

SNDB/HO/ADMIN/TD/1371/2024

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# **Sindh Bank Limited**

## **Tender Document Supply of Stationery, Printing, Stuffing in Bank's Premises (Insourcing) and Distribution - Statement of Accounts**

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## DEFINITIONS

“**Bid**” means a tender, or an offer by a person, consultant, firm, company or an organization expressing willingness to undertake a specified task at a price, in response to an invitation by SNDB.

“**Bid with Lowest Evaluated Cost**” means the bid quoting lowest cost amongst all those bids evaluated to be substantially responsive;

“**Bidder**” means a person or entity submitting a bid;

“**Bidding Documents**” means all documents provided to the interested bidders to facilitate them in preparation of their bids in uniform manner;

“**Bidding Process**” means the procurement procedure under which sealed bids are invited, received, opened, examined and evaluated for the purpose of awarding a contract;

“**Blacklisting**” means barring a bidder, contractor, consultant or supplier from participating in any future procurement proceedings.

“**Calendar Days**” means days including all holidays;

“**Conflict of Interest**” means -

- (i) where a contractor, supplier or consultant provides, or could provide, or could be perceived as providing biased professional advice to SNDB to obtain an undue benefit for himself or those affiliated with him;
- (ii) receiving or giving any remuneration directly or indirectly in connection with the assignment except as provided in the contract;
- (iii) any engagement in consulting or other procurement activities of a contractor, consultant or service provider that conflicts with his role or relationship with the SNDB under the contract;
- (iv) where an official of the SNDB engaged in the procurement process has a financial or economic interest in the outcome of the process of procurement, in a direct or an indirect manner;

“**Consultant**” means a professional who can study, design, organize, evaluate and manage projects or assess, evaluate and provide specialist advice or give technical assistance for making or drafting policies, institutional reforms and includes private entities, consulting firms, legal advisors, engineering firms, construction managers, management firms, procurement agents, inspection agents, auditors, international and multinational organizations, investment and merchant banks, universities, research institutions, government agencies, nongovernmental organizations, and individuals;

“**Consulting Services**” means services of an advisory and intellectual nature provided by consultants using their professional skills to study, design, organize, and manage projects, encompassing multiple activities and disciplines, including the crafting of sector policies and institutional reforms, specialist advice, legal advice and integrated solutions, change management and financial advisory services, planning and engineering studies, and architectural design services, supervision, social and environmental assessments, technical assistance, and programme implementation;

“**Contract**” means an agreement enforceable by law and includes General and Special Conditions, Specifications, Drawings and Bill of Quantities;

“**Contractor**” means a person, firm, company or organization that undertakes to execute works including services related thereto, other than consulting services, incidental to or required for the contract being undertaken for the works;

“**Corrupt and Fraudulent Practices**” means either one or any combination of the practices given below;

“**Coercive Practice**” means any impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence the actions of a party to achieve a wrongful gain or to cause a wrongful loss to another party;

“**Collusive Practice**” means any arrangement between two or more parties to the procurement process or contract execution, designed to achieve with or without the knowledge of the SNDB to establish prices at artificial, noncompetitive levels for any wrongful gain;

“**Corrupt Practice**” means the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the acts of another party for wrongful gain;

“**Fraudulent Practice**” means any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;

“**Obstructive Practice**” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract or deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements before investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or acts intended to materially impede the exercise of inspection and audit rights provided for under the Rules.

“**Emergency**” means natural calamities, disasters, accidents, war and breakdown of operational equipment, plant, machinery or engineering infrastructures, which may give rise to abnormal situation requiring prompt and immediate action to limit or avoid damage to person(s), property or the environment;

“**Goods**” means articles and object of every kind and description including raw materials, drugs and medicines, products, equipments, machinery, spares and commodities in any form, including solid, liquid and gaseous form, and includes services identical to installation, transport, maintenance and similar obligations related to the supply of goods, if the value of these services does not exceed the value of such goods;

**“Government”**

means the Government of Sindh;

**“Head of the Department”** means the administrative head of the department or the organization;

**“Lowest Evaluated Bid”** means a bid for goods, works and services having the lowest evaluated cost among the substantially responsive bids

**“Lowest Submitted Price”** means the lowest price quoted in a bid, which is otherwise not substantially responsive;

**“Mis-procurement”** means public procurement in contravention of any provision of Sindh Public Procurement Act, 2010, any rule, regulation, order or instruction made thereunder or any other law in respect thereof, or relating to, public procurement;

**“Notice Inviting Tender”** means the notice issued by a SNDB through publication in the newspapers or through electronic means for the purpose of inviting bids, or applications for pre-qualifications, or expression of interests, which may include Tender Notice, Invitation for Bids, Notice for Pre-qualifications or Request for Expression of Interests;

**“Open Competitive Bidding”** means a fair and transparent specified procedure defined under these Rules, advertised in the prescribed manner, leading to the award of a contract whereby all interested persons, firms, companies or organizations may bid for the contract and includes both National and International Competitive Biddings;

**“SNDB”** means the Sindh Bank Limited;

**“Services”** means any object of procurement other than goods or works, and includes consultancy services;

**“Substantially Responsive Bid”** means the bid that contains no material differences or deviations from, or reservations to, the terms, conditions and specifications given in the bidding documents;

**“Supplier”** means a person, firm, company or an organization that undertakes to supply goods and services related thereto, other than consulting services, required for the contract;

**“Value for Money”** means best returns for each rupee spent in terms of quality, timeliness, reliability, after sales service, up-grade ability, price, source, and the combination of whole-life cost and quality to meet SNDB’s requirements.

## **1 INVITATION FOR BIDS (IFB)**

Sindh Bank Limited (SNDB) invites proposal from well reputed companies for the Supply of Stationery, Printing, Stuffing in Banks Premises (Insourcing) and Distribution of Statement of Accounts on need basis. Detail of the specifications of related services to be provided are given in the scope of work in Section [3] hereto.

Bidder will be selected under procedure described in this Tender Document (TD), in accordance with the Sindh Public Procurement Rules 2010 (Amended up to date) issued there under (“SPPRA”) which can be found at <https://ppms.pprasindh.gov.pk/PPMS/>. For the purposes of this document, any reference to the term “Act” shall mean a reference to the Sindh Public Procurement Act 2009 and any reference to the Rules shall mean a reference to the Sindh Public Procurement Rules 2010(Amended up to date).

This TD includes the following Sections:

- Instructions to Bidders (ITB)
- Eligibility Criteria
- Scope of Work / Technical Proposal
- Financial Proposal
- Conditions of Contract

Proposals must be submitted in drop box at the below mentioned address;

Yours sincerely,

HEAD OF ADMINISTRATION DIVISION  
SINDH BANK LIMITED  
HEAD OFFICE  
Basement-2 Floor, Federation House,  
Abdullah Shah Ghazi Road,  
Clifton,  
Karachi 75600



## **2 INSTRUCTION TO BIDDERS (ITB)**

For All legal purpose, all clauses of instructions to bidders (ITB) hoisted by SPPRA on their website <https://ppms.pprasindh.gov.pk/PPMS> will be taken as part and parcel of this tender document and the agreement thereof. Accordingly the bidders are advised in their own interest to go through the same meticulously as ignorance of the said ITB will not be taken as excuse to waive off any plenty or legal proceedings.

However, few important clauses of the above mentioned ITB are appended below for the guidance/perusal of the bidders.

### **2.1 Correspondence Address**

The contact number and the correspondence address for submitting the proposals are as follow:

HEAD OF ADMINISTRATION DIVISION  
SINDH BANK LIMITED  
HEAD OFFICE  
Basement-2 Floor, Federation House,  
Abdullah Shah Ghazi Road,  
Clifton,  
Karachi 75600  
Tel: 21-35829394/35829403  
Email: admin@sindhbankltd.com

### **2.2 Eligible Bidders**

All the bidders duly incorporated and based in Pakistan governed by rules, laws and statutes of Government of Pakistan and Government of Sindh shall be eligible. [SPPRA Rule 29]

### **2.3 Corrupt Practice**

1. SNDB requires that Bidders / Suppliers / Contractors, observe the highest standard of ethics during the procurement and execution of contract and refrain from undertaking or participating in any corrupt or fraudulent practices. [SPPRA Rule 2 (q – iii, iv)]
2. SNDB will reject a proposal for award, if it determines that the Bidder recommended for award was engaged in any corrupt or has been blacklisted under the Sindh Public Procurement Rules 2010(Amended upto date), in competing for the contract in question.
3. Any false information or misstatement on the part of the vendor will lead to disqualification/ blacklisting/ legal proceeding regardless of the price or quality of the product.

