

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA)

CONTRACT AWARD PROFORMA - II

(To Be Filled And Uploaded on PPRA Website In Respect of All Public Contracts of Works, Services and Goods)

1. NAME OF THE ORGANIZATION/ DEPTT.	STATE BANK OF PAKISTAN (SBP BANKING SERVICES CORPORATION, HEAD OFFICE, KARACHI)		
2. FEDERAL / PROVINCIAL GOVT.	FEDERAL GOVERNMENT		
3. TITLE OF CONTRACT	<i>Procurement of Maintenance Services for Access Control System Installed at Different Locations of SBP/ SBP BSC at Karachi</i>		
4. TENDER NUMBER	<i>ITB No. GSD (Proc. II)/IBSD-ACS Maintenance Services/134883/2024</i>		
5. BRIEF DESCRIPTION OF CONTRACT	The maintenance and technical support services are required for the installed IDTECK brand RFID Access Control System (ACS) along with centralized communication, monitoring and management software, associated licenses, Wiring, Magnetic /bolt locks, and mounting accessories.		
6. TENDER VALUE (ESTIMATED)	RS. 5 MILLION		
7. ENGINEER'S ESTIMATE (FOR CIVIL WORKS ONLY)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA		
8. ESTIMATED COMPLETION PERIOD	One (01) Year		
9. WHETHER THE PROCUREMENT WAS INCLUDED IN THE ANNUAL PROCUREMENT PLAN??	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
10. ADVERTISEMENT			
(a) PPRA WEBSITE	TS549393E	11-10-2024	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(b) NEWSPAPERS	ENGLISH: Business Recorder URDU: Roznama Dunya	10-10-2024	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
11. TENDER OPENED ON (DATE & TIME)	28-10-2024 11:30 AM		
12. NATURE OF PURCHASE	<input checked="" type="checkbox"/> Local/National <input type="checkbox"/> International		
13. EXTENSION IN DUE DATE (IF ANY)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
14. NUMBER OF TENDER DOCUMENTS SOLD/ISSUED (ATTACH LIST)	Eight (08) (List Enclosed)		
15. WHETHER QUALIFICATION CRITERIA WAS INCLUDED IN BIDDING/ TENDER DOCUMENTS (IF YES, ENCLOSE A COPY)?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (Copy Enclosed)		

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16. WHETHER BID EVALUATION CRITERIA WAS INCLUDED IN BIDDING/TENDER DOCUMENTS (IF YES, ENCLOSE A COPY)?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (Copy Enclosed)
17. WHICH METHOD OF PROCUREMENT WAS USED?	
(a) OPEN COMPETITIVE BIDDING i. SINGLE STAGE - ONE ENVELOPE PROCEDURE <input type="checkbox"/> ii. SINGLE STAGE - TWO ENVELOPE PROCEDURE <input checked="" type="checkbox"/> iii. TWO-STAGE BIDDING PROCEDURE <input type="checkbox"/> iv. TWO STAGE - TWO ENVELOPE BIDDING PROCEDURE <input type="checkbox"/> (b) PETTY PURCHASE <input type="checkbox"/> (c) REQUEST FOR QUOTATIONS <input type="checkbox"/> (d) DIRECT CONTRACTING <input type="checkbox"/> (e) NEGOTIATED TENDERING <input type="checkbox"/> (f) FORCE ACCOUNT <input type="checkbox"/> (g) DIRECT CONTRACTING WITH STATE-OWNED ENTITIES <input type="checkbox"/> (h) QUALITY-BASED SELECTION METHOD <input type="checkbox"/> (i) QUALITY & COST-BASED SELECTION METHOD <input type="checkbox"/> (j) LEAST COST SELECTION METHOD <input type="checkbox"/> (k) SINGLE SOURCE OR DIRECT SELECTION METHOD <input type="checkbox"/> (l) FIXED BUDGET SELECTION METHOD <input type="checkbox"/> (m) CLOSED FRAMEWORK AGREEMENT <input type="checkbox"/>	
18. WHO IS THE APPROVING AUTHORITY?	Managing Director - SBP BSC
19. WHETHER APPROVAL OF COMPETENT AUTHORITY WAS OBTAINED FOR USING A METHOD OTHER THAN OPEN COMPETITIVE BIDDING?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
20. NUMBER OF BIDS RECEIVED	Two (02)
21. WHETHER THE SUCCESSFUL BIDDER WAS THE MOST ADVANTAGEOUS?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
22. WHETHER INTEGRITY PACT WAS SIGNED?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

1. NUMBER OF BIDDERS PRESENT AT THE TIME OF OPENING OF BIDS	One (01)
2. NAME AND ADDRESS OF THE SUCCESSFUL BIDDER	
M/s Mass International Pvt. Ltd.	

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1110-1113, Uni Plaza, I.I Chundrigar Road <u>Karachi.</u> Tel: +92-21-3242-5410 Email: info@massinternational.com	
3. RANKING OF SUCCESSFUL BIDDER IN EVALUATION REPORT	<input type="text" value="Most"/> <input type="text" value="Advantageous/Lowest"/> <input type="text" value="Evaluated"/>
4. NEED ANALYSIS (WHY WAS THE PROCUREMENT NECESSARY?)	OPERATIONAL & BUSINESS REQUIREMENT
5. IN CASE EXTENSION WAS MADE IN RESPONSE TIME, WHAT WERE THE REASONS (BRIEFLY DESCRIBE)	<input checked="" type="checkbox"/> NA
6. WHETHER NAMES OF THE BIDDERS AND THEIR PRICES READ OUT AT THE TIME OF OPENING OF BIDS?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
7. DATE OF CONTRACT SIGNING (ATTACH COPY OF THE CONTRACT)	30-12-2024 (Copy Enclosed)
8. CONTRACT AWARD PRICE	Rs. 3,210,570/-
9. WHETHER A COPY OF THE EVALUATION REPORT WAS GIVEN TO ALL BIDDERS (ATTACH COPY OF THE BID EVALUATION REPORT)?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (Copy Enclosed)
10. ANY COMPLAINTS RECEIVED (IF YES RESULT THEREOF)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
11. ANY DEVIATION FROM SPECIFICATIONS GIVEN IN THE TENDER NOTICE/DOCUMENTS (IF YES, GIVE DETAILS)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
12. DEVIATION FROM QUALIFICATION CRITERIA (IF YES, GIVE DETAILS)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
13. SPECIAL CONDITIONS, IF ANY (GIVE BRIEF DESCRIPTION)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Annexures

1. List of Prospective Bidders who Obtained the Bidding Documents from the Procuring Agency
2. Bidding Documents
3. Contract
4. PPRA Final Evaluation Report

List of Bidders Who Obtained the Bidding Documents from SBP BSC through EPADS

Procurement of Maintenance Services for Access Control System Installed at Different Locations of SBP/ SBP BSC at Karachi

ITB No. GSD (Proc. II)/IBSD-ACS Maintenance Services/134883/2024

1. M/s Mass International (Pvt) Limited
2. M/s Seczone
3. M/s Expert Tech Solutions
4. M/s Zong
5. M/s Techno World
6. M/s Yousuf Adil Chartered Accountants
7. M/s Tollink (Pvt) Ltd.
8. M/s Pakistan Lighting

Note: In compliance with [Manner of Advertisement Regulations, 2022](#) issued vide S.R.O 91(I)/202 dated May 10, 2022, tender documents are also uploaded on the State Bank of Pakistan website. Hence, the abovementioned list contains the names of Bidders who obtained the tender documents from the procuring agency. However, the name and number of prospective bidders who downloaded the tender documents directly from the SBP website cannot be ascertained.



BIDDING DOCUMENTS

Procurement of Maintenance Services for Access Control System Installed at Different Locations of SBP/ SBP BSC at Karachi

(National Open Competitive Bidding under Single Stage Two Envelope Procedure of PPR-2004)

October 2024

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- **Section VI**..... **Form of Contract**

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- Appendix E —Schedule of Payments
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- Appendix G— Notification of Award
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- Appendix I— Performance Guarantee
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SBP BANKING SERVICES CORPORATION

Invitation to e-Bid (e-ITB)

ITB No. GSD (Proc. II)/IBSD-ACS Maintenance Services/134883/2024

SBP Banking Services Corporation invites electronic bids from the eligible Bidders registered with relevant tax authorities, who appear on the Active Taxpayers List of FBR for **Procurement of Maintenance Services for Access Control System Installed at Different Locations of SBP/ SBP BSC at Karachi.**

The e-bidding documents as per regulations, containing detailed terms and conditions, specifications and requirements etc. are available for the registered bidders on E-PADS at (www.eprocure.gov.pk).

A pre-bid meeting will be held on **October 15, 2024 at 11:00 AM** via Zoom Meeting Application. Meeting ID & Password is given in the Bidding Documents. The prospective bidders can also obtain the Meeting ID & Passcode through an email request at gsd.proc2@sbp.org.pk.

The electronic bids, prepared in accordance with the instructions provided in the Bidding Documents must be submitted by using E-PADS on or before **October 28, 2024 at 11:00 AM**, which shall be opened on the same day at **11:30 AM** in the presence of representatives of firms who may choose to be present. Manual bids shall not be accepted.

Bid Security of **Rs. 100,000/-** will be required to be submitted along with the Technical Bid in the shape of Pay Order / Demand Draft /Deposit at Call or Bank Guarantee in favor of SBP-Banking Services Corporation. In case of Bank Guarantee, it should be valid for a period of 28 days beyond the Bid Validity date. Scanned copy of Bid Security is to be submitted through E-PADS and Bid Security in Original is to be dispatched to the following address and the same must reach before Bid submission deadline. In case of non-receipt of original Bid Security before the Bid submission deadline will lead to rejection of Bid.

Senior Joint Director
Procurement Division-II
General Services Department
4th Floor, BSC House, State Bank of Pakistan
I.I Chundrigar Road, Karachi
Tel: 021-3311-5420/5477/5963
Email: gsd.proc2@sbp.org.pk

Note: Notification of the GRC constituted in terms of Rule-48 of PPRA rules, 2004 is provided on EPADS at www.eprocure.gov.pk

Section II: Instructions to Bidders

- A. Introduction**
- B. Bidding Documents**
- C. Preparation of Bids**
- D. Submission of Bids**
- E. Bid Opening and Evaluation**
- F. Award of Contract**
- G. Bid Data Sheet**

A. Introduction	
1. Scope of Bid	<p>1.1. SBP Banking Services Corporation situated at I. I. Chundrigar Road, Karachi, (hereinafter called as the "SBP BSC"), invites sealed bids from tax registered eligible Bidders pursuant to Rule-36(b) "Single stage two envelopes procedure" of PPR-2004 for "Procurement of Maintenance Services for access control system Installed at Different Locations of SBP/SBP BSC at Karachi" as detailed in the Bidding Documents.</p> <p>1.2. The title and identification number of the Invitation to Bid (ITB) and resulting Contract(s) are provided in the Bid Data Sheet (BDS).</p>
2. Eligible Bidders	<p>2.1. Except as provided in Instructions to Bidders Clauses 2.3, 2.4 and 2.5, this bidding process is open to all bidders who meet the minimum eligibility/ qualification criteria given in BDS.</p> <p>2.2. Joint Ventures and Consortiums shall not be permitted to submit the bid.</p> <p>2.3. Bidder already engaged by SBP BSC for providing consultancy services related to the above procurement (if applicable) will not be eligible for bidding.</p> <p>2.4. A Bidder declared ineligible for corrupt and fraudulent practices under Rule 19 of Public Procurement Rules (PPR)-2004, shall not be permitted to submit the bid. The Bidder must not be blacklisted by any Federal or Provincial Government Department, National Counter Terrorism Authority (NACTA), Agency, Organization, or Autonomous Body anywhere in Pakistan.</p> <p>2.5. A Bidder who has been declared blacklisted or debarred by a foreign country, international organization, or other foreign institutions shall be treated as blacklisted and debarred from participation in the bid. Any bidder who has violated the law of land of any country and recorded in any sanction list will not be eligible to participate in the bidding/procurement process.</p> <p>2.6. Bidders shall provide evidence of their continued eligibility satisfactory to the Bank, as SBP BSC shall reasonably request.</p> <p>2.7. Bidder must meet all the qualification criteria as defined in Bidding Documents and must be registered with E-PADS as per the requirement given in BDS</p>
3. Qualification of the Bidder	<p>3.1. All bidders shall provide, Form of Bid and Qualification Information, as required in BDS.</p> <p>3.2. All bidders shall provide all the documents with their bids as specified in the Bid Data Sheet.</p> <p>3.3. To qualify for the award of the Contract, bidders must meet the mandatory evaluation criteria, as specified in the Bidding Documents.</p>
4. One Bid per Bidder	<p>4.1. Each Bidder shall submit only one Bid.</p>
5. Cost of Bidding	<p>5.1. The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Bank in no case will be held responsible or liable for those costs.</p>

B. Bidding Documents	
6. Content of Bidding Documents	<p>6.1. The given contents of the Bidding Documents subscribe to Rule 23 of Public Procurement Rules-2004 (PPR-2004). These should be read in conjunction with any addendum issued under ITB Clause 8:</p> <ul style="list-style-type: none"> i. Invitation to Bid. ii. Instructions to Bidders (ITB) iii. Bid Data Sheet (BDS) iv. Form of Bid v. Forms of Technical Proposal vi. Bid Evaluation Criteria vii. Forms for Financial Proposal viii. Form of Contract ix. General Conditions of Contract (GCC) x. Special Conditions of Contract (SCC) xi. Description of Services xii. Format of Security Forms <p>6.2. Bidders are expected to examine all instructions, forms, terms, specifications, and other information in the Bidding Documents.</p> <p>6.3. Failure to furnish all information required by the Bidding Documents or to submit an incomplete bid that does not fulfill all the requirements outlined in the Bidding Documents will be at the Bidder's risk and may result in the rejection of its bid.</p>
7. Clarification of Bidding Documents and Pre-bid Meeting	<p>7.1. A prospective Bidder requiring any clarification of the Bidding Documents may approach SBP BSC through E-PADS . The SBP BSC will respond in writing to any request for clarification of the Bidding Documents that it receives no later than seven (07) days before the deadline of submission of bids. Copies of the SBP BSC's response (including an explanation of the query but not identifying its source) will be uploaded on E-PADS within three days prior to closing date of Bids.</p> <p>7.2. Under the provision of Rule 48 of PPR 2004, any party may file its written complaint against the eligibility parameters, evaluation criteria, or any other terms and conditions prescribed in the Bidding Documents, if found contrary to the provisions of the procurement regulatory framework, the same shall be addressed by the Grievance Redressal Committee (GRC) well before the Bid submission deadline. The details of GRC is given on the Public Procurement Regulatory Authority website: www.ppra.org.pk and as provided in Bid Data Sheet (BDS).</p> <p>7.3. As specified in the BDS, the SBP BSC will organize and Bidders are welcome to attend a Pre-bid meeting at the time and place indicated in the BDS. The purpose of the meeting will be to clarify issues and answer questions on any matter that may be raised at this stage, with particular attention to issues related to the Technical Requirements. Minutes of the meeting, including the questions raised and responses given, together with any responses prepared after the meeting, will be transmitted through E-PADS. Any modification to the Bidding Documents listed in ITB Clause 6.1, which may become necessary as a result of the pre-bid meeting, shall be made by the SBP BSC by issuing an Addendum under ITB Clause 8 through E-PADS.</p>

B. Bidding Documents

8. Amendment of Bidding Documents

- 8.1. At any time before the deadline for submission of bids, SBP BSC, for any reason, either at its initiative or in response to a clarification requested by a prospective Bidder, may amend the Bidding Documents to share any information, that becomes necessary for bidding or for bid evaluation, on equal opportunity basis under Rule 23 (3) of PPR-2004. Such amendments shall take precedence over the existing document.
- 8.2. Any addendum issued including the notice of any extension of deadline shall be part of the Bidding Documents pursuant to ITB 8.1 and shall be communicated through E-PADS.
- 8.3. Provided that the bidder who had either already submitted their bid through E-PADS prior to the issuance of any such addendum shall have the right to withdraw its already submitted bid and to submit the revised bid prior to the original or extended bid submission deadline.
- 8.4. The addendum will be binding on Bidders. It will be assumed that the amendments contained in such Addendum will have been taken into account by the Bidder in its bid.
- 8.5. To provide prospective Bidders reasonable time to take the amendments into account in preparing their bids, SBP BSC may, at its discretion, extend the deadline for the submission of bids consistent with the provision of Rule 27 of PPR 2004.

