRANCH	Sindh Rural
53	4071	TANDO ALLAHYAR SUGAR MILLS – SUB BRANCH	Sindh Rural
54	0446	TANDO JAM BRANCH	Sindh Rural

Region Central & North for MS 2023			
S.No	Code	Branch Name	Region/Area
1	0602	BANK ROAD RAWALPINDI BRANCH	Central
2	0686	BAND ROAD LAHORE	Central
3	0663	DAVIS ROAD BRANCH, LAHORE	Central
4	0684	DHA PHASE-IV LAHORE	Central
5	0652	DHA PHASE-V, LAHORE BRANCH	Central
6	0648	DHA PHASE-VI LAHORE	Central
7	0674	F-11 MARKAZ, ISLAMABAD BRANCH	Central
8	0662	GHARI SHAHU BRANCH	Central
9	5602	GHORI TOWN PHASE IV – RAWALPINDI ISLAMIC BANKING	Central
10	5606	GHALLA MANDI, SHEIKHUPURA (ISLAMIC)	Central
11	0692	HEIR VILLAGE BRANCH BEDIAN ROAD	Central
12	0614	JOHAR TOWN BRANCH, LAHORE	Central
13	0665	KASUR BRANCH	Central
14	5605	KACHEHRI ROAD, GUJRAT (ISLAMIC)	Central
15	0688	KHUDDIAN BRANCH KASUR	Central
16	5603	LIAQUAT ROAD SAHIWAL – ISLAMIC BANKING BR	Central
17	0638	MULTAN BRANCH	Central
18	0669	MAIN BOULEVARD DHA LAHORE BRANCH	Central
19	0620	Chaklala Scheme III	Central
20	0642	MORR AIMAANABAD BRANCH	Central
21	0653	MUGHAL PURA BRANCH	Central
22	0677	VILLAGE MINHALA LAHORE	Central
23	0646	PESHAWAR ROAD RAWLPINDI	Central
24	0811	PABBI DISTT. NOWSHEHRA	North (KPK)
25	0655	RAIWIND BRANCH LAHORE	Central
26	0809	RING ROAD PESHAWAR BRANCH	North (KPK)



27	5604	SAMANABAD, LAHORE (ISLAMIC BRANCH)	Central
28	0681	SHAHDARA LAHORE	Central
29	0685	SABZAZAR SCHEME BRANCH LAHORE	Central
30	0689	SHEIKHUPURA ROAD GUJRANWALA	Central
31	0804	ABBOTTABAD BRANCH	North (KPK)
32	5801	ASHRAF ROAD PESHAWAR – ISLAMIC BANKING BR	Central
33	0805	KARKHANO MARKET BRANCH, PESHAWAR	North (KPK)
34	0801	PESHAWAR BRANCH	North (KPK)



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For Sindh Bank Limited