## **2.4 Preparation of Bids**

### **2.4.1 Bidding Process**

This is the Single Stage – One Envelope Procedure; the bid shall comprise a single package containing **ELIGIBILITY CRITERIA** (duly filled in all respect) and **FINANCIAL PROPOSAL** separately. [SPPRA Rule 46 (1-a & b)]

### **2.4.2 Cost of Bidding**

The bidder shall bear all costs associated with the preparation and submission of its bid and SNDB will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

### **2.4.3 Language of Bid**

The bid prepared by the bidders as well as all correspondence and documents exchanged by the bidder and SNDB must be written in English. [SPPRA Rule 6 (1)]

### **2.4.4 Technical Proposal**

Bidders are required to submit the Technical Proposal stating a brief description of the bidder’s organization outlining their recent experience, the names of Sub-Bidder/Professional Staff who participates during the assignment, the technical approach, sample templates/prototypes of deliverables, methodology, work plan, organization and staff, including workable suggestions that could improve the quality and effectiveness of the assignment. The firm will be only technically qualified after confirmation of specifications on physical verification of asked items and satisfying of sufficient production mechanism. The date of visit for above inspection by the procurement committee of the bank will be given during process of completing eligibility criteria. After due inspection of requisite items, the bidder will be declared “Qualified” in Technical Qualification Phase.

### **2.4.5 Financial Proposal**

The Financial Proposal shall be prepared using the standard form attached, duly signed by the authorized representative of the Bidder. It should list all costs associated with the assignment including remuneration for staff, and reimbursable expenses and such other information as may be specifically requested by SNDB. Alternatively, the bidder may provide his/her/its own list of costs with all items described in the Technical proposal priced separately.

### **2.4.6 Bid Currencies**

For the purpose of comparison of bids quoted in different currencies, price shall be converted in PAK RUPEE (PKR). The rate of exchange shall be the selling rate prevailing seven working days before the date of opening of the bids. [SPPRA Rule 42 (2)]

## **2.4.7 Bid Security**

The SNDB shall require the bidders to furnish the Earnest Money @ 5% of Bidding Cost in form of Pay order/Demand Draft or Irrevocable Bank Guarantee acceptable to the bank, which shall remain valid for a period of twenty eight (28) days beyond the validity period for bids, in order to provide the SNDB reasonable time to act, if the security is to be called. [SPPRA Rule 37(1)]

Bid Security should be attached with Financial Proposal.

Any Bid not accompanied by an acceptable Bid Security shall be rejected by the SNDB as non – responsive.

Bid security shall be released to the unsuccessful bidders once the contract will be signed with the successful bidder or the validity period has expired. [SPPRA Rule 37(2)]

The bid security shall be forfeited:

- If a Bidder withdraws its bid during the period of its validity specified by the Bidder on the Bid Form; or
- In the case of a successful Bidder, if the Bidder fails to;
  - Sign the contract in accordance with ITB Section [2.7.4]; or
  - Furnish performance security in accordance with ITB Section [2.7.5].

## **2.4.8 Bid Validity**

Bids shall remain valid for a period of ninety (90) days, after the date of bid opening prescribed by SNDB; [SPPRA Rule 38 (1)]

Whenever an extension of bid validity period is requested, a bidder shall have the right to refuse to grant such an extension and withdraw his bid and bid security shall be returned forthwith; and [SPPRA Rule 38 (6)]

Bidders who agree to extension of the bid validity period shall also extend validity of the bid security for the agreed extended period of the bid validity. [SPPRA Rule 38 (7-a)]

## **2.5 Submission of Bids**

### **2.5.1 Sealing and Marking of Bids**

This is the Single Stage – One Envelope Procedure; the bid shall comprise a single package containing **ELIGIBILITY CRITERIA** (duly filled in all respect) and **FINANCIAL PROPOSAL** separately. [SPPRA Rule 46 (1-a & b)]

### **2.5.2 Response Time**

Bidders are required to submit their Bids within fifteen (15) calendar days from the date of publication of Notice Inviting Tender as per National Competitive Bidding. Bids must be received by SNDB at the address specified under ITB Section [2.1] within office hours. [SPPRA Rule 18 (2)]

### **2.5.3 Extension of Time Period for Submission of Bids**

SNDB may extend the deadline for submission of bids only, if one or all of the following conditions exist;

- Fewer than three bids have been submitted and SNDB is unanimous in its view that wider competition can be ensured by extending the deadline. In such case, the bids submitted shall be returned to the Bidders un-opened; [SPPRA Rule 22 (1)]
- If the SNDB is convinced that such extraordinary circumstances have arisen owing to law and order situation or a natural calamity that the deadline should be extended. [SPPRA Rule 22 (2)]

### **2.5.4 Clarification of Bidding Documents**

An interested bidder, who has obtained bidding documents, may request for clarification of contents of the bidding document in writing, and SNDB shall respond to such queries in writing within three calendar days, provided they are received at least five (5) calendar days prior to the date of opening of bid. [SPPRA Rule 23 (1)]. It should be noted that any clarification to any query by a bidder shall also be communicated to all parties, who have obtained bidding documents.

### **2.5.5 Late Bids**

Any bid received by SNDB after the deadline for submission of bids prescribed by SNDB pursuant to ITB Section [2.5.2] will be rejected and returned unopened to the Bidder. [SPPRA Rule 24 (1)]. The rejection of bids received after the deadline for submission shall apply regardless of any reason whatsoever for such delayed receipt

### **2.5.6 Withdrawal of Bids**

The Bidder may withdraw its Technical Proposal and Financial Proposal after it has been submitted by sending a written Withdrawal Notice, duly signed by the Bidder and/or by an authorized representative, and shall include a copy of the authorization. Provided that, written notice of Withdrawal, shall be received by SNDB prior to the opening of bids.

No bid shall be withdrawn in the interval between the opening of Bids and the expiration of the period of Bid validity specified in ITB section [2.4.8].

### **2.5.7 Cancellation of Bidding Process**

1. SNDB may cancel the bidding process at any time prior to the acceptance of a bid or proposal; [SPPRA Rule 25 (1)]
2. SNDB shall incur no liability towards the bidders, solely by virtue of its invoking sub-rule (2.5.7 - 1); [SPPRA Rule 25 (2)]
3. Intimation of the cancellation of bidding process shall be given promptly to all bidders and bid security shall be returned along with such intimation; [SPPRA Rule 25 (3)]

4. SNDB shall, upon request by any of the bidders, communicate to such bidder, grounds for the cancellation of bidding process, but is not required to justify such grounds. [SPPRA Rule 25 (4)]

### **2.5.8 Mechanism for Redressal of Grievances**

SNDB has a Committee for Complaint Redressal to address the complaints of bidder that may occur during the procurement proceedings. [SPPRA Rule 31 (1)]

Any bidder being aggrieved by any act or decision of the SNDB during procurement proceedings may lodge a written complaint after the decision causing the grievance has been announced. [SPPRA Rule 31(3)]

The complaint redressal committee upon receiving a complaint from an aggrieved bidder may, if satisfied; [SPPRA Rule 31(4)]

1. prohibit the procurement committee from acting or deciding in a manner, inconsistent with these rules and regulations; [SPPRA Rule 31(4-a)]
2. annul in whole or in part, any unauthorized act or decision of the procurement committee; [SPPRA Rule 31(4-b)] and
3. reverse any decision of the procurement committee or substitute its own decision for such a decision;

Provided that the complaint redressal committee shall not make any decision to award the contract. [SPPRA Rule 31(4-c)]

SNDB shall announce its decision as to the grievance within seven (7) days. The decision shall be intimated to the Bidder and the Authority within three (3) working days by SNDB. [SPPRA Rule 31(5)]

SNDB shall award the contract only after the decision of the complaint redressal committee [SPPRA Rule 31 (6)]

Mere fact of lodging of a complaint by a bidder shall no warrant suspension of the procurement proceedings. [SPPRA Rule 31(7)]