C. Preparation of Bids	
9. Language of Bid	9.1. The bid prepared by the Bidder, as well as all correspondence and documents related to the bid exchanged by the Bidder and SBP BSC shall be written in English or Urdu. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in English or Urdu in which case, for purposes of interpretation of the Bid, the translation shall govern.
10. Documents Comprising the Bid	10.1. The bid submitted by the Bidder shall comprise the following: <ul style="list-style-type: none"> i. Forms for Technical Bid under Section III. ii. Documents related to Minimum Eligibility/Qualification Criteria under Section IV. iii. Forms for Financial Bid under Section V. iv. Bidding Documents (in original) duly signed and stamped on each page/sheet. v. Bid Security in original vi. Authorization in accordance with the Clause 15 of ITB. vii. Any other materials/ services required to be completed and submitted by bidders, as specified in the Bid Data Sheet.
11. Bid Prices	11.1. The Contract shall be for the Services, as described in the Appendix A of the contract. 11.2. The Bidder shall quote rates and prices for all items of the Services described in the scope of services (or Terms of Reference), and as listed in the Price Schedule. Items for which no rate or price is entered by the Bidder will not be paid for by SBP BSC when executed and shall be deemed covered by other rates and prices in the Activity Schedule. 11.3. All duties, indirect taxes, and other levies payable by the Bidder under the Contract, or for any other cause shall be included in the total Bid price submitted by the Bidder. Any new indirect tax or duty levied by the Government during the bidding process shall be adjusted/included in the bid price. 11.4. If provided for in the Bidding Data Sheet, the rates and prices quoted by the Bidder shall be subject to adjustment during the performance of the Contract in accordance with the provisions of General Conditions of Contract (GCC) and/or Special Conditions of Contract (SCC).
12. Currencies of Bid and Payment	12.1. The price shall be quoted by the Bidder in PKR and payment to be made by SBP BSC will also be in PKR.
13. Bid Validity	13.1. Bids shall remain valid for the period specified in the BDS . 13.2. In exceptional circumstances, SBP BSC may request the bidders to extend the bid validity period for an additional period. The request and the Bidders' responses shall be made in writing by letter or email. A Bidder agreeing to the request will not be required or permitted to otherwise modify the Bid, but will be required to extend the validity of Bid Security for the period of the extension, and in compliance with ITB Clause 14 in all respects.
14. Bid Security	14.1. The bid security shall be denominated in the currency of the bid: <ul style="list-style-type: none"> i. at the Bidder's option, be in the form of either Pay Order/demand draft/call deposit or an unconditional Bank Guarantee from a Scheduled Bank;

C. Preparation of Bids	
	<ul style="list-style-type: none"> ii. be substantially in accordance with one of the forms of bid security included in bidding documents or other form approved by SBP BSC before bid submission; iii. be payable promptly upon written demand by SBP BSC; iv. be submitted in its original form to SBP BSC on or before bid submission deadline; and scanned copy of bid security instrument shall be submitted through E-PADS; v. remain valid for a period of at least 28 days beyond the original validity period of bids, or at least 28 days beyond any extended period of bid validity subsequently requested pursuant to ITB Clause 13.2. vi. bids submitted with insufficient bid security will be rejected. vii. bid security of unsuccessful bidders will be released/ returned after the conclusion of the procurement process, as soon as possible, upon receipt of the request to release the bid security. viii. The Most Advantageous Bidder's bid security will be released/ returned upon the submission of performance guarantee. ix. the bid security shall be issued in the name of the bidder submitting the bid and prepared in favor of Bank. <ul style="list-style-type: none"> a. The bid security may be forfeited: <ul style="list-style-type: none"> x. if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form; or xi. in the case of a most advantageous Bidder, if the Bidder fails to sign the contract under ITB Clause 30 or fails to provide Performance Guarantee.
15. Format and Signing of Bid	<p>15.1. The Bidder shall prepare one original and at least one copy of the bid specified in the BDS, clearly marking each one as "ORIGINAL BID" and "COPY NO. 1." In the event of any discrepancy between them, the originally submitted hardcopy shall prevail.</p> <p>15.2. The original and all copies of the bid, each consisting of the documents listed in ITB Clause 10.1, shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder. The authorization must be in writing and included in the bid under ITB Clause 10.1. The name and position held by each person signing the authorization must be typed or printed below the signature. The person or persons signing the bid shall initial all pages of the bid, except for the un-amended printed literature.</p> <p>15.3. In accordance with ITB Clause-16, Bids shall be submitted electronically through E-PADS.</p> <p>15.4. The bid shall contain no interlineations, erasures, or overwriting, except to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the bid.</p>

D. Submission of Bids	
16. Bids Submission Procedure	16.1. The Bidder shall submit the original bid through E-PADS.
17. Deadline for Submission of Bids	<p>17.1. Bids must be submitted through E-PADS, no later than the bid submission deadline specified in the BDS. Bids submitted through hard form, telegraph, telex, fax or e-mail shall not be considered. In case of receipt of original bid security by the SBP BSC after the deadline for submission prescribed in the Bid Data Sheet, bid will be rejected.</p> <p>17.2. SBP BSC may extend the deadline for submission of bids by issuing an amendment under ITB Clause 8, in which case all rights and obligations of SBP BSC and the bidders previously subject to the original deadline will then be subject to the new deadline.</p>
18. Late Bids	18.1. Any Bid received (through E-PADS) by SBP BSC after the deadline prescribed in ITB Clause 17 shall be rejected.
19. Modification and Withdrawal of Bids	<p>19.1. The Bidder may withdraw its bid after the bid's submission, provided that written notice of such modification, including substitution or withdrawal of the bids, is received by SBP BSC before the deadline prescribed for submission of bids under ITB Clause 17.</p> <p>19.2. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiry of the period of bid validity, specified by the Bidder on the Bid Form. Withdrawal of a bid during this interval may result in forfeiture of bid security of such Bidder.</p>

E. Bid Opening and Evaluation	
20. Bid Opening	<p>20.1. SBP BSC will open all bids, through E-PADS in public, in the presence of Bidder's representatives who choose to attend, at the time, on the date, and at the place specified in the BDS.</p> <p>20.2. For in person meeting, the bidders' representatives shall sign an attendance sheet as proof of their participation.</p>
21. Confidentiality	<p>21.1. Information relating to evaluation of bids and recommendations concerning to award of the contract shall not be disclosed by SBP BSC to the bidders or to any other person who is not officially concerned with the process, until the announcement of the result of evaluation.</p> <p>21.2. The Bidder shall not disclose or attempt to make public any information relating to the bidding documents, bidding process and award of the contract to any person or entity without SBP BSC's prior written consent.</p> <p>21.3. In case of any disclosure related to the bidding process and contractual obligations at any stage by any bidder and/or service provider, SBP BSC may reject its bid and/or terminate the contract.</p>
22. Clarification of Bids	<p>22.1. During the bid evaluation, SBP BSC may, at its discretion, ask the Bidder for a clarification of its bid as per Rule 31 of PPR-2004. The request for clarification and the response shall be made through E-PADS, and no change in the price or substance of the bid shall be sought, offered, or permitted.</p>
23. Preliminary Examination	<p>23.1. SBP BSC will examine the bids to determine whether;</p> <ol style="list-style-type: none"> i. they are complete, ii. bid validity is provided accordingly, iii. required bid security has been furnished, iv. the documents have been properly signed, v. the bids are generally in order; vi. Bidder has provided all forms of Technical Bid under Section III and relevant documents under Section IV <p>23.2. Bidders have to submit bids for COMPLETE REQUIREMENTS, partial and incomplete bids will be rejected.</p> <p>23.3. Bids submitted without a signed Bid Form by the authorized nominee of the bidder will be rejected.</p> <p>23.4. Bids with material deviation, exception, objection, conditionality, or reservation will be rejected.</p> <p>23.5. Bids submitted late will also be rejected.</p>
24. Correction of Errors	<p>24.1. Bids determined to be substantially responsive will be checked by SBP BSC for any arithmetic errors. Arithmetical errors will be rectified by SBP BSC on the following basis:</p> <ol style="list-style-type: none"> i. if there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected; ii. if there is a discrepancy between the amounts in figures and words, the amount in words will prevail. <p>24.2. The amount stated in the Bid will be adjusted by SBP BSC as per the above procedure for the correction of errors and, with the concurrence of the Bidder, shall be considered as binding</p>

E. Bid Opening and Evaluation	
	upon the Bidder. If the Bidder does not accept the corrected amount, the Bid will be rejected, and the Bid Security may be forfeited.
25. Evaluation and Comparison of Bids	<p>25.1. The technical bids of the only qualified bidders after preliminary examination under ITB Clause 23, shall be examined in detail.</p> <p>25.2. SBP BSC will evaluate and compare only the bids determined to be substantially responsive and qualified pursuant to Sub-Clauses 23.2 of ITB to 23.5 of ITB as per requirements given hereunder. Bids will be evaluated for complete scope of services. Any Bid covering partial scope of services will be declared non-responsive. The prices will be compared on the basis of the Evaluated Bid Price and during evaluation of the bid's price, Bank will determine for each bid in addition to the Bid Price, the following factors (adjustments) in the manner and to the extent indicated below to determine the Evaluated Bid Price:</p> <ul style="list-style-type: none"> i. Making any correction for arithmetic errors pursuant to Sub-Clause 24.2 of ITB hereof. ii. Discount, if any, offered by the Bidders as also read out and recorded at the time of bid opening. <p>25.3. The submitted Technical Proposal and other Commercial/Financial Requirements of the bidding documents will be evaluated by determining compliance against the evaluation criteria.</p> <p>25.4. The Financial Proposals of the only technically accepted bids will be opened and the bid found to be The Most Advantageous shall be accepted.</p> <p>25.5. Any minor informality, non-conformity or irregularity in a Bid which does not constitute a material deviation may be waived by Bank, provided such waiver does not prejudice or affect the relative ranking of any other Bidders.</p>
26. Contacting SBP BSC	<p>26.1. Subject to Clause 22 of ITB heretofore, no Bidder shall contact SBP BSC on any matter related to its Bid from the time of Bid opening to the time the bid evaluation results are announced by Bank. The evaluation results shall be announced as under:</p> <ul style="list-style-type: none"> i. Technical Evaluation Report/Results would be announced through E-PADS portal. ii. Financial/Final Evaluation Report would be announced through E-PADS portal. <p>26.2. Any Bidder feeling aggrieved by any act of Bank may lodge a written complaint through E-PADS concerning his grievances</p>

F. Award of Contract	
27. Award Criteria	27.1. The contract will be awarded to The Most Advantageous Bidder whose bid has been found Technically & Commercially/Financially compliant, and emerged as the

F. Award of Contract	
	Most Advantageous. Provided further that the Bidder is determined to perform the contract satisfactorily.
28. Bank's Right to Reject all the Bids	28.1. SBP BSC reserves the right to annul the bidding process and reject all bids at any time before award of contract under Rule 33 of PPR-2004 Notice of the rejection of all the bids shall be given to all the bidders through EPADS.
29. Bank's Right to Vary Scope of Services at Time of Award	29.1. SBP BSC reserves the right at the time of contract award to increase or decrease scope of services without any change in unit price or other terms and conditions, provided such variation should be in line with the provisions of PPR-2004 .
30. Notification of Award and Signing of Contract	<p>30.1. Prior to the expiration of the period of initial/extended bid validity, SBP BSC will notify The Most Advantageous Bidder in writing, to be confirmed in writing by registered letter/email, that its bid has been accepted.</p> <p>30.2. The Notification of Award will constitute the formation of the Contract.</p> <p>30.3. Upon The Most Advantageous Bidder's furnishing of the Performance Guarantee according to ITB Clause 32.1, SBP BSC will discharge its bid security.</p> <p>30.4. Most advantageous bidder shall sign Contract on stamp paper after paying stamp duty as per applicable Stamp Duty Act and will return to the Client within fifteen (15) days.</p>
31. Disqualification Prior to Contract Signing	31.1. After issuance of Notification of Award and before execution of procurement contract with The Most Advantageous Bidder, if the Bidder has been disqualified pursuant to Rule 18 and Rule 19 of PPR-2004 or any other reason has led to the disqualification of The Most Advantageous Bidder or if the conditions of his qualification are invalid, the next Most Advantageous Bidder will be considered as responsive provided accepting this bid does not conflict with applicable laws.
32. Performance Guarantee	<p>32.1. After the receipt of Notification of Award, The Most Advantageous Bidder, within the specified time, shall deliver to SBP BSC, a Performance Guarantee in the amount not exceeding 10% of the contract and in the form stipulated in the BDS.</p> <p>32.2. Failure of The Most Advantageous Bidder to comply with the requirements of ITB Clause 32.1 shall constitute sufficient grounds for cancellation of the award and forfeiture of the Bid Security, and award of Contract to the next Most Advantageous Bidder.</p> <p>32.3. The Performance guarantee may be forfeited if a Bidder:</p> <ol style="list-style-type: none"> i. fails to fulfill all the contractual and legal obligations; ii. fails to agree with the decision made by SBP BSC as a result of arbitration; or iii. violates any law(s) during execution of Contract. iv. fails to start the execution of services or stop providing services without prior approval of SBP BSC.

F. Award of Contract								
33. Advance Payment and Security	33.1. SBP BSC will provide an Advance Payment on the Contract Price only if stipulated in the Special Conditions of the Contract (SCC).							
34. Grievances Redressal	34.1. Any bidder aggrieved by any act during the procurement process may lodge a written complaint concerning his grievances to the Grievance Redressal Committee (GRC), constituted under Rule 48 of PPR-2004, through E-PADS. The details of GRC is given on the PPRA website: www.ppra.org.pk .							
35. Code of Conduct	<p>35.1. It is SBP BSC's policy to require that bidder shall observe the highest standard of ethics during the procurement and execution of such contract. In pursuit of this policy, SBP BSC follows, inter alia, the instructions contained in Rule 2(1)(f) of the PPR-2004 which defines:</p> <p><i>“corrupt and fraudulent practices” in respect of procurement process, shall be either one or any combination of the practices including,-</i></p> <ol style="list-style-type: none"> i. <i>“coercive practices” which 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;</i> ii. <i>“collusive practices” which means any arrangement between two or more parties to the procurement process designed to stifle open competition for any wrongful gain, and to establish prices at artificial, non-competitive levels;</i> iii. <i>“corrupt practices” which means the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the acts of another party for wrongful gain;</i> iv. <i>“fraudulent practices” which 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; and</i> v. <i>“obstructive practices” which means harming or threatening to harm, directly or indirectly, persons to influence their participation in a procurement process, or affect the execution of a contract;”</i> <p>35.2. Under Rule 19 of PPR-2004, SBP BSC can inter alia blacklist the bidders found to be indulging in corrupt or fraudulent practices. Such barring action shall be duly publicized and communicated to Public Procurement Regulatory Authority (PPRA).</p> <p>35.3. Under Rule 19 of PPR-2004, the following mechanism and manner for permanently or temporarily barring, from participating in their respective procurement proceedings will be followed as per the guidance of Bank management:</p> <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th style="width: 33%; text-align: center;">Nature of Offense/ Fault</th> <th style="width: 33%; text-align: center;">Means of Verification</th> <th style="width: 33%; text-align: center;">Action By the Committee</th> </tr> </thead> <tbody> <tr> <td style="height: 20px;"> </td> <td> </td> <td> </td> </tr> </tbody> </table>		Nature of Offense/ Fault	Means of Verification	Action By the Committee			
Nature of Offense/ Fault	Means of Verification	Action By the Committee						

F. Award of Contract

Corrupt and Fraudulent Practices	<ul style="list-style-type: none"> • Results of Bid/Proposal analysis resulting in substantive evidence of collusion. • Actual instance verifiable as per law of land and applicable Rule and Regulations of SBP Banking Services Corporation • Cross verification of documentary undertaking submitted by Service Provider. 	Blacklisted and cross-debarred for the period up to 10 years.
Performance Deficiencies	Documented evidence in form of consistent performance deficiencies and notices of performance deficiencies not suitably responded to or defended by Service Provider.	Blacklisted and cross-debarred for the period up to 03 years.
Bidder failed to abide with Bid Form / Bid Securing Declaration.	Failed to abide with Bid Form / Bid Securing Declaration.	Blacklisted and cross-debarred for the period up to 06 months.

However, such barring action shall be undertaken only after providing an adequate opportunity of being heard to the bidder who is to be barred and blacklisted.

- 35.4. The receipt for any money paid by the bidders will not be considered as an acknowledgment of payment to the bidder unless such receipt is signed by a duly authorized officer of SBP BSC, and the bidder shall be solely responsible for seeing that a proper receipt is provided.
- 35.5. Under **Rule 7 of PPR 2004**, bidder undertakes to sign an Integrity pact in accordance with the prescribed format attached hereto at **Section VI (Appendix J)** for all the procurements estimated to exceed Rs. 10.00 million or any other limit prescribed by Bank.
- 35.6. Bank's policy requires that selected bidder provide professional, objective, and impartial advice, supplies, and services and at all times hold SBP BSC's interests' paramount, strictly avoid conflicts with other assignments or their corporate interests and act without any consideration for future work. Bidders must disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of SBP BSC, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the bidder and termination of contract arising out of this procurement.
- 35.7. Without limitation on the generality of the foregoing, bidders, and any of their affiliates shall be considered to have a conflict of interest and shall not be recruited, under any of the circumstances set forth below:

F. Award of Contract	
	<ul style="list-style-type: none"> i. A bidder that has been engaged by SBP BSC to provide goods, works, or services other than consulting services for a project, and any of its affiliates, shall be disqualified from providing consulting services related to those goods, works, or services. Conversely, bidders providing consulting services for the preparation or implementation of a project, and any of its affiliates shall be disqualified from subsequently providing goods or works or services other than consulting services resulting from or directly related to the firm's consulting services for such preparation or implementation. ii. A bidder (including its Personnel) or any of its affiliates shall not be engaged for any assignment that, by its nature, may conflict with another assignment of the bidder to be executed for the same or another client. iii. A bidder (including its Personnel) that has a business or family relationship with a member of SBP BSC's staff who is directly or indirectly involved in any part of <ul style="list-style-type: none"> a. the preparation of the specifications of the goods, b. the selection process for such assignment, or c. Supervision of the Contract may not be awarded a contract unless the conflict stemming from this relationship has been resolved in a manner acceptable to the appropriate authority within SBP BSC. iv. Bidders shall not recruit or hire any agency or current employees of SBP BSC. Recruiting former employees of SBP BSC or other civil servants to work for the bidders is acceptable provided no conflict of interest exists. When the bidder nominates any government employee as Personnel in their bid, such Personnel must have written certification from their government or employer confirming that they are on leave without pay from their official position and allowed to work full-time outside of their previous official position. Such certification shall be provided to SBP BSC by the bidder as part of the bid.
36. Overriding Effect of PPR-2004	36.1. Whenever in conflict with these documents, the provisions of PPR-2004 and the Public Procurement Regulatory Ordinance, 2002 shall prevail.
37. Beneficial Ownership Information	37.1. For Services/works worth Rs.50 Million or above, the Bidder shall provide Beneficial Ownership information on the prescribed Form. Failure to provide the required information of the beneficial ownership by the company or submission of false or partial information, Bank shall: <ul style="list-style-type: none"> i. Blacklist the said company in accordance with Rule 19(1)(a) of PPR, 2004, ii. Reject the bid of the said company.

G. Bid Data Sheet

The following specific data for services to be procured shall complement, supplement or amend the provisions in the Instructions to Bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over ITB.

ITB Clause	Description														
1.1	<ul style="list-style-type: none"> • Procurement Title: <i>Procurement of Maintenance Services for Access Control System Installed at Different Locations of SBP/ SBP BSC at Karachi</i> • Reference Number: <i>ITB No. GSD (Proc. II)/IBSD-ACS Maintenance Services /134883/2024</i> • Procurement Method: <i>Open Competitive Bidding as per Rule 21 of PPR-2004</i> • Procurement Procedure: <i>"Single Stage Two Envelopes Procedure" as per Rule-36(b) of PPR-2004</i> 														
2.7 & 3.2	<ul style="list-style-type: none"> • The bidders must be registered with E-Procurement on "e-Pak Acquisition and Disposal system (e-PADS)". In case of any technical difficulty in using E-PADS, prospective bidders may contact PPRA team on EPADS UAN: 051-111-137-237. • The mandatory eligibility/qualification criteria is as follows: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Eligibility/Qualification Criteria</th> <th style="text-align: center;">Means of Verification</th> </tr> </thead> <tbody> <tr> <td>a) Bid Security is required as per clause ITB-14.</td> <td>Scanned copy of Bid Security is to be submitted through EPADS and Bid Security in Original is to be dispatched to the address given in ITB and must reach SBPBSC before Bid submission deadline.</td> </tr> <tr> <td>b) Bidder must be Manufacturer (OEM) or an authorized Partner/agent of the OEM (IDTECK)in Pakistan, having valid partnership certificate.</td> <td>OEM certificate or valid agency/partnership certificate in case of authorized agent.</td> </tr> <tr> <td>c) Bidder must have experience of at least 02 (two) assignments of supplying IDTECK hardware or providing maintenance and technical support for Access Control Systems during last 10 (ten) years;</td> <td>Copies of Contracts/Completion Certificates or any other relevant document.</td> </tr> <tr> <td>d) Bidder must have at least 02 (two) technical resources having at least 01-year experience of Access Control Systems operations and maintenance;</td> <td>Profile of resources stating Technical experience and qualification.</td> </tr> <tr> <td>e) Bidder must have point of presence in Karachi;</td> <td>Relevant and sufficient Documentary evidence of registered address of the company</td> </tr> <tr> <td>f) Bidder must have Annual Sales volume/Gross Turnover of at least PKR 05 million (Rupees Five Million) in any of the last 05 (five)</td> <td>Copy of Audited Financial Statements/FBR Tax Returns or any other relevant document acceptable to the Client.</td> </tr> </tbody> </table> 	Eligibility/Qualification Criteria	Means of Verification	a) Bid Security is required as per clause ITB-14.	Scanned copy of Bid Security is to be submitted through EPADS and Bid Security in Original is to be dispatched to the address given in ITB and must reach SBPBSC before Bid submission deadline.	b) Bidder must be Manufacturer (OEM) or an authorized Partner/agent of the OEM (IDTECK)in Pakistan, having valid partnership certificate.	OEM certificate or valid agency/partnership certificate in case of authorized agent.	c) Bidder must have experience of at least 02 (two) assignments of supplying IDTECK hardware or providing maintenance and technical support for Access Control Systems during last 10 (ten) years;	Copies of Contracts/Completion Certificates or any other relevant document.	d) Bidder must have at least 02 (two) technical resources having at least 01-year experience of Access Control Systems operations and maintenance;	Profile of resources stating Technical experience and qualification.	e) Bidder must have point of presence in Karachi;	Relevant and sufficient Documentary evidence of registered address of the company	f) Bidder must have Annual Sales volume/Gross Turnover of at least PKR 05 million (Rupees Five Million) in any of the last 05 (five)	Copy of Audited Financial Statements/FBR Tax Returns or any other relevant document acceptable to the Client.
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ITB Clause	Description	
	years; g) Bidder must be registered with relevant Income Tax Authority and must appear on Active Taxpayer List of FBR.	Proof of ATL and copy of Tax Registration Certificate
7.2	<ul style="list-style-type: none"> A Pre-Bid meeting will be held on October 15, 2024 at 11:00 AM via Zoom Application. Bidders are encouraged to attend the meeting using the following details; <ul style="list-style-type: none"> Meeting Link: https://us05web.zoom.us/j/86302758880?pwd=XYZ13Z2mjP5p8VCsnta7DYXkknbl11.1 Meeting ID: 863 0275 8880 Passcode: sbp1234 In case of any related queries, please drop an email at gsd.proc2@sbp.org.pk. 	
11.4	<ul style="list-style-type: none"> The Contract is NOT subject to price adjustment. However, any subsequent legislation enacted, changes in the rate of any indirect tax, levy of additional indirect tax or duty during the currency of contract that impacts the contract price, would be equally accounted for by both the parties of the contract. i.e. in case of increase or decrease in the rates of the said taxes and duties or levy of any new indirect tax or duty, the contract price would be adjusted accordingly. 	
13.1	<ul style="list-style-type: none"> The period of Bid validity shall be 180 (One Hundred Eighty Days) after the opening of the Bids. 	
14.1	<ul style="list-style-type: none"> Bid Security of Amount as stated in Published Tender Notice in favor of SBP BSC shall be enclosed along with the Technical Bid in the shape of Pay Order / Demand Draft /Deposit at Call or Bank Guarantee in favor of SBP-Banking Service Corporation. In case of Bank Guarantee, it should be valid for a period of 28 days beyond the Bid Validity date. A scanned copy of bid security instrument shall be submitted through E-PADS. However, Bid Security in original is required to be submitted through sealed envelope, which must reach on the given below address on or before the deadline for submission of bids: <p style="text-align: center;"> Senior Joint Director Procurement Division-II General Services Department 4th Floor, BSC House, State Bank of Pakistan I.I Chundrigar Road, Karachi Tel: 021-3311-5420/5477/5963 Email: gsd.proc2@sbp.org.pk </p> Failure to submit bid security along with the bid through E-PADS portal and receipt of original Bid Security instrument by SBP BSC after the bid submission deadline shall cause rejection of bid. 	
3.1 & 16.1	<ul style="list-style-type: none"> Separate technical and financial Bids are required to be submitted through E-PADS as per "Single Stage Two Envelopes Procedure". <u>Following should be the contents of the Technical Proposal Envelope:</u> <ul style="list-style-type: none"> Form I of Section III – Authorization Form for Bidder’s Representative Form II of Section III – Technical Bid Submission Form 	

ITB Clause	Description
	<ul style="list-style-type: none"> • Form III of Section III – Bid Security Form/Bank Guarantee: duly filled and signed or Bid Security in the shape of Call Deposit/Demand Draft/Payment Order • Form IV of Section III – Technical Compliance Form • Form V of Section III – Undertaking • Form VI – Declaration of Beneficial Owners’ Information • All documents related to Minimum Eligibility/Qualification Criteria including Annexure (If Any) under Section IV • <u>Following should be the contents of the Financial Proposal Envelope:</u> • Form-I of Section V – Financial Bid Submission Form • Form-II of Section V – Price Schedule • <u>Important Note:</u> • The above-mentioned forms are pre-requisite; non-availability of the above-mentioned documents will result in the rejection of a bid. • All participating bidders are required to submit a scanned copy of the submitted Original Technical Bid Only after the opening of the Financial Bid at gsd.proc2@sbp.org.pk.
17	<ul style="list-style-type: none"> • SBP BSC’s address for Bid submission is Senior Joint Director Procurement Division-II General Services Department 4th Floor, BSC House, State Bank of Pakistan I.I Chundrigar Road, Karachi Tel: 021-3311-5420/5477/5963 Email: gsd.proc2@sbp.org.pk • SBP BSC will communicate the opening of the Financial Bid to the eligible/qualified bidders after the completion of all requirements of Technical Evaluation. • The deadline for submission of bids shall be October 28, 2024 at 11:00 AM (PST).
20	<ul style="list-style-type: none"> • Bids will be opened on October 28, 2024 at 11:30 AM (PST) at the following address: Learning Resource Centre/Heritage Meeting Rooms, State Bank of Pakistan, I. I. Chundrigar Road, Karachi
23	<ul style="list-style-type: none"> • Bidders have to submit COMPLETE BIDS, partial and incomplete bids will be rejected. Bids submitted without signed Bid Form by authorized nominee of the bidder will be rejected. Bids with material deviation, exception, objection, conditionality or reservation will be rejected. Bids submitted late will be rejected.
26.1	<ul style="list-style-type: none"> • Email Address for Queries <gsd.proc2@sbp.org.pk>
29.1	<ul style="list-style-type: none"> • Fifteen percent (15%) increase or decrease of scope of services.
32.1	<ul style="list-style-type: none"> • The bidder must furnish a Performance Guarantee @ 5% (Five Percent) of the Contract Price in the shape of pay order/demand draft/call deposit or an unconditional Bank Guarantee issued from a scheduled bank of Pakistan. In the case of Bank Guarantee, it must remain valid 28 days beyond the expiry date of the contract.
34.1	<ul style="list-style-type: none"> • The address of Grievance Committee is; Chairman Grievances Committee,

ITB Claus e	Description
	Office of the Director Human Resource Management Department, 1 st Floor, BSC House State Bank of Pakistan Main Building Complex, I.I. Chundrigar Road, Karachi

Section III: Forms for Technical Bid

1. **Form I – Authorization Form for Bidder’s Representative**
2. **Form II – Technical Bid Submission Form**
3. **Form III – Bank Guarantee Form for Bid Security**
4. **Form IV – Technical Compliance Form**
5. **Form V – Affidavit for Bidder’s Blacklisting Status**
6. **Form VI – Declaration of Beneficial Owners’ Information**

***Note:** All pages of the original Technical and Financial Proposals shall be initialed by the same authorized representative of the bidders who signs the Proposal.*

Form I

(ON SERVICE PROVIDER'S LETTERHEAD)

(Authorization Form for Bidder's Representative)

Date: _____

IFB No: ITB No. GSD (Proc. II)/IBSD-ACS Maintenance Services /134883/2024
Title: Procurement of Maintenance Services for Access Control System Installed at Different Locations of SBP/ SBP BSC at Karachi

We, **M/s <Firm Title>**, incorporated under <mention the relevant Act/ordinance/regulation> having its registered office at <**complete business address**> do hereby nominate **Mr./Ms. <Complete Name>**, <**Designation**>, CNIC# <xxxxx-xxxxxxx-x> as our lawful representative to participate, negotiate, sign, correspond and fulfil all associated formalities of the subject procurement on our behalf.