### **IMPORTANT**

**In addition to above it may be added that no complaint will be entertained unless it is:-**

- a) **Forwarded on company's original letter head, complete address, NTN of the company and CNIC of the complainant.**
- b) **Incriminating evidence of the complaints.**

### **2.5.9 Review Committee**

The Authority shall maintain a list of Review Panelists for the purpose of reviewing a bidder’s complaint. The Panelist shall be appointed on such terms and conditions as the Authority may from time to time notify with the approval of the Chief Secretary. [SPPRA Rule 32(1)]

The List of Specialists shall be formed from a number [SPPRA Rule 32(2)]

1. persons who have been legal professionals; [SPPRA Rule 32(2-a)]
2. persons who have been senior officers in the service of the Government with experience in the procurement area, [SPPRA Rule 32(2-b)]and
3. Persons from a list of specialists with experience in the relevant field. [SPPRA Rule 32(2-c)]

The Specialists shall be grouped into a number of Review Committee, each with a nominated Chairperson, both as approved by the Chief Secretary. Each panel shall have a minimum of 3 members, one from each of the groups listed in sub rule (2) above and up to 2 co-opted members on a case-by-case basis depending upon the nature of the complaint. [SPPRA Rule 32(3)]

The specialists shall be paid remuneration for their services as determined by the Authority from time to time with the approval of the Chief Secretary. [SPPRA Rule 32(4)]

#### **2.5.10 Matters not subject to Appeal or Review**

The following actions of the SNDB shall not be subject to the appeal or review: [SPPRA Rule 33]

- Selection method adopted by the SNDB; [SPPRA Rule 33 (1)]
- Decision by the SNDB under ITB section [2.5.7]. [SPPRA Rule 33 (2)]

## **2.6 Opening and Evaluation of Bids**

### **2.6.1 Opening of Bids by SNDB**

The opening of bids shall be as per the procedure set down in Section 2.4.1 dealing with Bidding Process.

### **2.6.2 Clarification of Bids**

No Bidder shall be allowed to alter or modify his bids after the expiry of deadline for the receipt of the bids unless, SNDB may, at its discretion, ask a Bidder for a clarification of bid for evaluation purposes. The request for clarification and the response shall be in writing and no change in the prices or substance of bid shall be sought, offered or permitted. [SPPRA Rule 43]

### **2.6.3 Preliminary Examination**

SNDB will examine the bids to determine whether the bids are complete and the documents have been properly signed and whether the bids are generally in order.

SNDB may waive any minor informality; nonconformity or irregularity in a bid that does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder and further provided that such waiver will be at the complete and sole discretion of SNDB.

If a bid is not substantially responsive, it will be rejected by SNDB and may not subsequently be made responsive by the Bidder by correction of the nonconformity.

#### **2.6.4 Supplier Eligibility Criteria**

All bids shall be evaluated in accordance with the eligibility criteria. [SPPRA Rule 42 (1)] SNDB will evaluate the bids, which have been determined to be substantially responsive and reject any proposal which does not confirm to the specified requirements.

### 2.6.5 Eligibility Criteria

SNDB shall evaluate proposals using the following eligibility criteria.

S. No.	Descriptions	Total Marks	Marks Obtained	Remarks	Attachment of relevant evidence in each case is mandatory. In case of non-compliance no mark will be awarded	Evidence Attached as Annexure
1	Scheduled commercial Banks on client list for relevant services covering last 3 years	30		5 Banks and above	Letters to be attached duly issued from each concerned Bank	A
		15		3 Banks and above		
2	Offices in Pakistan	20		200 and above	Company Profile with complete detail of offices along with their addresses & PTCL landline numbers	B
		10		100 and above		
3	Web/Computer based Track and Trace facility of the shipments with 24/7 Call Center services	10		Yes	Attach complete Detail	C
4	Years in business in requisite field	10		10 Years and above	NTN Certificate / Letter of Incorporation / Company Registration Letter is required to be enclosed	D
		5		3 Years and above		
5	Turn Over of Last 3 Years	10		On an average of 50 M and above per year	Attach Audit Report or Tax Return	E
		5		On an average of 25 M and above per year		
6	Own Distribution Setup	10		Yes	Attach evidence	F
		0		No		
7	Service Locations (All over Pakistan)	10		2000 and above	Attach complete detail with PTCL numbers (no mobile numbers will be accepted)	G
		07		1500 and above		
		03		1000 and above		
<b>Total Marks</b>		<b>100</b>		<b>Qualified / Disqualified</b>		



#### **2.6.5.1 ELIGIBILITY CRITERIA NOTE**

**1. Clarification/Modification**

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

**2. Marks for Qualification**

Acquiring of 70% marks of the total score will make the Bidder qualify in Eligibility criteria.

**3. Attachment of Evidence**

Attachment of relevant evidence in eligibility criteria is mandatory. In case of non-provision of evidence in any of the requisite, no marks will be awarded.

#### **2.6.5.2 MANDATORY**

**1. Registration with Concerned Authorities:**

GST/Income Tax Registration/Registration with Sindh Revenue Board

**2. Certifications**

ISO 9000 / ISO/IEC 27001 (Information Security Management Certificate) Certifications.

**3. Attachment of Annexures**

Attachment of Annexure “A” (With Financial Proposal) & Annexure “B” (With Financial Proposal if Bank Guarantee is going to be submitted as Bid Security).

**4. Tender Reference No.**

Writing of tender reference as given in the NIT on the Envelop, carrying tender document is must or the bank will not be responsible if the documents are not received by the Procurement Committee at the time of opening of bids.

**5. Financial Proposal- Mandatory**

The bidders are required to submit bids only in prescribed financial proforma given in Tender Document.

**6. Participation in Tender**

The representative present at the time of opening of tender shall be in possession of authority letter on the company’s letter head, duly signed by the CEO of the company.

**7. Emergency Printing Affidavit**

Attach Affidavit, duly signed by the CEO of the company stating the ability to print items within 24 hours in case of emergency.

#### **2.6.5.3 DISQUALIFICATION**

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

**1. Black Listing on Previous Works**

On black list of SPPRA & Sindh Bank Ltd.

**2. Warning Letters Issuance**

Issued with two (2) warning letters/emails by the Sindh Bank Ltd in the past to the bidder for unsatisfactory performances related to provision of supplies/services in same category.

**3. Non Registration with Concerned Authorities**

Not GST/Income Tax Registered/Registration with Sindh Revenue Board.

**4. Alternate Bid**

Alternate bid is offered.

**5. Non - Attachment of Annexures**

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

6. **Subletting**

The qualified bidder sublets the contract in any form/stage to any other agency.

7. **Tender Fee**

The tender is deposited without Tender Fee.

8. **Verification**

If during verification process of the client list the response by any of the bank is unsatisfactory on account of previous performance.

9. **Past History**

In the past, the company’s agreement has prematurely been terminated after due qualification in that specific category of the tender in which the bidder is participating.

10. **Non attachment of ISO**

Non attachment of ISO-9000 Certificate.

11. **Non attachment of Bank Evidence**

Non attachment of Certificate from Banks

## **2.6.6 Discussions Prior to Evaluation**

If required, prior to technical evaluation the bidder may seek any clarification in writing on the eligibility criteria.

## **2.7 Award of Contract**

### **2.7.1 Award Criteria**

Subject to ITB Section [2.7.2], SNDB will award the contract to the successful Bidder, whose bid has been determined to be substantially responsive and has been determined to be the lowest evaluated bid, provided further that the Bidder is determined to be qualified to perform the contract satisfactorily.

### **2.7.2 SNDB’s Right to Accept Any Bid and to reject any or all Bids**

SNDB annul the bidding process and reject all Bids at any time prior to Contract award, without thereby incurring any liability to the Bidder(s).

### **2.7.3 Notification of Award**

Prior to the expiration of the period of bid validity, SNDB will notify the successful Bidder in writing by letter or by facsimile, to be confirmed in writing by letter, that his/her bid has been accepted.

The notification of award will constitute the formation of the Contract.

Upon the successful Bidder’s furnishing of the Performance Security pursuant to Section [2.7.5], SNDB will promptly notify each unsuccessful Bidder and will discharge his/her bid security, pursuant to ITB Section [2.4.7].