Official Seal & Signature of Bidder:	_____
Date:	_____

(ON SERVICE PROVIDER'S LETTERHEAD)

(Technical Bid Submission Form)

Date: _____

To:

Director
General Services Department
SBP Banking Services Corporation (HOK)
4th Floor BSC House, I. I. Chundrigar Road,
Karachi –Pakistan

Dear Sir:

Having examined the bidding documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer requisite services in conformity with the said bidding documents as may be ascertained in accordance with the Technical Bid and Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to deliver the services in accordance with the schedule specified in **Appendix A** and other terms and conditions of the contract.

If our Bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to **5%** of the contract amount for the due performance of the Contract, in the form prescribed by SBP BSC.

We agree to abide by this Bid for a period of **180 (One Hundred Eighty Days)** from the date fixed for Bid opening under **Clause 20** of the Instructions to Bidders, and it shall remain binding upon us and maybe accepted at any time before the expiration of that period.

If our Bid is accepted then 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.

We understand that you are not bound to accept The Most Advantageous or any bid you may receive.

Dated this _____ day of _____ 2024__.

[Seal & signature] *[in the capacity of]*

Duly authorized to sign Bid for and on behalf of _____

Over Stamp Paper

(Bank Guarantee Form for Bid Security)

(Bank Guarantee/ Not to be followed in case of Pay Order/Bank Draft/CDR)

Guarantee No. _____

Executed on _____

Name of Guarantor (Scheduled Bank in Pakistan) with address: _____

Name of Principal (Service Provider) with address: _____

Penal Sum of Guarantee (express in words and figures) _____

Bid Reference No. ITB No. GSD (Proc. II)/IBSD-ACS Maintenance Services /134883/2024

Date of Bid _____

KNOW ALL MEN BY THESE PRESENTS, that in pursuance of the terms of the Bid and at the request of the said Bidder, we the Guarantor above-named are held and firmly bound unto the SBP Banking Services Corporation, (hereinafter referred to as "SBP BSC") in the sum stated above, for the payment of which sum well and truly to be made, we bind ourselves, our heirs, executors, administrators and successors, jointly and severally, firmly by these presents.

THE CONDITION OF THIS OBLIGATION IS SUCH, that whereas the Bidder has submitted the accompanying Bid numbered and dated as above for the ***Procurement of Maintenance Services for Access Control System Installed at Different Locations of SBP/ SBP BSC at Karachi*** to SBP BSC; and

WHEREAS, SBP BSC has required as a condition for considering the said Bid that the Principal furnishes a Bid Security in the above said sum to SBP BSC, conditioned as under:

- (1) That the Bid Security shall remain valid for a period of **twenty-eight (28) days** beyond the period of validity of the bid;
- (2) That in the event;
 - (a) The Principal withdraws his Bid during the period of validity of Bid, or
 - (b) The Principal does not accept the correction of his Bid Price, or
 - (c) Failure of The Most Advantageous Bidder to
 - (i) Furnish the required Performance Guarantee, or
 - (ii) Sign the proposed Contract,

The entire sum be paid immediately to the said SBP BSC for delayed completion and not as penalty for The Most Advantageous Bidder's failure to perform.

NOW THEREFORE, if The Most Advantageous Bidder shall, within the period specified therein, on the prescribed form presented to him for signature and enter into a formal Contract with SBP BSC in accordance with his Bid as accepted, and furnish within **fifteen (15) days** of receipt of Letter of Acceptance, a Performance Guarantee with good and sufficient surety, as may be required, upon the form prescribed by the said SBP BSC for the faithful performance and proper fulfillment of the said Contract or in the event of non-withdrawal of the said Bid within the time specified then this obligation shall be void and of no effect, but otherwise to remain in full force and effect. PROVIDED THAT the Guarantor shall forthwith pay to SBP BSC the said sum stated above upon first written demand of SBP BSC without cavil or argument and without requiring SBP BSC to prove or to show grounds or reasons for such demand, notice of which shall be sent by SBP BSC by registered post/ courier service duly addressed to the Guarantor at its address given above.

PROVIDED ALSO THAT SBP BSC shall be the sole and final judge for deciding whether the Bidder has duly performed its obligations to sign the Contract and to furnish the requisite Performance

Guarantee within the time stated above, or has defaulted in fulfilling said requirements and the Guarantor shall pay without objection the sum stated above upon first written demand from SBP BSC forthwith and without any reference to the Bidder or any other person.

IN WITNESS WHEREOF, the above bounded Guarantor has executed this guarantee under its seal on the date indicated above, the name and seal of the Guarantor being hereto affixed and these presents duly signed by its undersigned representative pursuant to authority of its governing body.

Guarantor (Bank)

Form IV

Technical Compliance Form
(ON SERVICE PROVIDER'S LETTERHEAD)

Sr.#	Description	Bidder Response (Yes/No)
1	All the requirements mentioned in Appendix A "Description of the Services / Performance Specifications/ Terms of Reference."	
2	All the stated Terms and Conditions of the Contract.	
3	The Bid is unconditional.	

Seal and Signature of Bidder: _____

General Note

- *The Minimum Eligibility/Technical Compliance will be evaluated by determining compliance against the minimum eligibility/qualification/evaluation criteria. The Financial Proposal of the only technically compliant bids will be opened and the bid found to be The Most Advantageous bid shall be accepted.*
- *The bid found to be The Most Advantageous i.e. having qualified the minimum eligibility/qualification criteria and offered the lowest evaluated total cost shall be accepted and will be awarded the contract.*

(Over Stamp Paper)

Affidavit for Bidder's Blacklisting Status

Dear Sir,

I/We hereby confirm and declare that I/We, M/s -----, has neither been Blacklisted/debarred under **Rule 19 of PPR-2004** nor sanctioned by National Counter Terrorism Authority (NACTA).

Detection of false declaration / statement at any stage of the entire Bidding Process / Currency of the Contract shall lead to Disqualification and forfeiture of Bid Security or Performance Guarantee, as the case may be, and termination of contract.

Seal & Signature of Bidder:

Date:

(ON SERVICE PROVIDER'S LETTERHEAD)**Declaration of Beneficial Owners' Information****Under Declaration of Beneficial Owners' Information of Public Procurement Contract
Awarded Regulations, 2022 of Public Procurement Regulatory Authority**

Name	
Father's Name/Spouse's Name	
CNIC/NICOP/Passport no.	
Nationality	
Residential address	
Email address	
The date on which shareholding, control, or interest was acquired in the business.	

In case of indirect shareholding, control, or interest being exercised through intermediary companies, entities, or other legal persons or legal arrangements in the chain of ownership or control, the following additional particulars are to be provided:

1	2	3	4	5	6	7	8	9	10
Name	Legal form (Company/ Limited Liability Partnership/ Association of Persons/ Single Member Company/ Partnership Firm/ Trust/Any other individual, body corporate (to be specified))	Date of incorporation/ registration	Name of registering Authority	Business Address	Country	Email Address	Percentage of shareholding, control or interest of BO in the legal person or legal arrangement	Percentage of shareholding, control or interest of legal person or legal arrangement in the Company	Identity of Natural Person who ultimately owns or controls the legal person or arrangement

Information about the Board of Directors (details shall be provided regarding the number of shares in the capital of the company as set opposite respective names).

1	2	3	4	5	6	7	8
Name and surname (In Block Letters)	CNIC No. (in case of foreigner, Passport No)	Father's/Husband's Name in full	Current Nationality	Any other Nationality (ies)	Occupation	Residential address in full or the registered/principal office address for a subscriber other than natural person	Number of shares taken by each subscriber (in figures and words)
Total number of shares taken (in figures and words)							

Any other information incidental to or relevant to Beneficial Owner(s)

Name of the Bidder: [insert complete name of the participating Entity]

Name of Authorized Person: _____

Title of the person signing the Response: _____

Signature of the person named above: _____

Date: _____

Section IV: Minimum Eligibility/Qualification Criteria

The mandatory eligibility/qualification criteria is as follows:

Eligibility/Qualification Criteria	Means of Verification
a) Bid Security is required as per clause ITB-14.	Scanned copy of Bid Security is to be submitted through EPADS and Bid Security in Original is to be dispatched to the address given in ITB and must reach SBPASC before Bid submission deadline.
b) Bidder must be Manufacturer (OEM) or an authorized Partner/agent of the OEM (IDTECK) in Pakistan, having valid partnership certificate.	OEM certificate or valid agency/partnership certificate in case of authorized agent.
c) Bidder must have experience of at least 02 (two) assignments of supplying IDTECK hardware or providing maintenance and technical support for Access Control Systems during last 10 (ten) years;	Copies of Contracts/Completion Certificates or any other relevant document.
d) Bidder must have at least 02 (two) technical resources having at least 01-year experience of Access Control Systems operations and maintenance;	Profile of resources stating Technical experience and qualification.
e) Bidder must have point of presence in Karachi;	Relevant and sufficient Documentary evidence of registered address of the company
f) Bidder must have Annual Sales volume/Gross Turnover of at least PKR 05 million (Rupees five million any of last 05 (five) years;	Copy of Audited Financial Statements/FBR Tax Returns or any other relevant document acceptable to the Client.
g) Bidder must be registered with relevant Income Tax Authority and must appear on Active Taxpayer List of FBR.	Proof of ATL and copy of Tax Registration Certificate

Seal and Signature of Bidder: _____

Section V: Forms for Financial Bid

- 1. Form I - Financial Bid Submission Form**
- 2. Form II - Price Schedule**

Form I

(ON SERVICE PROVIDER'S LETTERHEAD)

(Financial Bid Submission Form)

Date: _____

To:

Director
General Services Department
SBP Banking Services Corporation (HOK)
4th Floor BSC House, I. I. Chundrigar Road,
Karachi -Pakistan

Dear Sir:

Having examined the bidding documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer requisite services in conformity with the said bidding documents as may be ascertained in accordance with the Technical Bid and Schedule of Prices attached herewith and made part of this Bid.

We undertake, in case our Bid is accepted, to deliver the services in accordance with the schedule specified in the **Appendix A** and other terms and conditions of the contract.

If our Bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to **5%** of the contract amount for the due performance of the Contract, in the form prescribed by SBP BSC.

We agree to abide by this Bid for a period of **180 (One Hundred Eighty Days)** from the date fixed for Bid opening under **Clause 20** of the Instructions to Bidders, and it shall remain binding upon us and maybe accepted at any time before the expiration of that period.

If our Bid is accepted then 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.

We understand that you are not bound to accept The Most Advantageous or any bid you may receive.

Dated this _____ day of _____ 2024.

[Seal & signature] *[in the capacity of]*

Duly authorized to sign Bid for and on behalf of _____

Form-II

(ON SERVICE PROVIDER'S LETTERHEAD)

Price Schedule

ITB No. GSD (Proc. II)/IBSD-ACS Maintenance Services /134883/2024

Procurement of Maintenance Services for Access Control System Installed at Different Locations of SBP/ SBP BSC at Karachi

Below mentioned services will be as per technical specification given in Section VI- Technical Specification. All prices must be in PKR. All the quotes must be provided as per format specified below.

#	Description	Quantity Service	Monthly maintenance cost/Unit (Rs.)	Total Monthly Maintenance Charges (Exclusive of Indirect Taxes)	Applicable Indirect Taxes	Total Monthly Maintenance Charges (Inclusive of Indirect Taxes)	Total Annual Maintenance Charges (Inclusive of Indirect Taxes)
	ACS Devices/Accessories	A	B	C=A*B	D=15%*C	E=C+D	F=E*12
1.	ACS Door Controller Panels	40					
2.	RFID Readers	112					
3.	Lock (Magnetic / Bolt)	47					
4.	Push Buttons	07					
5.	IDTECK Standard Software (Server & client), Communication software etc.	01					
Total							

Amount in Words: _____

Note:

- i. All the quotes must be provided as per format specified above.
- ii. Prices should be inclusive of all applicable taxes and duties.
- iii. Before filling this form kindly read Technical Specifications and the required Contract in Section VI.
- iv. The Most Advantageous bid will be determined on the basis of total annual cost.
- v. Bid having qualified the technical evaluation criteria and offering lowest evaluated total annual cost will be declared most advantageous.

Seal & Signature of Bidder: _____

Date: _____

(Payment of Stamp Duty as Per the Prevailing Rates Will Be the Responsibility of The Most Advantageous Bidder)

CONTRACT FOR SERVICES

*Procurement of Maintenance Services for Access Control System
Installed at Different Locations of SBP/ SBP BSC at Karachi*

Between

(SBP Banking Services Corporation)

and

(Name of the Service Provider)

DD-MM-YYYY

Form of Contract

THIS CONTRACT (hereinafter called the “**Contract**”) is made on the _____ day of the month of _____, 2023, by and between, SBP Banking Services Corporation, having its principal place of business at I.I Chundrigar Road, Karachi, (Hereinafter referred to as “**The Client**” which expression shall, wherever the context so permits, include its successors in interest and assigns) through _____ who is duly authorized in this behalf, of the First Part

AND

M/s _____, incorporated/registered under the applicable laws in Pakistan, having its principal office at _____. (Hereinafter called “**The Service Provider**”, which expression shall, wherever the context so permits, include its successors in interest and assigns) through _____ who is duly authorized in this behalf of the other Part

(CLIENT and THE SERVICE PROVIDER are hereinafter collectively referred to as the “Parties” and individually as a “Party”).

WHEREAS,

- a) The Client is desirous of Procurement of Maintenance Services for Access Control System Installed at Different Locations of SBP/ SBP BSC at Karachi for which purpose the Client issued an Invitation for Bid ITB No. GSD (Proc. II)/IBSD-ACS Maintenance Services /134883/2024 calling for bids in the manner as provided for in the Public Procurement Rules, 2004 (PPR-2004).
- b) the Service Provider submitted its bid in response to the Client’s Instruction to Bidder (ITB) and the bid of the Service Provider has been accepted by the Client, where after, the Client has offered to the Service Provider to perform the services as per this contract.
- c) the Service Provider, having represented to the Client that they have the required professional skills, and personnel and technical resources, have agreed to provide the Services on the terms and conditions outlined in this Contract at the service charges mentioned in **Appendix D** titled breakdown of the contract price;

NOW THEREFORE the parties hereto hereby agree as follows:

1. The following documents attached hereto shall be deemed to form an integral part of this Contract:

- a) The General Conditions of Contract;
- b) The Special Conditions of Contract;
- c) The following Appendices:
 - Appendix A: Description of the Services, Performance Specification & Terms of Reference
 - Appendix B: Services and Facilities Provided by the Client
 - Appendix C: Focal Persons
 - Appendix D— Breakdown of the Contract Price
 - Appendix E— Schedule of Payments
 - Appendix F— Price Schedule
 - Appendix G— Notification of Award
 - Appendix H — Letter of Acceptance
 - Appendix I— Performance Guarantee
 - Appendix J— Integrity Pact

2. The mutual rights and obligations of the Client and the Service Provider shall be as outlined in the Contract, in particular:

- a) The Service Provider shall carry out the Services only through its regular/contracted employees, hereinafter referred to as 'The Service Provider's employee (s)' in accordance with the provisions of the Contract; and
- b) The Client shall make payments to the Service Provider in accordance with the provisions of the Contract after deduction of all the applicable taxes required under the existing laws at the time of payment and recover damages, if any, during providing the services.

3. The Service provider shall provide the Services during the period commencing dd-mm-yyyy and continuing through dd-mm-yyyy or any other period as may be subsequently agreed by the parties in writing.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For and on Behalf of SBP Banking Services Corporation	For and on behalf of the Service Provider
<i>[Authorized Representative] (Name, Designation, Official Stamp and signature)</i>	<i>[Authorized Representative] (Name, Designation, Official Stamp and signature)</i>
Witness 1	Witness 1
Name: _____	Name: _____
CNIC# _____	CNIC# _____
Signature: _____	Signature: _____
Witness 2	Witness 2
Name: _____	Name: _____
CNIC# _____	CNIC# _____
Signature: _____	Signature: _____

A. General Conditions of Contract (GCC)

1. General Provisions	
1.1. Definitions	<p>1.1.1. Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:</p> <ul style="list-style-type: none"> a) “Applicable Law” means the laws and any other instruments having the force of law in the Islamic Republic of Pakistan. b) “Bid” means the tender or offer submitted by the Bidder in response to Invitation to Bid published by the Client c) “Completion Date” means the date of completion of the Services by the Service Provider as certified by the Client d) “Day” means a Gregorian calendar day unless indicated otherwise. e) “GCC” means these General Conditions of Contract; f) “Government” means the Government of the Islamic Republic of Pakistan; g) “Party” means the Client or the Service Provider, as the case may be, and “Parties” means both of them; h) Performance Specifications” means the specifications of the services included in the bidding documents submitted by the Service Provider to the Client. i) “Services” means the work to be performed by the Service Provider under this Contract, as described in Appendix A hereto. j) “Service Provider’s Bid” means the completed Bidding Documents submitted by the Service Provider to the Client k) “SCC” means the Special Conditions of Contract by which the GCC may be amended or supplemented
1.2. Applicable Law	1.2.1. The Contract shall be governed by the laws of the Islamic Republic of Pakistan.
1.3. Language	1.3.1. This Contract has been executed in English/Urdu, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract
1.4. Notices	1.4.1. Any notice, request, or consent made under this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, email, or facsimile to such Party at the address specified in the SCC.
1.5. Location	1.5.1. The Services shall be performed at such locations as are specified in Appendix A and, where the location of a particular task is not so specified, at such locations in Pakistan, as the Client may approve.
1.6. Authorized Representatives	1.6.1. Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Client or the Service Provider may be taken or executed by the officials specified in the SCC.

1. General Provisions	
1.7. Inspection and Audit by the Client	1.7.1. The Service Provider shall upon reasonable notice by the Client allow the Client's Management, its auditors to inspect, examine and audit its accounts and records which are directly relevant to the performance of the Services as outlined in this contract and to have them audited by auditors appointed by the Client if so required by the Client.
1.8. Taxes, Duties and other applicable laws.	<p>1.8.1. The Service Provider shall pay its own and its employees' taxes, and the Client is authorized to withhold any tax from payment to the Service Provider and to deposit the same into the Governmental Treasury. The Service Provider shall also ensure compliance with local laws and applicable regulations.</p> <p>1.8.2. Any additional tax, levies, duties, or modification in the existing rates of tax and other applicable laws imposed during the pendency of this contract shall be adjusted in the contract price by both parties.</p>
1.9. Relationship of Parties	1.9.1. Nothing in this Contract is intended or shall be deemed to constitute a partnership agency, employer-employee or joint venture relationship between the Parties. No Party shall incur any debts or make any commitments for the other except to the extent, if at all specifically provided herein.

2. Commencement, Completion, Modification, and Termination of Contract	
2.1. Effectiveness of Contract	2.1.1. This Contract shall come into effect on the date the Contract is signed by both parties or such date as may be stated in the SCC.
2.2. Commencement of Services	2.2.1. The Service Provider shall start carrying out the Services within thirty (30) days after the Contract becomes effective, or at such other date as may be specified in the SCC.
2.3. Intended Completion Date	2.3.1. Unless terminated earlier under Clause 2.6 , the Service Provider shall complete the activities by the Intended Completion date, as is specified in the SCC. If the Service Provider does not complete the activities by the Intended Completion Date, it shall be liable to pay liquidated damage as per Sub-Clause 3.11 . In this case, the Completion Date will be the date of completion of all activities.
2.4. Modification	2.4.1. Modification of the terms and conditions of this Contract, including any modification of the scope of the Services or the Contract Price, may only be made by written agreement between the Parties in compliance with PPR-2004.
2.5. Force Majeure	<p>2.5.1. Definition</p> <p>For this Contract, "Force Majeure" means an unforeseeable event that is beyond the reasonable control of a Party, and which makes a Party's performance of its obligations under the Contract impossible or as to be considered impossible under the circumstances. The Party affected by Force Majeure shall on the occurrence of such event leading to Force Majeure, immediately notify the other Party in writing and take all reasonable steps to overcome the Force Majeure. If the Force Majeure persists, the affected Party</p>

2. Commencement, Completion, Modification, and Termination of Contract	
	<p>may terminate this contract as per clause 2.6 of the Contract because of Force Majeure.</p> <p>2.5.2. <u>No Breach of Contract</u></p> <p>The failure of a Party to fulfill 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;</p> <ul style="list-style-type: none"> a. has taken all reasonable precautions, due care and reasonable alternative measures 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. <p>2.5.3. <u>Extension of Time</u></p> <p>Any period within which a Party shall, under this Contract, complete any action or task or additional task shall be extended for a period equal to the time during which such Party was unable to perform such activities as a result of Force Majeure or on the advice of Client.</p>
2.6. Termination	<p>2.6.1. <u>By the Client</u></p> <p>The Client may terminate this Contract, by not less than thirty (30) days written notice of termination to the Service Provider, to be given after the occurrence of any of the events specified in paragraphs (a) through (f) of this Clause 2.6.1 and sixty (60) days in the case of the event referred to in (g):</p> <ul style="list-style-type: none"> a) if the Service Providers do not remedy a failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the Client may have subsequently approved in writing; b) if the Service Provider becomes insolvent or bankrupt; c) if, as the result of Force Majeure, the Service Provider/s are unable to perform a material portion of the Services for not less than sixty (60) days; or d) if the Service Provider/s, in the judgment of the Client has engaged in corrupt or fraudulent practices in competing for or in executing the Contract. e) if the Service Provider does not maintain a Performance Guarantee under Clause 3.12 f) if the Service Provider has delayed the completion of the Services by the number of days for which the maximum amount of liquidated damages can be paid under Sub-Clause 3.11.1 and the SCC.; g) if the Client, in its sole discretion, decides to terminate this Contract. <p>2.6.2. <u>By the Service Provider</u></p>

2. Commencement, Completion, Modification, and Termination of Contract	
	<p>The Service Provider may terminate this Contract, by not less than thirty (30) days" written notice to the Client, such notice to be given after the occurrence of any of the events specified in following paragraph of this Clause 2.6.2:</p> <p>a) If the Client fails to pay any amount to the Service Provider under this Contract and not subject to dispute pursuant to Clause 7 within forty-five (45) days after receiving written notice from the Service Provider that such payment is overdue.</p> <p>2.6.3. Payment upon Termination</p> <p>Upon termination of this Contract under Clauses 2.6.1 or 2.6.2, the Client shall make the following payments to the Service Provider:</p> <p>a) Payment of services under Clause 6 for Services satisfactorily performed by the Service Provider before the effective date of termination;</p> <p>b) except in the case of termination under paragraphs (a), (b), (d), (e), (f) of Clause 2.6.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract.</p>

3. Obligations of the Service Provider	
3.1. General	<p>3.1.1. The Service Providers shall perform the Services in accordance with the Description of the Services and the Activity Schedule, and carry out their obligations with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices. The Service Provider shall always act in good faith in respect of any matter relating to this Contract or to the Services, and shall at all times support and safeguard the Client's legitimate interests in any dealings with Sub Service providers or third parties.</p> <p>3.1.2. The Service Provider will ensure continuity of services without interruption as per requirement.</p> <p>3.1.3. In the course of the performance of the services, the Service Provider shall comply with all requirements of the Client.</p> <p>3.1.4. The Service Provider shall comply with all applicable laws, rules and regulations, instructions and customary practices of the Client in Pakistan;</p> <p>3.1.5. The Service Provider shall promptly notify the Client of any matter coming to their knowledge that could have a material effect on the business or affairs of the Client.</p> <p>3.1.6. The Service Provider shall comply with any code of conduct provided to the Service Provider by the Client from time to time and shall conduct themselves in a manner which is not prejudicial to the interest and business of the Client.</p>

3. Obligations of the Service Provider	
3.2. Indemnity	<p>3.2.1. The service provider agrees to indemnify the Client and hold it harmless against all liabilities, including judgements and cost of litigation, for anything done or omitted by the service provider in the execution of this Contract.</p>
3.3. Conflict of Interests	<p>3.3.1. <u>Service Provider and Service Provider's employee (s) Not to Benefit from Commissions and Discounts.</u></p> <p>Payment against the services under Clause 6 shall constitute sole payment to the Service Provider. The Service Provider shall not accept for their benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract, and in discharge of their obligations under this Contract, The Service Provider shall ensure that the Service Provider's Employee(s), or their affiliates shall not receive any additional payment.</p> <p>3.3.2. <u>Service Provider and Affiliates Not to be Otherwise Interested in Project</u></p> <p>The Service Provider agrees that during the term of this Contract and after its termination, the Service Provider and its affiliates shall be disqualified from providing goods, works, or Services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.</p> <p>3.3.3. <u>Prohibition of Conflicting Activities</u></p> <p>Neither the Service Provider nor its affiliates shall engage, either directly or indirectly, in any of the following activities:</p> <ul style="list-style-type: none"> a) during the term of this Contract, any business or professional activities in the Islamic Republic of Pakistan which would be in conflict with the activities assigned to them under this Contract; b) during the term of this Contract, neither the Service Provider nor its affiliates shall employ regular or contractual employees in active duty or on any type of leave, to perform any activity under this Contract; c) after the termination of this Contract, such other activities as may be specified in the SCC.
3.4. Confidentiality	<p>3.4.1. Information relating to evaluation of bids and recommendations concerning to award of the contract shall not be disclosed by the Client to the bidders or to any other person who is not officially concerned with the process, until the announcement of the result of evaluation.</p> <p>3.4.2. The Bidder shall not disclose or attempt to make public any information relating to the bidding documents, bidding process and award of the contract to any person or entity without the Client's prior written consent.</p> <p>3.4.3. In case of any disclosure related to the bidding process and contractual obligations at any stage by any bidder, the Client may reject its bid and/or terminate the contract.</p>
3.5. Contractual Liability Insurance to be	<p>3.5.1. The Service Provider may obtain Contractual Liability Insurance to cover all claims related to Negligence / Fraud if any, committed by The Service Provider's employee (s) in the</p>

3. Obligations of the Service Provider	
taken out by the Service Providers	<p>course of this contract with the Client, and shall indemnify and keep indemnified the Client, at all times against any such loss, claim, damage, and charge. The Service Provider is responsible to acquire the required coverage and facilitate in fulfilling the requirements of the insurance agency whereas the Client will provide all the related documents as per the Insurance Company's requirement so that the claims can be settled expeditiously. However, the Service Provider shall be responsible to indemnify the Client within 45 days after receiving all the required supporting documents to support the claim regardless of the payment of the insurance amount paid by the insurance company to the Service Provider. Failure of the Service Provider to pay the Client's claim within the aforesaid period shall authorize the Client to deduct the claimed amount from the monthly Service Charges payable to The Service Provider. In case the Client fails to provide the supporting documents to prove the incident, no claim amount will be paid.</p> <p>3.5.2. The Service Provider at the Client's request shall provide evidence to the Client showing that such insurance has been taken out and maintained and that the current premiums have been paid.</p>
3.6. Service Providers' Actions Requiring Client's Prior Approval	<p>3.6.1. The Service Provider shall obtain the Client's prior approval in writing before taking any of the following actions:</p> <ul style="list-style-type: none"> a) entering into a subcontract for the performance of any part of the Services, b) changing the schedule of activities; c) any other action that may be specified in the SCC.
3.7. Independent Service Provider Status	<p>3.7.1. The parties agree that this contract creates an independent Service Provider relationship, not an employment relationship. The Service Provider acknowledges and agrees that the Client will not provide the Service Provider or the Service Provider's employee(s) any fringe benefits or for the reimbursement of any expenses, including without limitation any medical or pension payments, and that income tax/withholding tax is Service Provider's responsibility.</p> <p>3.7.2. The Service Provider shall be exclusively responsible for paying the salary and other emoluments and providing the benefits to which each of the Service Provider employee (s) is entitled under his/her contract with the Service Provider. All claims made by the Service Provider's employee(s) shall be dealt with exclusively by the Service Provider.</p> <p>3.7.3. None of the Service Provider's employee (s) shall be entitled to seek employment with the Client merely on the ground that he/she had been engaged by the Service Provider during the tenure of this Contract or was engaged by the Service Provider for the provision of the services to the Client.</p>
3.8. Compliance with all the Regulatory Requirement	<p>3.8.1. The Service Provider will be responsible for the due and proper payment of and observance of all laws applicable to them.</p>

3. Obligations of the Service Provider	
	<p>3.8.2. The Service Provider will ensure that all the applicable regulatory requirements/labor laws are fully met, and accordingly indemnify Client against any claims with regards to the above.</p> <p>3.8.3. The Service Provider shall take all practicable steps to ensure that all of its resources comply with the Applicable Law.</p>
3.9. Reporting Obligations	3.9.1. The Service Provider shall submit to the Client the reports and documents specified in Appendix A as and when required by the Client.
3.10. Documents Prepared by the Service Providers to Be the Property of the Client	3.10.1. All, reports, and other documents and software submitted (if any) by the Service Provider under Clause 3.9 shall become and remain the property of the Client, and the Service Provider shall, upon request from the Client during the execution of Contract and in any case not later than upon termination or expiration of this Contract, deliver all such documents and software to the Client, together with a detailed inventory thereof. The Service Provider may retain a copy of such documents and software. Restrictions about the future use of these documents, if not specified in the SCC shall be communicated during the execution of the Contract.
3.11. Liquidated Damages	<p>3.11.1. <u>Payments of Liquidated Damages</u></p> <p>The Service Provider shall pay liquidated damages to the Client as stated below:</p> <p>a) Maintenance services related to equipment: The duration for which the equipment remained unserviceable or not available to user in operational state is to be deducted at the pro rata basis.</p> <p>b) Operational Services: The supplier/vendor could not attend the operational services through his deployed staff for the contracted purpose. The operational services should be charged at the rate of 0.05 % of the contracted amount on daily basis. The Client may deduct liquidated damages from payments due to the Service Provider. Payment of liquidated damages shall not affect the Service Provider's liabilities.</p> <p>3.11.2. <u>Correction for Over-payment</u></p> <p>If the Intended Completion Date is extended after liquidated damages have been paid, the Client shall correct any overpayment of liquidated damages by the Service Provider by adjusting the next payment.</p> <p>3.11.3. <u>Lack of performance penalty</u></p> <p>If the Service Provider has not corrected a Defect within the time specified in the Client's notice, a penalty for Lack of performance will be paid by the Service Provider. The amount to be paid will be calculated as a percentage of the cost of having the Defect corrected, assessed as described in Clause 7.2.</p>
3.12. Performance Guarantee	3.12.1. The Service Provider shall provide the Performance Guarantee to the Client no later than the date specified in the Letter of acceptance. The Performance Guarantee shall be

3. Obligations of the Service Provider	
	<p>issued in an amount and form and by a commercial bank acceptable to the Client and denominated in the currency in which the Contract Price is payable. The Performance Guarantee shall be valid until a date 28 days from the Completion Date of the Contract.</p> <p>3.12.2. The Performance guarantee may be forfeited if a Bidder:</p> <ul style="list-style-type: none"> i. fails to fulfill all the contractual and legal obligations; ii. fails to agree with the decision made by the Client as a result of arbitration; or iii. Violates any law(s) during execution of contract. iv. fails to start the execution of services or stop providing services without prior approval of the Client.