### **2.7.4 Signing of Contract**

Within 5 Days from the date of notification of the award the successful bidder shall furnish to SNDB particulars of the person who would sign the contract on behalf of the successful bidder along with an original power of attorney executed in favor of such person.

The Contract shall be signed by the parties at Central Office SNDB, Karachi, within 2 Days of award of contract.

### **2.7.5 Performance Security**

Within 20 DAYS of receipt of the notification of award from SNDB, the successful Bidder shall furnish to SNDB the Performance Security of 5 % of contract price which shall be valid for at least ninety (90) days beyond the date of completion of contract to cover defects liability period or maintenance period. The Performance Security shall be in the form of a pay order or demand draft or bank guarantee issued by a reputable commercial bank, acceptable to SNDB, located in Pakistan. [SPPRA Rule 39 (1)]

Failure of the successful Bidder to comply with the requirement of ITB Section [2.7.4] shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event SNDB may make the award to the next lowest evaluated Bidder or call for new bids.

The Performance Security forms at Annexure “C” shall not be completed by the bidders at the time of their bid submission. Only the successful Bidder will be required to provide Performance Security.

The Performance Security will be discharged by SNDB and returned to the Supplier not later than thirty (30) days following the date of successful completion of the Supplier’s performance obligation under the Contract.

#### **2.7.6 General Conditions of Contract**

For detailed General Condition of Contract refer to Section [5.1] of this TD.

#### **2.7.7 Special Conditions of Contract**

For detailed Special Condition of Contract refer to Section [5.2] of this TD.

#### **2.7.8 Integrity Pact**

The successful bidder shall upon the award of the contract execute an Integrity Pact with SNDB. *[Specimen is attached in Annexure “D”]* [SPPRA Rule 89]

#### **2.7.9 Non Disclosure Agreement**

The successful bidder shall upon the award of the contract execute a Non Disclosure Agreement with SNDB. *[Specimen is attached in Annexure “F”]*

### **3 SCOPE OF WORK**

Sindh Bank Limited (SNDB) requires Supply of Stationery, Printing, Stuffing in Banks Premises (Insourcing) and Distribution of Statement of Accounts in country wide regions on need basis.

Printing and dispatch of bi-annual statement of accounts in January & July. Vendor has to setup its printing shop in Sindh Bank Ltd at Korangi Industrial Area Branch Karachi. Vendor shall arrange stationery, printing, stuffing in banks premises under the supervision of bank officials and then dispatch. Vendor will arrange for all required machinery and human resources. Printing will start 10<sup>th</sup> day of January & July and all shipment will have to be completed by 23<sup>rd</sup> January & July respectively. The bank will arrange necessary power supply and space for that purpose. After then machinery and human resource will be removed from banks premises.

Vendor shall provide to bank the status of delivery of statements to the customer with the name of recipient. In case of non-service area of Courier Company they will dispatch statements through post office. In case of non-delivering of statement at first attempt a second attempt will also be made.

Vendor shall provide comprehensive Booking MIS having complete details.

Un delivered statement will be provided to the concerned branch with an MIS giving reason of non-delivering with a copy to bank’s Head Office. In January number / quantity of letters will range between 300,000 to 400,000 and in July quantity will be around 200,000.

All proofs of delivery (PODs) confirming receipt of Statement of Account by Bank’s customer shall be provided by the vendor for our record. :

Job Completion Certificate: On completion of printing and dispatch activity vendor shall submit

Job Completion Certificate stating details:

Total no. of accounts statements printed and booked for dispatch

Total no. of statements returned Undelivered

Total no. of undelivered statements returned to respective Branches

This certificate shall indemnify the Bank from any financial and reputational loss if arises due to non-delivery or wrong delivery of statement of account.

Contract agreement will be extended / renewed up to 3 years on mutual understanding on same terms & conditions and rates.

## 4 FINANCIAL PROPOSAL

### PRICE SCHEDULE (Applicable for the year 2024-25)

Name of the Bidder \_\_\_\_\_

#### **“SECTION A”**

<b>S#</b>	<b>PRINTING &amp; STATIONERY (LETTER HEAD &amp; ENVELOPES) RATES</b>		
	<b>PRINTING &amp; STATIONERY SPECIFICATION</b>		<b>CHARGES</b>
1	PAPER	70 gms paper with Bank logo (as per approved specimen)	
2	PRINTING	Digital printing in black & white on high speed digital printers on one side of paper	
3	ENVELOPES (DL SIZE)	Machine made envelope in DL size as per approved design for automated stuffing	
4	ENVELOPES (C4 SIZE)	Machine made envelope in C4 size as per approved design for automated stuffing	
5	INSERTION	Promotional and marketing brochures	
6	STUFFING	Stuffing	
	<b>(The cost must include all applicable taxes, stamp duty, transportation, logistic, labour charges, human resources)</b>		<b>Total Amount of Section A</b>

#### **“SECTION B”**

<b>S#</b>	<b>DISTRIBUTION RATES</b>	
	<b>BULK VOLUME SLAB</b>	<b>DELIVERY CHARGES</b>
1	Courier charges per shipment	
2	GPO delivery per shipment (Domestic)	
3	GPO delivery per shipment (International)	
	<b>Total Amount of Section B</b>	

**\*GRAND TOTAL (SECTION A + SECTION B) = Rs \_\_\_\_\_**

**Note:** \*This amount will be considered as only the “Bid Offered”. Whereas be apprised that the successful bidder will be the one whose “Most Advantageous Bid” is the lowest. (For further clarification refer Note 3. below)

1. The cost must include all applicable Taxes, Stamp duty (as applicable under Stamp Act 1989) Transportation, Labor Charges & Human Resources up to destination on countrywide basis.

2. Calculation of bid security.-The mechanism for calculation of bid security will be as follows:  
\*Grand Total is required to be multiplied with 300,000 and the 5% of the resultant sum is the amount required to be submitted as bid security along with the tender in shape of pay order/bank guarantee.
3. Most Advantageous 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 duration of the contract. 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 successful bidder will be the one whose total sum of cost is the lowest. As it is a package tender, so no partial lowest cost will be considered for award of any work.
4. All rates given should be inclusive of 20% FAC (Fuel Adjustment Charges) & GST.
5. No advance payment will be made. Bill will only be processed on certificate of satisfaction from the concerned Head office department.
6. Penalty of 15% of the total bill will be imposed in case of failure in printing and delivery/shipment by 23rd January \_\_\_\_ & 23rd July \_\_\_\_\_.

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

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

Dated: \_\_\_\_\_

## **5 Contract**

### **5.1 Conditions of Contract**

#### **5.1.1 Definitions**

In this contract, the following terms shall be interpreted as indicated:

“Applicable Law” means the Sindh Public Procurement Act 2009 and the Sindh Public Procurement Rules 2010(Amended upto date).

“Procuring Agency” or “PA” means SNDB Contractor.

“Contract” means the Contract signed by the Parties and all the attached documents listed in its Clause 1 that is General Conditions (GC), and the Special Conditions (SC).

“Contract Price” means the price to be paid for the performance of the Services. “Effective Date” means the date on which this Contract comes into force.

“GC” mean these General Conditions of Contract.

“Government” means the Government of Sindh.

“Currency” means Pak Rupees.

“Member” means any of the entities that make up the joint venture/consortium/association, and “Members” means all these entities.

“Party” means the PA or the Contractor, as the case may be, and “Parties” means both of them.

“Personnel” means persons hired by the Contractor or by any Sub- Contractors and assigned to the performance of the Services or any part thereof.

“SC” means the Special Conditions of Contract by which the GC may be amended or supplemented.

“Services” means the services to be performed by the Contractor pursuant to this Contract, as described in the scope of services.

“In writing” means communicated in written form with proof of receipt.

#### **5.1.1 Law Governing Contract**

This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the laws of the Islamic Republic of Pakistan.

#### **5.1.2 Notice**

- Any notice, request or consent required or permitted to be given or made pursuant to this Contract 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 address specified in the SC.
- A Party may change its address for notice hereunder by giving the other Party notice in writing of such change to the address specified in the SC.

### **5.1.3 Authorized Representative**

Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract by the SNDB or the Supplier may be taken or executed by the officials.

### **5.1.4 Taxes and Duties**

The Supplier, Sub-Suppliers, and their Personnel shall pay such direct or indirect taxes, duties, fees, and other impositions levied under the Applicable Law as specified in the SC, the amount of which is deemed to have been included in the Contract Price.

### **5.1.5 Effectiveness of Contract**

This Contract shall come into effect on the date the Contract is signed by both Parties. The date the Contract comes into effect is defined as the Effective Date.

### **5.1.6 Expiration of Contract**

Unless terminated earlier pursuant to Clause GC 5.1.17 hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the SC.

### **5.1.7 Modifications or Variations**

Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.

### **5.1.8 Force Majeure**

The failure on the part of the parties to perform their obligation under the contract will not be considered a default if such failure is the result of natural calamities, disasters and circumstances beyond the control of the parties.

#### **5.1.9.1 No Breach of Contract**

The failure of a Party to fulfil any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

#### **5.1.9.2 Extension of Time**

Any period within which a Party shall, pursuant to this Contract, 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.

## **5.1.10 Termination**

### **5.1.10.1 Termination by SNDB**

The SNDB may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (f) of this Clause GC 5.1.10.1. In such an occurrence the SNDB shall give a not less than thirty (30) days’ written notice of termination to the Supplier, and sixty (60) days’ in the case of the event referred to in (e).

- a. If the Supplier does not remedy the failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the SNDB may have subsequently approved in writing;
- b. If the Supplier becomes insolvent or bankrupt;
- c. If the Supplier, in the judgment of the SNDB has engaged incorrupt or fraudulent practices in competing for or in executing the Contract;
- d. If, as the result of Force Majeure, the Supplier(s) are unable to perform a material portion of the Services for a period of not less than sixty (60) days; and
- e. If the SNDB, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.

### **5.1.10.2 Termination by the Supplier**

The Suppliers may terminate this Contract, by not less than thirty (30) days’ written notice to the SNDB, such notice to be given after the occurrence of any of the events specified in paragraphs (a) through (c) of this Clause GC 5.1.10.2

- a. If the SNDB fails to pay any money due to the Supplier pursuant to this Contract without Suppliers fault.
- b. If, as the result of Force Majeure, the Supplier is unable to perform a material portion of the Services for a period of not less than sixty (60) days.

### **5.1.10.3 Payment upon Termination**

Upon termination of this Contract pursuant to Clauses GC 5.1.10.1 or GC 5.1.10.2, the SNDB shall make the following payments to the Supplier:

- a. Payment for Services satisfactorily performed prior to the effective date of termination;
- b. except in the case of termination pursuant to paragraphs (a) through (c), and (f) of Clause GC 5.1.10.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract, including the cost of the return travel of the Personnel and their eligible dependents.

## **5.1.11 Good Faith**

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

## **5.1.12 Settlement of Disputes**

### **5.1.12.1 Amicable Settlement**

The Parties agree that the avoidance or early resolution of disputes is crucial for a smooth execution of the Contract 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 this Contract or its interpretation.

### **5.1.12.2 Arbitration**

If the SNDB and the Supplier fail to amicably settle any dispute arising out of or in connection with the Contract within ten (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.

## **5.1.13 Data Ownership**

The data in the implemented Computer System shall at all times remain the exclusive property of SNDB. The Supplier is hereby required to transfer all necessary passwords, access codes or other information required for full access to the data to SNDB upon successful commissioning of the Computer System and should not be available to any other party including the employees of the supplier.

## **5.1.14 Obligations of the Supplier**

The Supplier 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 Supplier shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the SNDB, and shall at all times support and safeguard the SNDB legitimate interests in any dealings with Sub-Suppliers or third Parties.

### **5.1.14.1 Conflict of Interest**

The Supplier shall hold the SNDB’s interests paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.

### **5.1.14.2 Confidentiality**

Except with the prior written consent of the SNDB, the Supplier and the Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Supplier and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services.

## **5.2 Special Conditions of Contract**

The following Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, the provisions herein shall prevail over those in the General Conditions of Contract.

### **5.2.1 Performance Security**

The amount of performance security shall be five (5%) percent of the Contract Price

### **5.2.2 Payment**

The payment to be made to the Supplier under this Contract shall be made in accordance with the payment schedule as shall be agreed between SNDB and the Supplier.

### **5.2.3 Price**

Schedule of prices shall be as fixed in the Contract.

## Annexure “A”

### 6. BID FORM

**IT SHOULD BE SPECIFIC TO EACH CONTRACT AND WILL HAVE TO BE  
TAILORED SEPARTELY FOR EACH TENDER DOCUMENT**

Dated: \_\_\_\_\_, 2024

To,

Head of Administration Division  
SINDH BANK LIMITED  
HEAD OFFICE  
Basement-2 Floor, Federation House,  
Abdullah Shah Ghazi Road,  
Clifton,  
Karachi 75600

Gentleman,

Having examined the bidding documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer, in conformity with the said bidding documents for the sum of currency \_\_\_\_\_ [total bid amount in words and figures].

We undertake, if our Bid is accepted, [to provide goods/work/related service], that will be in accordance with the terms defined in the proposal and /or contract.

Our firm, including any subcontractors or suppliers for any part of the Contract, have nationalities from the following eligible countries

\_\_\_\_\_.

If our Bid is accepted, we will obtain the Bank Guarantee in a sum equivalent to five percent (5%) of the Contract Price for the due performance of the Contract, in the form prescribed by SNDB.

We agree to abide by this Bid for a period of ninety (90) days from the date fixed for Bid Opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

Commissions or gratuities, if any, paid or to be paid by us to agents relating to this Bid and to contract execution if we are awarded the contract, are listed below:

**Name & Address**

**of Agent**

**Amount and Currency**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**(If none, State none)**

We understand that you are not bound to accept the lowest or any bid you may receive.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2024.

\_\_\_\_\_

***[Signature]***

***[In the Capacity of]***

Duly authorized to sign Bid for and on behalf of \_\_\_\_\_

## **Annexure “B”**

### **7. BID SECURITY FORM**

Whereas [name of the Bidder] has submitted its bid dated [date of submission of bid] .

KNOW ALL PEOPLE by these presents that WE [name of bank] of [name of country], having our registered office at [address of bank] (hereinafter called “the Bank”), are bound unto SNDB (hereinafter called “the Purchaser”) in the sum of for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this \_\_\_\_ day of \_\_\_\_ 2024.

THE CONDITIONS of this obligation are:

1. If the Bidder withdraw its Bid during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its Bid by the SNDB during the period of bid validity:
  - a. fails or refuses to execute the Contract, if required; or
  - b. fails or refuses to furnish the performance security, in accordance with the Instructions to Bidders;

We undertake to pay to the Purchaser up to the above amount upon receipt of its written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including twenty eight (28) days after the period of bid validity and any demand in respect thereof shall reach the Bank not later than the above date.

*[Signature and Seal of the Bank]*

## **Annexure “C”**

### **8. PERFORMANCE SECURITY FORM**

To,

Head of Administration Division  
SINDH BANK LIMITED  
HEAD OFFICE  
Basement-2 Floor, Federation House,  
Abdullah Shah Ghazi Road,  
Clifton,  
Karachi 75600

WHEREAS [name of Supplier] (hereinafter called “Supplier” or “Contractor”) has undertaken, in pursuance of Contract No. \_\_\_\_\_ [reference number of the contract] dated \_\_\_\_ 2024 to \_\_\_\_\_ [details of task to be inserted here] (hereinafter called “the Contract”).

AND WHEREAS we have agreed to give the Supplier / Contractor guarantee as required pursuant to the budding document and the contract:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier / Contractor, up to a total of [amount of the guarantee in words and figures], and we undertake to pay you, upon your first written demand declaring the Supplier / Contractor to be in default under the Contract and without cavil or argument, any sum or sums within the limits of [amount of guarantee] as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the \_\_\_\_\_ day of \_\_\_\_\_ 2024.

#### **Signature and Seal of the Guarantors**

**Name of Bank**

**Address**

**Date**



## **Annexure “D”**

### **9. INTEGRITY PACT**

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

\_\_\_\_\_ [the Supplier] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Pakistan (GoP) or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoP) through any corrupt business practice.