4. Service Provider's Team	
4.1. Description of Services to be performed by the Service Provider	4.1.1. The scope of services to be performed by the Service Provider are described in Appendix A.

5. Obligations of the Client	
5.1. Provide information about the code of conduct	5.1.1. The Client shall provide the Service Provider with information on the code of conduct and security procedures. The Client shall immediately notify the Service Provider of any changes to the same during the continuance of this Contract.
5.2. Change in the Applicable Law	5.2.1. If, after the date of this Contract, there is any change in the Applicable Law concerning taxes, duties, which increases or decreases the cost of the Services rendered by the Service Provider, then the cost of services payable to the Service Provider under this Contract shall be adjusted accordingly by a written agreement between the Parties, and corresponding adjustments shall be made to the amounts referred to in Clauses 6.2 , as the case may be.
5.3. Services and Facilities	5.3.1. The Client shall make available to the Service Provider the Services and Facilities listed under Appendix B.
5.4. Assistance	5.4.1. No assistance regarding any type of regulatory exemption related to contract execution will be provided by the Client.

6. Payments to the Service Provider	
6.1. Payments	6.1.1. The Service Provider's payment shall not exceed the Contract Price/rates and shall be a fixed lump-sum including all other costs incurred by the Service Providers in carrying out the Services. Except as provided in Clause 5.2 , the Contract Price may only be increased above the amounts stated in Clause 6.2 if the Parties have agreed to additional payments under Clauses 2.4 and 6.3.
6.2. Contract Price Ceiling	6.2.1. The price/rates payable are set forth in the SCC.

6. Payments to the Service Provider	
6.3. Payment for Additional Services	6.3.1. To determine the payment due for additional services as may be agreed under Clause 2.4 , a breakdown of the agreed contract price is provided in Appendix D .
6.4. Terms and Conditions of Payment	6.4.1. Payments will be made to the Service Provider according to the payment schedule stated in the SCC.

7. Quality Control	
7.1. Performance Standards	7.1.1. The Service Provider will maintain the highest level of service standards.
7.2. Correction of Defects, and Penalty for Lack of Performance	<p>7.2.1. The Client shall give notice to the Service Provider of any failures or service deficiencies before the end of the Contract. The Deficiency liability period shall be extended for as long as Deficiency remains to be corrected.</p> <p>7.2.2. Every time notice of a failure in performance arises, the Service Provider shall correct the notified failure in the performance within the length of time specified by the Client's notice.</p> <p>7.2.3. If the Service Provider has not corrected a failure in the performance within the time specified in the Client's notice, the Client will assess the cost of having the failure corrected, the Service Provider will pay this amount, and a Penalty for Lack of Performance calculated as described in Clause 3.11</p>

8. Resolution of Disputes	
8.1. Arbitration	8.1.1. In case of a dispute arising between the Parties regarding the terms of or rights and obligations of the Parties under this Contract, if not resolved amicably, shall be settled by arbitration under the Arbitration Act, 1940 .

9. Corrupt and Fraudulent Practices	
9.1. Corrupt & Fraudulent Practices	<p>9.1.1. The Client requires compliance with its policy regarding corrupt and fraudulent practices. In pursuit of this policy, the Client follows, inter alia, the instructions contained in Rule 2(1)(f) of PPR 2004 which defines:</p> <ul style="list-style-type: none"> <i>i.</i> "corrupt and fraudulent practices" in respect of procurement process, shall be either one or any combination of the practices including,- <i>ii.</i> "coercive practices" which 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; <i>iii.</i> "collusive practices" which means any arrangement between two or more parties to the procurement process designed to stifle open competition for any wrongful gain, and to establish prices at artificial, non-competitive levels; <i>iv.</i> "corrupt practices" which means the offering, giving, receiving or soliciting, directly or indirectly, of anything

9. Corrupt and Fraudulent Practices											
	<p>of value to influence the acts of another party for wrongful gain;</p> <p>v. <i>“fraudulent practices”</i> which 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; and</p> <p>vi. <i>“obstructive practices”</i> which means harming or threatening to harm, directly or indirectly, persons to influence their participation in a procurement process, or affect the execution of a contract;”</p>										
9.2. Penalties	<p>9.2.1. The Client will terminate the contract if it determines that the Service Provider recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive and obstructive practices in competing for the contract in question;</p> <p>9.2.2. The Client will sanction a Service Provider, including declaring the Service Provider ineligible, either indefinitely or for a stated period, to be awarded a Client’s contract if at any time it determines that the Service Provider has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive and obstructive practices in competing for, or in executing Client’s contract; and</p> <p>9.2.3. Under Rule 19 of PPR-2004, “The Client can inter alia blacklist Service Provider found to be indulging in corrupt or fraudulent practices. Such barring action shall be duly publicized and communicated to the PPRA.</p>										
9.3. Mechanism Blacklisting and cross-debarring	<p>9.3.1. Under Rule 19 of PPR-2004, the following mechanism and manner for Blacklisting and cross-debarring, from participating in their respective procurement proceedings will be followed as per the below mechanism:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #cccccc;">Nature of Offense/Fault</th> <th style="background-color: #cccccc;">Means of Verification</th> <th style="background-color: #cccccc;">Action By Committee</th> </tr> </thead> <tbody> <tr> <td>Corrupt and Fraudulent Practices</td> <td> <ul style="list-style-type: none"> • Results of Bid analysis resulting in substantive evidence of collusion. • Actual instance verifiable as per law of land and applicable Rule and Regulations of SBP Banking Services Corporation • Cross verification of documentary undertaking submitted by Service Provider. </td> <td>Blacklisted and cross-debarred for the period up to 10 years.</td> </tr> <tr> <td>Performance Deficiencies</td> <td> <ul style="list-style-type: none"> • Documented evidence in form of consistent performance </td> <td>Blacklisted and cross-debarred for</td> </tr> </tbody> </table>		Nature of Offense/Fault	Means of Verification	Action By Committee	Corrupt and Fraudulent Practices	<ul style="list-style-type: none"> • Results of Bid analysis resulting in substantive evidence of collusion. • Actual instance verifiable as per law of land and applicable Rule and Regulations of SBP Banking Services Corporation • Cross verification of documentary undertaking submitted by Service Provider. 	Blacklisted and cross-debarred for the period up to 10 years.	Performance Deficiencies	<ul style="list-style-type: none"> • Documented evidence in form of consistent performance 	Blacklisted and cross-debarred for
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Performance Deficiencies	<ul style="list-style-type: none"> • Documented evidence in form of consistent performance 	Blacklisted and cross-debarred for									

9. Corrupt and Fraudulent Practices		
		<p>deficiencies and notices of performance deficiencies not suitably responded to or defended by Service Provider.</p> <p>the period up to 03 years.</p>
	<p>9.3.2. However, such barring action shall be undertaken only after Service Provider has been provided an adequate opportunity of being heard, who is to be barred and blacklisted.</p> <p>9.3.3. The receipt for any money paid by the Service Provider will not be considered as an acknowledgment of payment to the service provider unless such receipt is signed by a duly authorized officer of the Client and the service provider shall be solely responsible for seeing that a proper receipt is provided.</p> <p>9.3.4. Under Rule 7 of PPR 2004, the service provider undertakes to sign an Integrity pact in accordance with the prescribed format attached hereto at Section 6 for all the procurements estimated to exceed Rs. 10.00 million or any other limit prescribed by the Client.</p>	
9.4. Beneficial Ownership information	<p>9.4.1. For Services/works worth Rs.50M or above, the Service Provider shall provide Beneficial Ownership information on the prescribed Form. Failure to provide the required information of the beneficial ownership by the company or submission of false or partial information, SBP BSC shall:</p> <ul style="list-style-type: none"> i. Blacklist the said company in accordance with Rule19(1)(a) of Public Procurement Rules, 2004, ii. Reject the bid of the said company. 	

B. Special Conditions of Contract (SCC)

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.

Number of GCC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1.4	<p>The addresses are:</p> <p>Client:</p> <p align="center">Director IBSD Internal Bank Security Department 4th Floor, BSC House, SBP Banking Services Corporation I.I Chundrigar Road, Karachi Tel: 021-3311-**** Email: *****</p> <p>Service Provider:</p> <p>Attention: _____</p> <p>Address: _____</p> <p>Tel/Mob# _____</p> <p>Email: _____</p>
1.6	<p>The Authorized Representatives are:</p> <p>For the Client (Nominee of the Client)</p> <ul style="list-style-type: none"> ○ Name: _____ ○ Designation: _____ <p>For the Service Provider (Nominee of the Service Provider)</p> <ul style="list-style-type: none"> ○ Name: _____ ○ Designation: _____
2.2	The Starting Date for the commencement of Services is <u>dd-mm-yyyy.</u>
2.3	The Intended Completion Date is <u>dd-mm-yyyy.</u>
3.4	The Service provider while rendering the required services shall not release any information acquired from the Client due to their exposure that is sensitive and should be kept strictly confidential irrespective of the fact it is specified or otherwise. Moreover, all important and/or confidential documents provided by the Client shall not be taken out of the assigned workspace.
3.9	The Service Provider shall submit complete reports & documents and all the deliverables as per details mentioned in Appendix A.
3.11.1	<p>The Service Provider shall pay liquidated damages to the Client as stated below:</p> <ul style="list-style-type: none"> a) Maintenance services related to equipment: The duration for which the equipment remained unserviceable or not available to user in operational state is to be deducted at the pro rata basis. b) Operational Services: The supplier/vendor could not attend the operational services through his deployed staff for the contracted purpose. The operational services should be charged at the rate of 0.5 %

	of the contracted amount on daily basis. The Client may deduct liquidated damages from payments due to the Service Provider. Payment of liquidated damages shall not affect the Service Provider's liabilities.
3.12	The amount of performance guarantee is 5% of the total contract amount, which shall remain valid for 28 days beyond the expiry date of the contract.
5.2	Prices/Rates payable to the Service provider as stated in the Contract are not subject to any adjustment during the performance of the contract. However, any subsequent legislation enacted, changes in the rate of any indirect tax, levy of additional tax or duty during the currency of contract that impacts the contract price would be duly accounted for by both the parties of the contract i.e. in case of increase or decrease in the rates of the said taxes and duties or levy of any new tax or duty, the contract price would be adjusted accordingly.
6.2	The amount is [insert amount in PKR].
6.4	Payments will be made upon submission of invoice/s, after confirmation of satisfactory services by Concerned Designated Client's Official/s on monthly basis. Furthermore, payments of routine services will be made to the service provider against the total number of functional machines only.

Appendix A

(Description of the Services, Performance Specifications & Terms of Reference)

Scope of Services:

The maintenance and technical support services are required for the following installed IDTECK brand RFID Access Control System (ACS) along with centralized communication, monitoring and management software, associated licenses, Wiring, Magnetic /bolt locks, and mounting accessories.

#	Description of ACS Device/Accessories	Qty.	Location	Contract Duration
1	ACS Door Controller Panels	40	SBP Main Campus Buildings Karachi, KDA & North Nazimabad sites. Refer table below for floor wise detail of ACS devices & accessories	One Year
2	RFID Readers	112		
3	Lock (Magnetic / Bolt)	47		
4	Push Buttons	07		
5	IDTECK Standard Software (Server/client),Communication software	01		

Note: Payments will be made upon submission of invoice after confirmation of satisfactory services by Concerned Designated Client's Official on quarterly basis. Furthermore, payments of routine services will be made to the service provider against the total number of functional machines only.

Location	ACS Panel	RFID Readers	Door Lock	Push Button
Ground Floor (Main Building)	4	4	NIL	NIL
Telegram /Bullion	1	2	2	
1st Floor (Main Building)	4	8	3	
2nd Floor (Main Building)	2	8	3	
3rd Floor (Main Building)	2	6	3	
4th Floor (Main Building)	2	6	5	
5th Floor (Main Building)	1	4	2	
6th Floor (Main Building)	2	6	4	2
7th Floor (Main Building)	1	4	2	
8th Floor (Main Building)	1	4	2	
9th Floor (Main Building)	1	4	2	
10th Floor (Main Building)	1	4	2	
LRC BACK UP	1	4	3	2
WICKET GATE	2	2		
Main Building Lift Lobby	2	6		
Gate 1	2	4		
Gate 7	1	4		
NCB Ground Floor	2	8		
NCB 1st Floor	1	4	2	
NCB 2nd Floor	NIL	NIL	NIL	NIL
NCB 3rd Floor	1	4	2	NIL
NCB 4th Floor	1	4	2	NIL

Day Care	1	2	1	NIL
KDA P3 Back up Site	02	06	04	02
KDA P4 Back up site	01	03	02	01
BCP Site North Nazimabad	01	01	01	NIL

A pre-bid survey of the site will be arranged on bidder's request which will facilitate bidders to ascertain overall arrangement and condition of the equipment at site.

One year comprehensive maintenance and technical support services for the IDTECK RFID Access Control System /equipment (including reader, door controller panels and its components and peripherals like magnetic bolt lock etc.), along with associated software(s), licenses and integrated system mentioned in the Terms of Reference (TORs). The Door alignment with respect to electronic bolt locks should be done by the contractor on as and when required basis.

The scope of services includes the services pertaining to the complaints receiving, reporting on time at the customer site, diagnostic, troubleshooting, repair, warranty or replacement claims, technical configurations, software patch fixing, upgrades, fixing of cyber security vulnerabilities, technical support and onsite engineering support for the period of contract as per the criteria given below:

The scope includes all Custom clearing, transportation and on-site delivery of the hardware replacement parts after Duty Delivery Paid to SBP meeting the timelines, the return and collection from customer site and return of faulty items to OEM is also the responsibility of the supplier

Contract period will start from the Date of commencement of services mentioned in contract. The supplier is responsible to make necessary arrangements with the OEM to ensure the contract compliance.

The supplier will provide full technical support during the entire contract period, covering the repair, maintenance and replacement of faulty ACS hardware devices and associated peripheral components, software without any additional cost to purchaser in case of any failure as per mechanism given below:

1. The complaints can be lodged anytime during 24 x 7, which shall be handled by service provider according to the following categories. The categories are strictly time-bound as mentioned against each and the vendor is to strictly adhere by the same:
 - **Severity 1 (Red)** — Multiple failures of RFID ACS system, devices & associated accessories/components are not working. For example, the ACS of three or more locations is "down" due to a hardware failures or problem in centralized software. The business operations are at halt, severely compromised or down due to this.
 - **Severity 2 (Orange)** — Any of the ACS device/controller or accessory in the setup is "failed/not working" due to a hardware or associated software /service failures and the business is running with alternate arrangement. For example, one ACS device in a building is not working.
 - **Severity 3 (Yellow)** — Operational performance of the server's setup and its components are showing errors, while the setup is functional at all sites. Intermittent issue with any single device. Information or technical assistance is required. At present no impact on SBP business operations but it requires vendor or OEM help to resolve the issue permanently by troubleshooting /replacing hardware or software.