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

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

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

#### **For and On Behalf Of**

\_\_\_\_\_

**Signature:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**NIC No:** \_\_\_\_\_

## **Annexure “E”**

### **10. SCHEDULE OF OPENING AND SUBMISSION OF BID**

For details refer to Newspaper Advertisement published on the subject matter.

## **Annexure “F”**

### **11. Form of Contract**

This Mutual Non-Disclosure Agreement (“Agreement”) is made and entered into between Sindh Bank Limited, and [Supplier Name], individually referred to as a ‘Party’ and collectively referred to as the ‘Parties’. The Parties wish to exchange Confidential Information (as defined below in Section 2) for the following purpose(s): a) to evaluate whether to enter into a contemplated business transaction; and b) if the Parties enter into an agreement related to such business transaction, to fulfil each Party’s confidentiality obligations to the extent the terms set forth below are incorporated therein (the “Purpose”).

The Parties have entered into this Agreement to protect the confidentiality of information in accordance with the following terms:

1. The Effective Date of this Agreement is \_\_\_\_\_ 2024.
2. In connection with the Purpose, a Party may disclose certain information it considers confidential and/or proprietary (“Confidential Information”) to the other Party including, but not limited to, tangible, intangible, visual, electronic, present, or future information such as:
  - Trade secrets;
  - Financial information, including pricing;
  - Technical information, including research, development, procedures, algorithms, data, designs, and know-how;
  - Business information, including operations, planning, marketing interests, and products;
  - The terms of any agreement entered into between the Parties and the discussions, negotiations and proposals related thereto; and
  - Information acquired during any facilities tours.
3. The Party receiving Confidential Information (a “Recipient”) will only have a duty to protect Confidential Information disclosed to it by the other Party (“Discloser”):
  - If it is clearly and conspicuously marked as “confidential” or with a similar designation;
  - If it is identified by the Discloser as confidential and/or proprietary before, during, or promptly after presentation or communication; or
  - If it is disclosed in a manner in which the Discloser reasonably communicated, or the Recipient should reasonably have understood under the circumstances, including without limitation those described in Section 2 above, that the disclosure should be treated as confidential, whether or not the specific designation “confidential” or any similar designation is used.
4. A Recipient will use the Confidential Information only for the Purpose described above. A Recipient will use the same degree of care, but no less than a reasonable degree of care, as

5. the Recipient uses with respect to its own information of a similar nature to protect the Confidential Information and to prevent:
  - Any use of Confidential Information in violation of this agreement; and/or
  - Communication of Confidential Information to any unauthorized third parties. Confidential Information may only be disseminated to employees, directors, agents or third party contractors of Recipient with a need to know and who have first signed an agreement with either of the Parties containing confidentiality provisions substantially similar to those set forth herein.
6. Each Party agrees that it shall not do the following, except with the advanced review and written approval of the other Party:
  - Issue or release any articles, advertising, publicity or other matter relating to this Agreement (including the fact that a meeting or discussion has taken place between the Parties) or mentioning or implying the name of the other Party; or
  - Make copies of documents containing Confidential Information.
7. This Agreement imposes no obligation upon a Recipient with respect to Confidential Information that:
  - Was known to the Recipient before receipt from the Discloser;
  - Is or becomes publicly available through no fault of the Recipient;
  - Is independently developed by the Recipient without a breach of this Agreement;
  - Is disclosed by the Recipient with the Discloser’s prior written approval; or
  - Is required to be disclosed by operation of law, court order or other governmental demand (“Process”); provided that (i) the Recipient shall immediately notify the Discloser of such Process; and (ii) the Recipient shall not produce or disclose Confidential Information in response to the Process unless the Discloser has: (a) requested protection from the legal or governmental authority requiring the Process and such request has been denied, (b) consented in writing to the production or disclosure of the Confidential Information in response to the Process, or (c) taken no action to protect its interest in the Confidential Information within 14 business days after receipt of notice from the Recipient of its obligation to produce or disclose Confidential Information in response to the Process.
8. EACH DISCLOSER WARRANTS THAT IT HAS THE RIGHT TO DISCLOSE ITS CONFIDENTIAL INFORMATION. NO OTHER WARRANTIES ARE MADE. ALL CONFIDENTIAL INFORMATION DISCLOSED HEREUNDER IS PROVIDED “AS IS”.
9. Unless the Parties otherwise agree in writing, a Recipient’s duty to protect Confidential Information expires [YEARS] from the date of disclosure. A Recipient, upon Discloser’s written request, will promptly return all Confidential Information received from the Discloser, together with all copies, or certify in writing that all such Confidential Information and copies thereof have been destroyed. Regardless of whether the Confidential Information is returned or destroyed, the Recipient may retain an archival copy of the

10. Discloser’s Confidential Information in the possession of outside counsel of its own choosing for use solely in the event a dispute arises hereunder and only in connection with such dispute.
11. This Agreement imposes no obligation on a Party to exchange Confidential Information, proceed with any business opportunity, or purchase, sell, license and transfer or otherwise make use of any technology, services or products.
12. Each Party acknowledges that damages for improper disclosure of Confidential Information may be irreparable; therefore, the injured Party is entitled to seek equitable relief, including injunction and preliminary injunction, in addition to all other remedies available to it.
13. This Agreement does not create any agency or partnership relationship. This Agreement will not be assignable or transferable by Participant without the prior written consent of the other party.
14. This Agreement may be executed in two or more identical counterparts, each of which shall be deemed to be an original including original signature versions and any version transmitted via facsimile and all of which taken together shall be deemed to constitute the agreement when a duly authorized representative of each party has signed the counterpart.
15. This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof, and supersedes any prior oral or written agreements, and all contemporaneous oral communications. All additions or modifications to this Agreement must be made in writing and must be signed by the Parties. Any failure to enforce a provision of this Agreement shall not constitute a waiver thereof or of any other provision.

*Sindh Bank Limited*

*Company Name:*

*Registered Address:*

*Registered Address:*

*Name:* \_\_\_\_\_

*Name:* \_\_\_\_\_

*Signature:* \_\_\_\_\_

*Signature:* \_\_\_\_\_

*Title:* \_\_\_\_\_

*Title:* \_\_\_\_\_

*Date:* \_\_\_\_\_

*Date:* \_\_\_\_\_

## Annexure “G”

### 12. Agreement

**Service Agreement for (Bank Name) Statements of**  
**Accounts including Paper, Envelopes’ Procurement,**  
**Printing and Stuffing in Bank’s Premises**  
**(Insourcing) Dispatch /Delivery**

This Service Agreement (“Agreement”) is entered into at Karachi this \_\_\_\_\_ 2024.

**BETWEEN**

**(Vendor Name)**, a company incorporated under the Companies Ordinance having its registered office at **(Vendor Official Address)**, (hereinafter referred to as “**(Vendor Name)**” which expression shall where the context so admits include its administrator, successor in office and permitted assignees) of the one part;

**AND**

**(Bank Name)**, a **(Bank Name)**ing company incorporated under the laws of the Islamic Republic of Pakistan having its registered office at **(Bank Official Address)** through its authorized representatives and attorney(s) **Mr/Mrs.** \_\_\_\_\_ Son of \_\_\_\_\_ (department) holding National Identity Card No. \_\_\_\_\_, a Muslim, adult, resident of \_\_\_\_\_ (hereinafter referred to as the “**Bank**” which expression shall, wherever the context so permits or admits, be deemed to mean and include its legal representatives, successors-in-interest, executors, administrators and assigns) of the OTHER PART;

**(Vendor Name)** and the **(Bank Name)** shall hereinafter be collectively referred to as the “**Parties**” and individually as “**Party**”.

**WHEREAS:**

- (1) **(Vendor Name)** has offered to provide the services of printing and stuffing in bank’s premises (insourcing) of statement of accounts and delivery with its own one window end to end (e2e) solution to **(Bank Name)** statements and represents that it has adequate resources and facilities and qualified, competent and experienced personnel capacity of providing such services to the **(Bank Name)**.
- (2) The **(Bank Name)** is desirous of acquiring these services from **(Vendor Name)** and it has agreed to provide such services to **(Bank Name)**, on terms and conditions of this Agreement.