#	DESCRIPTION	RED CATEGORY	ORANGE LEVEL	YELLOW LEVEL
1.	Reporting time (24x7)	Within 3Hour of Reported Incident	within 6 Hours of Reported Incident	within 24 Hours of Reported Incident
2.	Recovery Time	Within 4 Hours of Reporting	Within 12 Hours of Reporting	Within 72 Hours of Reporting
3.	Backup Replacement: In case of failure of ACS Device or its component(s) the replacement or provision of backup unit is required	Within 6 hours	Within 24 hours	Within 96 hours

2. As per requirement Local or international support from qualified and experienced technicians via internet or phone/fax till the problem is completely resolved or backup is provided and operations restored.
3. Claim of Advance Hardware Replacement from the principal of hardware to be placed for components or for the whole equipment by an onsite engineer.
4. The service provider will deploy his technical resource at SBP BSC site on daily basis during working hours except on Saturdays, Sundays and public holidays, equipped with necessary tools to ensure the support, round the clock for the emergency fault recovery, and will ensure reporting time and resolution time as per the contract.
5. The service provider will provide one qualified resident engineer during banking hours from 0900 am to 1730 pm on daily basis except Saturday, Sunday and Public holidays. In addition to resident engineer, two OEM certified technicians would be required to be deployed in eight hour shift at Bank on daily basis except Saturday, Sunday and Public holidays. The technicians would be required to perform duties from 0700 am to 1500 pm and the second shift will be from 1500 pm to 2300 pm. One technician to be deployed in each shift. However, in case of emergent requirements, the staff may be deployed on Saturday, Sunday and public holidays till rectification of defect
6. The service provider will be responsible for maintaining the record in written or software format of the repairs, service call reports, replacements and installations. All defects, replacement of parts, work done etc. will be recorded.
7. The bidder/service provider will provide the process and facilitate for removing of sensitive data from device before any faulty but accessible device is handed over for repair/replacement. The bidder has to demonstrate the process for verification by IT and cyber security teams.
8. The documentation regarding the functioning of IDTECK ACS devices and allied infrastructure installed in SBP should be provided.
9. The supplier will maintain 10% of inventory stock of above stated listed items at his warehouse to address the emergency faults.
10. The vendor should carry out OEM recommended maintenance routines and maintain a logbook duly signed by Vendor and customer every fortnightly. OEM maintenance routines are to be submitted to SBP BSC as duly verified by the manufacturer.

Reporting Time:

It is the time duration involved in lodging a complaint to the supplier over phone, email or web-link or SMS and the time when the supplier Technical Engineer/Technician capable to start and perform diagnostics reachesthe respective purchaser site. The Supplier has to depute and allocate their recourses and inventory accordinglyto meet reporting and Resolution Time as required in the scope.

Recovery Time:

It is the time duration from logging a support incident till the problem resolution for restoring faulty system from severity RED to ORANGE or from ORANGE to GREEN. This time includes problem identification till successful completion of required corrective action, inclusive of replacement (if required).

In case with a time problem shift from the lower category to a higher category, the supplier has to meet the requirement of higher category.

Responsibilities of the Service provider:

- ❖ Keep update to SBP IBSD, ITOD representative about the system functioning, performance.
- ❖ Repair or replacement of faulty ACS devices/ system as per scope.
- ❖ Door alignment with respect to electronic bolt locks as and when required basis.
- ❖ Keep the system alive without any degradation and delay. All file based data on the server to be replicated real time on independent server
- ❖ Online database recovery enabled on an independent server.
- ❖ Maintenance of Database and backup.
- ❖ Maintenance and technical support of Server & clients software
- ❖ Entry Level OEM Online training to be conducted by the OEM trainer every 06 months to the IBSD/Bank staff (10 personnel).
- ❖ If system (Software/Hardware) is malfunctioning, issue will be resolved in consultation with OEM and SBP management for quick & prompt response to alive the system.
- ❖ All patches and software, firmware upgrade shall be the responsibility of service provider.
- ❖ Data transmission from ACS device to server shall not exceed for half an hour (30 minutes)
- ❖ Software license and latest upgrades are to be updated without any additional cost to SBP BSC.
- ❖ SOPs are to be formulated by the Vendor to have limited access rights of the Vendor to ensure any security breach of data.

Support Hours

1. The service provider will provide one qualified resident engineer during banking hours from 0900 am to 1730 Pm on daily basis except Saturday, Sunday and Public holidays. In addition to resident engineer, two OEM certified technicians would be required to be deployed in eight hour shift at Bank on daily basis except Saturday, Sunday and Public holidays. The technicians would be required to perform duties from 0700 am to 1500 pm and the second shift will be from 1500 pm to 2300 Pm. One technician to be deployed in each shift. However, in case of emergent

requirements, the staff may be deployed on Saturday, Sunday and public holidays till rectification of defect

2. For RED & ORANGE category incidents, the support is required 24x7 as per above given matrix.

Coverage

1. All RFID ACS Devices/equipment and associated hardware, software(s), database and network connectivity.
2. Complete ACS System and allied components including database.
3. For all single point of failure areas, VIP floors, the required inventory of hardware and software should be maintained by the service provider.
4. All faulty equipment will be replaced by the vendor/service provider at an additional cost (subject to prior approval of SBP BSC) and replaced equipment shall become the property of the SBP.

Payment Mechanism:

The vendor will be paid on quarterly basis against duly approved invoices by the security officer/Fire & Safety officer or any other authorized officer of the IBSD department. Payment will be made against functional machines only and non-rendered services will be deducted accordingly from payment.

Appendix B

(Services and Facilities Provided by the Client)

(If any)

Appendix C

(Focal Persons)

Sr.#	Name	Designation	Contact Details (Tel/Mob# & Email)
1.			
2.			
3.			

Appendix D

(Breakdown of Contract Price)

Appendix E

(Schedule of Payments)

Appendix F

(Price Schedule)

Appendix G

(Notification of Award)

Appendix H

(Letter of Acceptance)

Appendix I

Over Stamp Paper

(Shall be required from The Most Advantageous bidder at the time of contract signing)

Guarantee No. _____

Executed on _____

Name of Guarantor (Scheduled Bank in Pakistan) with address: _____

Name of Principal (Service Provider) with address: _____

Penal Sum of Guarantee (express in words and figures) _____

Letter of Acceptance No. _____

Dated _____

KNOW ALL MEN BY THESE PRESENTS, that in pursuance of the terms of the Bidding documents and above said Letter of Acceptance (hereinafter called the Documents) and at the request of the said Service Provider we, the Guarantor above named, are held and firmly bound unto the **SBP Banking Services Corporation** (hereinafter referred as "**SBP BSC**") in the penal sum of the amount stated above, for the payment of which sum well and truly to be made to SBP BSC, we bind ourselves, our heirs, executors, administrators and successors, jointly and severally, firmly by these presents.

THE CONDITION OF THIS OBLIGATION IS SUCH that whereas the Service Provider has accepted SBP BSC's above said Letter of Acceptance for the **Procurement of Maintenance Services for Access Control System Installed at Different Locations of SBP/ SBP BSC at Karachi**

NOW THEREFORE, if the Service Provider shall well and truly perform and fulfill all the undertakings, covenants, terms and conditions of the said Documents during the original terms of the said Documents and any extensions thereof that may be granted by SBP BSC, with or without notice to the Guarantor, which notice is, hereby, waived and shall also well and truly perform and fulfill all the undertakings, covenants terms and conditions of the Contract and of any and all modifications of the said Documents that may hereafter be made, notice of which modifications to the Guarantor being hereby waived, then, this obligation to be void; otherwise to remain in full force and virtue till all requirements of Conditions of Contract are fulfilled.

Our total liability under this Guarantee is limited to the sum stated above and it is a condition of any liability attaching to us under this Guarantee that the claim for payment in writing shall be received by us within the validity period of this Guarantee, failing which we shall be discharged of our liability, if any, under this Guarantee.

We, _____ (the Guarantor), waiving all objections and defenses under the Contract, do hereby irrevocably and independently guarantee to pay to SBP BSC without delay upon the SBP BSC's first written demand without cavil or arguments and without requiring SBP BSC to prove or to show grounds or reasons for such demand any sum or sums up to the amount stated above, against the SBP BSC's written declaration that the Principal has refused or failed to perform the obligations under the Contract, for which payment will be effected by the Guarantor to SBP BSC's designated Account Number.

PROVIDED ALSO THAT SBP BSC shall be the sole and final judge for deciding whether the Service Provider has duly performed his obligations under the Contract or has defaulted in fulfilling said obligations and the Guarantor shall pay without objection any sum or sums up to the amount stated above upon first written demand from SBP forthwith and without any reference to the Principal or any other person.

IN WITNESS WHEREOF, the above bounded Guarantor has executed this Instrument under its seal on the date indicated above, the name and corporate seal of the Guarantor being hereto affixed and these presents duly signed by its undersigned representative, pursuant to authority of its governing body.

(Integrity Pact)

Integrity Pact pursuant to Rule 7 Public Procurement Rules 2004

Declaration of Fees, Commissions and Brokerage, etc Payable by the Suppliers of Goods, Services & Works

[the Service provider] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege, or other obligation or benefit from the 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 Service provider] 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 Service provider] 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 Service provider] 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 instruments, be voidable at the option of GoP.

Notwithstanding any rights and remedies exercised by GoP in this regard, [the Service provider] 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 Service provider] as aforesaid to obtain or induce the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP.

*****End of Document*****

ITB No. GSD (Proc. II)/IBSD-ACS Maintenance Services /134883/2024



CONTRACT FOR SERVICES

Procurement of Maintenance Services for Access Control System Installed at Different Locations of SBP/ SBP BSC at Karachi

Between

SBP Banking Services Corporation

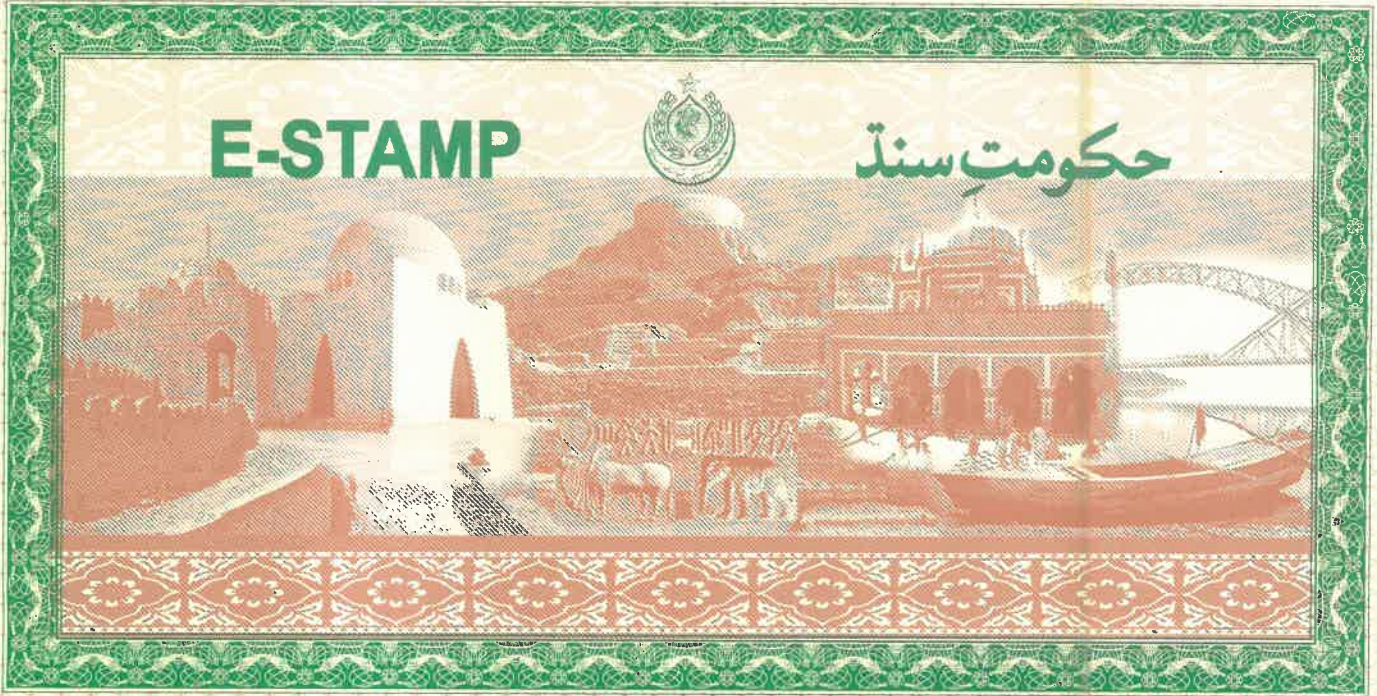
And

M/s Mass International Pvt. Ltd.

December 2024



[Handwritten signature]



NBP-0002-2412230006100680

GoS-KHI-8DCC04813B2C8AE9

Non-Judicial**Rs 11,237/-**

Description	: Contract - 15(a)
Principal	: Mass International Private Limited [08238154]
Contractor	: State Bank of Pakistan [90112091]
Applicant	: Talha Bin Ishaq [42101-1373110-1]
Stamp Duty Paid by	: State Bank of Pakistan [90112091]
Issue Date	: 23-Dec-2024, 04:55:39 PM
Paid Through Challan	: 2024128D25DEC20F
Amount in Words	: Eleven Thousand Two Hundred and Thirty Seven Rupees Only

Please Write Below This Line

Form of Contract

THIS CONTRACT (hereinafter called the "Contract") is made on the 30th day of the month of December, 2024, by and between, **SBP Banking Services Corporation**, having its principal place of business at **I. I. Chundrigar Road, Karachi**, (Hereinafter referred to as "**The Client**" which expression shall, wherever the context so permits, include its successors in interest and assigns) through Mr. Ghulam Qadir who is duly authorized in this behalf, of the First Part

AND

M/s Mass International Pvt. Ltd., incorporated/registered under the applicable laws in Pakistan, having its principal office at **1110-1113, Uni Plaza, I. I. Chundrigar Road, Karachi** (Hereinafter called "**The Service Provider**", which expression shall, wherever the context so permits, include its successors in interest and assigns) through **Syed Waqar Ahmed, Manager Technical** who is duly authorized in this behalf of the other Part

(CLIENT and THE SERVICE PROVIDER are hereinafter collectively referred to as the "Parties" and individually as a "Party").

WHEREAS,

- a) The Client is desirous of Procurement of Maintenance Services for Access Control System Installed at Different Locations of SBP/ SBP BSC at Karachi for which purpose the Client issued an Invitation for Bid ITB No. GSD (Proc. II)/IBSD-ACS Maintenance Services /134883/2024 calling for bids in the manner as provided for in the Public Procurement Rules, 2004 (PPR-2004).



[Handwritten signature]



- b) the Service Provider submitted its bid in response to the Client's Instruction to Bidder (ITB) and the bid of the Service Provider has been accepted by the Client, where after, the Client has offered to the Service Provider to perform the services as per this contract.
- c) the Service Provider, having represented to the Client that they have the required professional skills, and personnel and technical resources, have agreed to provide the Services on the terms and conditions outlined in this Contract at the service charges mentioned in **Appendix D** titled breakdown of the contract price;

NOW THEREFORE the parties hereto hereby agree as follows:

1. The following documents attached hereto shall be deemed to form an integral part of this Contract:

- a) The General Conditions of Contract;
- b) The Special Conditions of Contract;
- c) The following Appendices:
- Appendix A—Description of the Services, Performance Specification & Terms of Reference
 - Appendix B— Services and Facilities Provided by the Client
 - Appendix C—Focal Persons
 - Appendix D— Breakdown of the Contract Price
 - Appendix E— Schedule of Payments
 - Appendix F— Price Schedule
 - Appendix G—Notification of Award
 - Appendix H —Letter of Acceptance
 - Appendix I— Performance Guarantee
 - Appendix J— Integrity Pact

2. The mutual rights and obligations of the Client and the Service Provider shall be as outlined in the Contract, in particular:

- a) The Service Provider shall carry out the Services only through its regular/contracted employees, hereinafter referred to as "The Service Provider's employee (s)" in accordance with the provisions of the Contract; and
- b) The Client shall make payments to the Service Provider in accordance with the provisions of the Contract after deduction of all the applicable taxes required under the existing laws at the time of payment and recover damages, if any, during providing the services.