**NOW, THEREFORE,** in consideration of the mutual covenants and promises contained herein, and subject to the following terms the Parties hereby agree as under:

**1. PRINTING SERVICES:-**

**(a) Description of Services:**

- (i) The Printing Services shall comprise printing and stuffing of (Bank Name)’s statements of accounts (the “SOAs”) in Bank’s premises including the provision of paper, printing, envelopes, stuffing and distribution.
- (ii) The Printing / dispatch Services in bank’s premises shall be provided only through e2e solution of the **(Vendor Name)** at one window service basis for (Bank Name) Accounts Statements to the ***account holders***.

**(b) Quality and Specification of material and Printing Rates:**

The quality of Stationery (paper & envelop), printing and other material shall be as per the table contaminated in Annexure A to this Agreement.

**2. LOCATION OF PRINTING:**

Sindh Bank Ltd - Korangi Industrial Area Branch Karachi

**3. RESPONSIBILITIES OF (BANK NAME):**

- (i) The (Bank Name) shall provide test data for printing to the (Vendor Name) on before 20 days prior of live data printing.
- (ii) The (Bank Name) shall provide live data for printing to the (Vendor Name) within first week of every SoAs cycle (i.e.) in the month of January & July in the Year of the allotment of the agreement.
- (iii) Data shall be provided by the (Bank Name), in raw format on Secure File Transfer
- (iv) Protocol – SFTP Server only. All adjustments and alignment for statements shall be done by (Vendor Name) through its Print Shop Development section and before starting of printing shall be verified / approved by the (Bank Name).
- (v) (Bank Name) shall be verifying total number of accounts statements as reported by the (Vendor Name) before start printing of live data.
- (vi) The (Bank Name) shall also approve the formatting of data and then actual printing will start by (Vendor Name) respectively.

**4. PROJECT TIME FRAME FOR PRINTING AND STUFFING:**

(Vendor Name) shall ensure that the Printing/Stuffing services are completed within Seven (07) working days after receiving the approval from the (Bank Name) but not later than 23<sup>rd</sup> day of following month i.e. January & July.

**5. RESPONSIBILITIES OF (Vendor Name):**

- (i) (Vendor Name) through its one window end to end (e2e) solution shall supply the sample printing paper/envelope. The sample of the quality of paper and material will be provided prior by a month before to the (Bank Name) and approval of the same will be obtained from the (Bank Name) on or before 25 days of live printing.
- (ii) The verification/satisfaction of the test data must be obtained from the (Bank Name) before 1 week of live data printing.
- (iii) (Vendor Name) shall be responsible for secrecy and security of the (Bank Name)’s data and after completion of the services hereunder; it shall remove the same from the storage. If any misuse of data found at (Vendor Name) end, (Bank Name) shall have the right to claim damages from (Vendor Name) and to pursue its remedies in a court of law against (Vendor Name). Further (Vendor Name) ensure that all information and data of the (Bank Name) shall be destroyed positively within seven 07 days after successful completion of assignment in presence of the authorized representative of the (Bank Name).
- (iv) (Vendor Name) shall be responsible for any complain from the (Bank Name)’s customers about printing, stuffing statement of accounts. In case, any printing found substandard or un-satisfactory, (Vendor Name) shall reprint the statement without any additional cost and arrange delivery at customers address.
- (v) The Quality and quantity of work shall be maintained at all levels of the workflow as per this Agreement.
- (vi) All actions shall be done through acknowledgements for keeping record.
- (vii) Access of (Bank Name)’s staff at any time at the printing location for monitoring the task shall be provided. One or two authorized persons shall be allowed to sit in print shop waiting room during printing with prior written consent to the (Vendor Name).
- (viii) The (Vendor Name) shall allow (Bank Name)’s & SBP Representative(s) to enter the premises of the (Vendor Name) for the purpose of inspection and audit its records and its operations at site at Print Shop premises with prior written consent.



- (ix) (Vendor Name) shall provide Delivery Details of shipments in soft form only on SFTP server to the (Bank Name) and (Vendor Name) will be bound to provide proof of delivery of shipments as and when required by the (Bank Name) within 90 days of its receipt or its booking date.
- (x) (Vendor Name) shall provide Delivery MIS on excel format in 03 cycles and after dispatches of all shipments whereas each cycle will be shared after 15 days of previous one.
- (xi) Delivery period of this activity would be 30 working days after booking (the date of feeding of stuffed shipment in (Vendor Name)’s system.
- (xii) Shipments having no addresses shall not be dispatched but shall be returned to the (Bank Name) without any additional cost.
- (xiii) (Vendor Name) will have to made 03 attempts for delivery of statements.
- (xiv) Shipments not delivered due to unavailability or refusal to accept on part of the customer or such other reasons shall be returned to the (Bank Name) with reasons for non-delivery.
- (xv) (Vendor Name) shall not charge anything as transportation charges for these returned shipments from destination to the origin (concern department/Branches) in branch-wise pouches and take extra 15 days for arranging delivery of return shipments at respective branches.
- (xvi) (Vendor Name) shall retain the proof of delivery – POD in its possession for the period of 3 months from the date of its receipt for the purpose of reference and provide a copy of the same to the (Bank Name) if requested.
- (xvii) The (Vendor Name) will also provide a certificate on regular basis containing the following details.
- Data receiving date,
  - Printing date,
  - Date of booking,
  - Date of dispatch,
  - Data deletion date
  - Data will be deleted in presence of (Bank Name) official and a certificate of destruction issued under dual signatures Manager print shop / (Bank Name) Official.

**6. DELIVERY OF STATEMENTS OF ACCOUNTS SERVICES/DELIVERY**

**RATES:-**

The delivery rates are detailed in Annexure to this Agreement.

## **7.CONFIDENTIALITY**

- a. **Confidential Information.** For the purposes of this Agreement, the term “Confidential Information” shall mean any information comes in possession of (Vendor Name) and its personnel during normal course of business / Services shall be the property of the (Bank Name) at all times and / or any of the (Bank Name)’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 (Vendor Name).
- b. (Vendor Name) acknowledges that the (Bank Name) is under strict confidentiality obligations with regard to all the information and affairs of its Customers. Therefore, (Vendor Name) shall not disclose any data, information or other affairs of (Bank Name)’s customers which may come to the knowledge of (Vendor Name) in providing the above services. (Vendor Name) undertakes to obtain from its employees involved in the Services to provide written undertakings to maintain the confidentiality obligations of (Vendor Name) under this Agreement.
- c. In the event of breach of this clause, (Vendor Name) shall be liable to pay damages to the (Bank Name) and indemnifies the (Bank Name) against any injury arising out of any breach of this clause by the (Bank Name).
- d. This clause shall survive termination of the Agreement.

## **8. LIABILITY**

In case of loss, damage and / or delay after agreed time (Vendor Name) shall pay the damages to the (Bank Name) 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 (Bank Name). The (Bank Name) agrees not to deduct any amount from any payment to be made to (Vendor Name), against any bills raised and/or invoices issued by (Vendor Name), in respect of the printing and delivery of (Bank Name) statements under this Agreement.

## **9. FORCE MAJEURE**

Any loss or damage sustained by either party, due to earthquake, flood, windstorms, fire, riots, large scale public strikes, labor strikes, war, terrorism, changes in policies/laws/rules, of Government, its corporations, local bodies or agencies or any other similar contingency/acts of God, shall not be claimed by either party against the other.

## **10. Contract Payment terms:**

Basic Terms & Condition:

1. The prices must be mentioned in inclusive / exclusive of GST as per Government law.
2. The prices must be mentioned in inclusive / exclusive of 20% FAC – Fuel Adjustment Charges.
3. Warehousing of (Bank Name) stationery will be responsibility of (vendor Name) without any extra charges to the (Bank Name).
4. GST will be waived off on GPO deliveries as per Govt. law.
5. All terms & conditions given under scope of work / technical specification in the tender document and correspondence thereof, will also remain effective/part of this document under this agreement.

**Payment terms:**

1. As per mutually agreed terms and conditions

**11. NOTICES**

All notices, requests, instructions, claims, demands, consents and other communications required or permitted to be given hereunder shall be in writing and shall be deemed to have been duly given: (a) on the date delivered by hand or by courier service such as Federal Express, or by other messenger if duly acknowledged, such delivery is refused, upon presentment); (b) upon receipt by facsimile transmission, or (c) upon delivery by registered or certified mail (return receipt requested), first-class postage prepaid, to the Parties at the above addresses.

**12. GOVERNING LAW**

This Agreement shall be governed by laws of Pakistan.

**13. EFFECTIVE DATE**

The Signing date of the Agreement shall be Effective from \_\_\_\_\_ till \_\_\_\_\_.

**14. Term and Termination.**

a. **Term**

This Agreement will be valid for a period of upto Three (3) years (the “**Term**”) from the Effective Date of the Agreement (hereinafter referred to as the “**Term Commencement Date**”) subject to termination in accordance with the provisions of this Agreement, the term may be renewed for further 3 years period(s) and on same term and conditions as may be mutually agreed between the Parties.

b. **Termination** – This Agreement may be terminated:

- i. By serving a 90 (thirty) day notice by the (Bank Name) with assigning any reason;
- ii. By serving a 90 (ninety) day notice by (Vendor Name) with assigning any reason;
- iii. Immediately by either Party, if so required under the law or any applicable rules and regulations for the time being enforce or pursuant to the directions of the State (Bank Name) of Pakistan (SBP) or any governmental or regulatory authority; or
- iv. By serving a written notice in case the other Party commits a material breach of this Agreement including default in payment under this Agreement, of such invoices which are not disputed. Upon receipt of notice, the defaulting Party shall have a period of 15 days to rectify such breach (if rectifiable), failure whereof shall lead to termination of this Agreement upon expiry of the notice period.

- If two (2) unsatisfactory letters/emails are issued by the Bank for unsatisfactory performance to the supplier

Upon termination of this Agreement for whatsoever reason, the all Confidential Information which was provided to (Vendor Name) by the (Bank Name) shall be returned.

15. **Indemnification.**

- a. (Vendor Name) (the “Indemnifier”) agrees that it shall indemnify, defend, and hold harmless the (Bank Name) 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).
- b. This Article shall survive termination of this Agreement.

**16.**

**Amendment.**

No amendment, addenda or other modification of this Agreement shall bind either Party hereto unless made in writing, approved and signed by representatives of both Parties with the actual authority to agree to same.

**17. Assignments / Successors.**

(Vendor Name) cannot assign any of its rights and obligations under this Agreement (including by merger or other operation of law) without the prior written consent of the (Bank Name), and any purported assignment without such consent shall be void. Subject to the foregoing, this Agreement and all of the provisions hereof shall apply to, be binding upon, and inure to the sole and exclusive benefit of the Parties hereto and their successors and permitted assigns. Nothing in this Agreement, express or implied, is intended to confer upon any person other than the Parties hereto any rights or remedies of any nature whatsoever under or by reason of this Agreement or any provision of this Agreement.

**18. Business Continuity Plan**

(Vendor Name) have operational sites in Karachi, Lahore and Islamabad plus (Vendor Name) have regional offices in suburbs. These offices serves as Disaster Recovery sites and 100% load can be transferred / distributed in less than 16 hours to any of these sites.

Disaster Recovery Site for statement printing-PS shall be fully functional in Karachi and Lahore. In case of any disaster or mal functioning at any one site the data would be transferred on-line and printing will be continued on the disaster recovery site. The problem identification and rectification time is mentioned in detail in Article 5 (iii).

**19. ACCESS TO REGULATOR.**

(Vendor Name) and SNDB agree to provide State Bank of Pakistan necessary access to the documentation and accounting records in relation to the and right to conduct on – site inspection, If required.

**20. Anti – Money Laundering.**

“Vendor Name 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.”

**Escalation**

*If the service call is not resolved within the response time, other than fixing of fine, the following escalation matrix can be used;*

<b>ESCALATION MATRIX (Region Wise)</b>		
<b>Level-1</b>	<b>Name/Designation</b>	
First complain if the call is not resolved <b>"within standard response time"</b>	<b>Phone</b>	
	<b>Email</b>	
<b>Level-2</b>	<b>Name/Designation</b>	
Second complain, if the call is attended within <b>"Standard Response Time"</b> <b>and/or</b> the problem still unresolved even after complaining at Level-2	<b>Phone</b>	
	<b>Cell</b>	
	<b>Email</b>	
<b>Level-3</b>	<b>Name/Designation</b>	
Second complain, if the call is attended within <b>"Standard Response Time"</b> <b>and/or</b> the problem still unresolved even after complaining at Level-3	<b>Phone</b>	
	<b>Cell</b>	
	<b>Email</b>	

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

*Signature* \_\_\_\_\_

*Customer’s Signature* \_\_\_\_\_

*Name* \_\_\_\_\_

*Name* \_\_\_\_\_

*Designation* \_\_\_\_\_

*Designation* \_\_\_\_\_

*Company Name* \_\_\_\_\_

*Company Name* \_\_\_\_\_

*Address* \_\_\_\_\_

*Address* \_\_\_\_\_

\_\_\_\_\_  
*Stamp*

\_\_\_\_\_  
*Stamp*

***Witness:***

*Signature* \_\_\_\_\_

***Witness:***

*Signature* \_\_\_\_\_

*Name* \_\_\_\_\_

*Name* \_\_\_\_\_

*Designation* \_\_\_\_\_

*Designation* \_\_\_\_\_

*Address* \_\_\_\_\_

*Address* \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## ANNEXURE “J”

### Mandatory Performa

(To be filled by Procurement Committee of the Bank)

S.No: \_\_\_\_\_

Bidder: \_\_\_\_\_

S.No	Description	Remarks -Complied with or not
1	Writing of tender reference as given in the NIT on the Envelop, carrying tender document is must or the bank will not be responsible if the documents are not received by the Procurement Committee at the time of opening of bids.	
2	The bidders are required to submit bids only in prescribed financial proforma given in Tender Document	
3	Attachment of Annexure “A” Financial Proposal & Annexure “B”, if Bank Guarantee is going to be submitted as Bid Security.	
4	The representative present at the time of opening of tender shall be in possession of authority letter on the company’s letter head, duly signed by the CEO of the company	
<b>FUFILLED/NOTFUFILLED</b>		

**Members - Procurement Committee**

**Signature**

**1 HEAD OF ADMIN**

\_\_\_\_\_

**2 CHIEF FINANCIAL OFFICER**

\_\_\_\_\_

**3 CHIEF MANAGER, IDBL**

\_\_\_\_\_





## ANNEXURE “M”

### VISIT REPORT

1	Date of Visit	
2	Name of Visiting Official from the Bank	
3		
4	Designation	
5	Department	
6	Name of Business /Shop	

<b>8</b>	<b>Owner’s Name &amp; Designation</b>	
<b>9</b>	<b>Name of CEO</b>	
<b>10</b>	<b>Nature of Business</b>	
<b>11</b>	<b>Business Inception Date</b>	
<b>12</b>	<b>Business / Shop Address</b>	

<b>13</b>	<b>Phone PTCL</b>	
<b>14</b>	<b>Email address</b>	
<b>15</b>	<b>Details of Business</b>	
<b>16</b>	<b>Number of Employees in country wide region.</b>	Head Office+
		City-1

		City-2
		City-3
17	<b>Details of Business</b>	
18	<b>Addresses of Offices in countrywide region.</b>	<b>Office.1.</b>
		<b>Address:</b>
		<b>Email:</b>
		<b>Telephone No:</b>
		<b>Office.2.</b>

	<b>Address:</b>
	<b>Email:</b>
	<b>Telephone No:</b>
	<b>Office 3:</b>
	<b>Address:</b>
<b>Email:</b>	
<b>Telephone No:</b>	

	<b>Office.4.</b>
	<b>Address:</b>
	<b>Email:</b>
	<b>Telephone No:</b>
	<b>Office.5.</b>
	<b>Address:</b>
<b>Email:</b>	

		<b>Telephone No:</b>
<b>19</b>	<b>Detail of Machinery / Equipment installed</b>	1
		2
		3
		4
		5
<b>20</b>	<b>Name / Designation of the Representative with whom the meeting was held.</b>	
	<b>(Visiting Card Attached)</b>	



<b>21</b>	<b>Assessment of visiting officer</b>	
<b>22</b>	It is confirmed that I have personally met with the person named above at the above mentioned business running address.	
<b>23</b>	<u>Signature of Bank's visiting officials</u>	<u>Signature of vendor / representative of</u>
	Date: _____ Stamp: _____	Date: _____ Stamp: _____