3. The Service provider shall provide the Services during the period commencing **01st January 2025** and continuing through **31st December 2025** or any other period as may be subsequently agreed by the parties in writing.



IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

<p>For and on Behalf of SBP Banking Services Corporation</p>	<p>For and on behalf of the M/s Mass International Pvt. Ltd.</p>
<p> <i>[Authorized Representative]</i> (Name, Designation, Official Stamp and signature) </p>	<p> <i>[Syed Waqar Ahmed, Manager Technical]</i> (Name, Designation, Official Stamp and signature) </p>
<p>Witness 1</p>	<p>Witness 1</p>
<p>Name: <u>Mr. Yasir Jawed</u> CNIC# <u>42201-7635673-3</u> Signature: </p>	<p>Name: <u>Mr. Faizan Qaisar, Senior Support Engineer</u> CNIC# <u>44206-9046476-3</u> Signature: </p>
<p>Witness 2</p>	<p>Witness 2</p>
<p>Name: <u>SADAQUAT ALI</u> CNIC# <u>33303-4549711-7</u> Signature: </p>	<p>Name: <u>Muhammad Rehan Faridi, IT Manager</u> CNIC# <u>42101-1723420-9</u> Signature: </p>

A. General Conditions of Contract (GCC)

1. General Provisions	
1.1. Definitions	<p>1.1.1. Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:</p> <ul style="list-style-type: none"> a) “Applicable Law” means the laws and any other instruments having the force of law in the Islamic Republic of Pakistan. b) “Bid” means the tender or offer submitted by the Bidder in response to Invitation to Bid published by the Client c) “Completion Date” means the date of completion of the Services by the Service Provider as certified by the Client d) “Day” means a Gregorian calendar day unless indicated otherwise. e) “GCC” means these General Conditions of Contract; f) “Government” means the Government of the Islamic Republic of Pakistan; g) “Party” means the Client or the Service Provider, as the case may be, and “Parties” means both of them; h) Performance Specifications” means the specifications of the services included in the bidding documents submitted by the Service Provider to the Client. i) “Services” means the work to be performed by the Service Provider under this Contract, as described in Appendix A hereto. j) “Service Provider’s Bid” means the completed Bidding Documents submitted by the Service Provider to the Client k) “SCC” means the Special Conditions of Contract by which the GCC may be amended or supplemented
1.2. Applicable Law	1.2.1. The Contract shall be governed by the laws of the Islamic Republic of Pakistan.
1.3. Language	1.3.1. This Contract has been executed in English/Urdu, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract
1.4. Notices	1.4.1. Any notice, request, or consent made under this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, email, or facsimile to such Party at the address specified in the SCC.
1.5. Location	1.5.1. The Services shall be performed at such locations as are specified in Appendix A and, where the location of a particular task is not so specified, at such locations in Pakistan, as the Client may approve.
1.6. Authorized Representatives	1.6.1. Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Client or the Service Provider may be taken or executed by the officials specified in the SCC.
1.7. Inspection and Audit by the Client	1.7.1. The Service Provider shall upon reasonable notice by the Client allow the Client’s Management, its auditors to inspect, examine and audit its accounts and records which are directly relevant to the performance of the Services as



1. General Provisions	
	outlined in this contract and to have them audited by auditors appointed by the Client if so required by the Client.
1.8. Taxes, Duties and other applicable laws.	<p>1.8.1. The Service Provider shall pay its own and its employees' taxes, and the Client is authorized to withhold any tax from payment to the Service Provider and to deposit the same into the Governmental Treasury. The Service Provider shall also ensure compliance with local laws and applicable regulations.</p> <p>1.8.2. Any additional tax, levies, duties, or modification in the existing rates of tax and other applicable laws imposed during the pendency of this contract shall be adjusted in the contract price by both parties.</p>
1.9. Relationship of Parties	1.9.1. Nothing in this Contract is intended or shall be deemed to constitute a partnership agency, employer-employee or joint venture relationship between the Parties. No Party shall incur any debts or make any commitments for the other except to the extent, if at all specifically provided herein.

2. Commencement, Completion, Modification, and Termination of Contract	
2.1. Effectiveness of Contract	2.1.1. This Contract shall come into effect on the date the Contract is signed by both parties or such date as may be stated in the SCC.
2.2. Commencement of Services	2.2.1. The Service Provider shall start carrying out the Services within thirty (30) days after the Contract becomes effective, or at such other date as may be specified in the SCC.
2.3. Intended Completion Date	2.3.1. Unless terminated earlier under Clause 2.6 , the Service Provider shall complete the activities by the Intended Completion date, as is specified in the SCC. If the Service Provider does not complete the activities by the Intended Completion Date, it shall be liable to pay liquidated damage as per Sub-Clause 3.11 . In this case, the Completion Date will be the date of completion of all activities.
2.4. Modification	2.4.1. Modification of the terms and conditions of this Contract, including any modification of the scope of the Services or the Contract Price, may only be made by written agreement between the Parties in compliance with PPR-2004.
2.5. Force Majeure	<p>2.5.1. Definition</p> <p>For this Contract, "Force Majeure" means an unforeseeable event that is beyond the reasonable control of a Party, and which makes a Party's performance of its obligations under the Contract impossible or as to be considered impossible under the circumstances. The Party affected by Force Majeure shall on the occurrence of such event leading to Force Majeure, immediately notify the other Party in writing and take all reasonable steps to overcome the Force Majeure. If the Force Majeure persists, the affected Party may terminate this contract as per clause 2.6 of the Contract because of Force Majeure.</p> <p>2.5.2. No Breach of Contract</p> <p>The failure of a Party to fulfill 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</p>



2. Commencement, Completion, Modification, and Termination of Contract

such an event;

- a. has taken all reasonable precautions, due care and reasonable alternative measures 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.

2.5.3. Extension of Time

Any period within which a Party shall, under this Contract, complete any action or task or additional task shall be extended for a period equal to the time during which such Party was unable to perform such activities as a result of Force Majeure or on the advice of Client.

2.6. Termination

2.6.1. By the Client

The Client may terminate this Contract, by not less than thirty (30) days written notice of termination to the Service Provider, to be given after the occurrence of any of the events specified in paragraphs (a) through (f) of this **Clause 2.6.1** and sixty (60) days in the case of the event referred to in (g):

- a) if the Service Providers do not remedy a failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the Client may have subsequently approved in writing;
- b) if the Service Provider becomes insolvent or bankrupt;
- c) if, as the result of Force Majeure, the Service Provider/s are unable to perform a material portion of the Services for not less than sixty (60) days; or
- d) if the Service Provider/s, in the judgment of the Client has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- e) if the Service Provider does not maintain a Performance Guarantee under **Clause 3.12**
- f) if the Service Provider has delayed the completion of the Services by the number of days for which the maximum amount of liquidated damages can be paid under **Sub-Clause 3.11.1** and the **SCC.**;
- g) if the Client, in its sole discretion, decides to terminate this Contract.

2.6.2. By the Service Provider

The Service Provider may terminate this Contract, by not less than thirty (30) days" written notice to the Client, such notice to be given after the occurrence of any of the events specified in following paragraph of this **Clause 2.6.2**:

- a) If the Client fails to pay any amount to the Service Provider under this Contract and not subject to dispute pursuant to **Clause 7** within forty-five (45) days after receiving written notice from the Service Provider that such payment is overdue.

2.6.3. Payment upon Termination



2. Commencement, Completion, Modification, and Termination of Contract

Upon termination of this Contract under **Clauses 2.6.1 or 2.6.2**, the Client shall make the following payments to the Service Provider:

- a) Payment of services under **Clause 6** for Services satisfactorily performed by the Service Provider before the effective date of termination;
- b) except in the case of termination under paragraphs (a), (b), (d), (e), (f) of **Clause 2.6.1**, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract.

3. Obligations of the Service Provider

3.1. General

- 3.1.1.** The Service Providers shall perform the Services in accordance with the Description of the Services and the Activity Schedule, and carry out their obligations with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices. The Service Provider shall always act in good faith in respect of any matter relating to this Contract or to the Services, and shall at all times support and safeguard the Client's legitimate interests in any dealings with Sub Service providers or third parties.
- 3.1.2.** The Service Provider will ensure continuity of services without interruption as per requirement.
- 3.1.3.** In the course of the performance of the services, the Service Provider shall comply with all requirements of the Client.
- 3.1.4.** The Service Provider shall comply with all applicable laws, rules and regulations, instructions and customary practices of the Client in Pakistan;
- 3.1.5.** The Service Provider shall promptly notify the Client of any matter coming to their knowledge that could have a material effect on the business or affairs of the Client.
- 3.1.6.** The Service Provider shall comply with any code of conduct provided to the Service Provider by the Client from time to time and shall conduct themselves in a manner which is not prejudicial to the interest and business of the Client.

3.2. Indemnity

- 3.2.1.** The service provider agrees to indemnify the Client and hold it harmless against all liabilities, including judgements and cost of litigation, for anything done or omitted by the service provider in the execution of this Contract.

3.3. Conflict of Interests

- 3.3.1. Service Provider and Service Provider's employee (s) Not to Benefit from Commissions and Discounts.**
Payment against the services under **Clause 6** shall constitute sole payment to the Service Provider. The Service Provider shall not accept for their benefit any



3. Obligations of the Service Provider

trade commission, discount, or similar payment in connection with activities pursuant to this Contract, and in discharge of their obligations under this Contract, The Service Provider shall ensure that the Service Provider's Employee(s), or their affiliates shall not receive any additional payment.

3.3.2. Service Provider and Affiliates Not to be Otherwise Interested in Project

The Service Provider agrees that during the term of this Contract and after its termination, the Service Provider and its affiliates shall be disqualified from providing goods, works, or Services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.

3.3.3. Prohibition of Conflicting Activities

Neither the Service Provider nor its affiliates shall engage, either directly or indirectly, in any of the following activities:

- a) during the term of this Contract, any business or professional activities in the Islamic Republic of Pakistan which would be in conflict with the activities assigned to them under this Contract;
- b) during the term of this Contract, neither the Service Provider nor its affiliates shall employ regular or contractual employees in active duty or on any type of leave, to perform any activity under this Contract;
- c) after the termination of this Contract, such other activities as may be specified in the SCC.

3.4. Confidentiality

3.4.1. Information relating to evaluation of bids and recommendations concerning to award of the contract shall not be disclosed by the Client to the bidders or to any other person who is not officially concerned with the process, until the announcement of the result of evaluation.

3.4.2. The Bidder shall not disclose or attempt to make public any information relating to the bidding documents, bidding process and award of the contract to any person or entity without the Client's prior written consent.

3.4.3. In case of any disclosure related to the bidding process and contractual obligations at any stage by any bidder, the Client may reject its bid and/or terminate the contract.

3.5. Contractual Liability Insurance to be taken out by the Service Providers

3.5.1. The Service Provider may obtain Contractual Liability Insurance to cover all claims related to Negligence / Fraud if any, committed by The Service Provider's employee (s) in the course of this contract with the Client, and shall indemnify and keep indemnified the Client, at all times against any such loss, claim, damage, and charge. The Service Provider is responsible to acquire the required coverage and facilitate in fulfilling the requirements of the insurance agency where



3. Obligations of the Service Provider

	<p>Client will provide all the related documents as per the Insurance Company's requirement so that the claims can be settled expeditiously. However, the Service Provider shall be responsible to indemnify the Client within 45 days after receiving all the required supporting documents to support the claim regardless of the payment of the insurance amount paid by the insurance company to the Service Provider. Failure of the Service Provider to pay the Client's claim within the aforesaid period shall authorize the Client to deduct the claimed amount from the monthly Service Charges payable to The Service Provider. In case the Client fails to provide the supporting documents to prove the incident, no claim amount will be paid.</p> <p>3.5.2. The Service Provider at the Client's request shall provide evidence to the Client showing that such insurance has been taken out and maintained and that the current premiums have been paid.</p>
3.6. Service Providers' Actions Requiring Client's Prior Approval	<p>3.6.1. The Service Provider shall obtain the Client's prior approval in writing before taking any of the following actions:</p> <ul style="list-style-type: none">a) entering into a subcontract for the performance of any part of the Services,b) changing the schedule of activities;c) any other action that may be specified in the SCC.
3.7. Independent Service Provider Status	<p>3.7.1. The parties agree that this contract creates an independent Service Provider relationship, not an employment relationship. The Service Provider acknowledges and agrees that the Client will not provide the Service Provider or the Service Provider's employee(s) any fringe benefits or for the reimbursement of any expenses, including without limitation any medical or pension payments, and that income tax/withholding tax is Service Provider's responsibility.</p> <p>3.7.2. The Service Provider shall be exclusively responsible for paying the salary and other emoluments and providing the benefits to which each of the Service Provider employee (s) is entitled under his/her contract with the Service Provider. All claims made by the Service Provider's employee(s) shall be dealt with exclusively by the Service Provider.</p> <p>3.7.3. None of the Service Provider's employee (s) shall be entitled to seek employment with the Client merely on the ground that he/she had been engaged by the Service Provider during the tenure of this Contract or was engaged by the Service Provider for the provision of the services to the Client.</p>
3.8. Compliance with all the Regulatory Requirement	<p>3.8.1. The Service Provider will be responsible for the due and proper payment of and observance of all laws applicable to them.</p> <p>3.8.2. The Service Provider will ensure that all the applicable regulatory requirements/labor laws are fully met and</p>



3. Obligations of the Service Provider	
	<p>accordingly indemnify Client against any claims with regards to the above.</p> <p>3.8.3. The Service Provider shall take all practicable steps to ensure that all of its resources comply with the Applicable Law.</p>
3.9. Reporting Obligations	3.9.1. The Service Provider shall submit to the Client the reports and documents specified in Appendix A as and when required by the Client.
3.10. Documents Prepared by the Service Providers to Be the Property of the Client	3.10.1. All, reports, and other documents and software submitted (if any) by the Service Provider under Clause 3.9 shall become and remain the property of the Client, and the Service Provider shall, upon request from the Client during the execution of Contract and in any case not later than upon termination or expiration of this Contract, deliver all such documents and software to the Client, together with a detailed inventory thereof. The Service Provider may retain a copy of such documents and software. Restrictions about the future use of these documents, if not specified in the SCC shall be communicated during the execution of the Contract.
3.11. Liquidated Damages	<p>3.11.1. <u>Payments of Liquidated Damages</u></p> <p>The Service Provider shall pay liquidated damages to the Client as stated below:</p> <p>a) Maintenance services related to equipment: The duration for which the equipment remained unserviceable or not available to user in operational state is to be deducted at the pro rata basis.</p> <p>b) Operational Services: The supplier/vendor could not attend the operational services through his deployed staff for the contracted purpose. The operational services should be charged at the rate of 0.05 % of the contracted amount on daily basis. The Client may deduct liquidated damages from payments due to the Service Provider. Payment of liquidated damages shall not affect the Service Provider's liabilities.</p> <p>3.11.2. <u>Correction for Over-payment</u></p> <p>If the Intended Completion Date is extended after liquidated damages have been paid, the Client shall correct any overpayment of liquidated damages by the Service Provider by adjusting the next payment.</p> <p>3.11.3. <u>Lack of performance penalty</u></p> <p>If the Service Provider has not corrected a Defect within the time specified in the Client's notice, a penalty for Lack of performance will be paid by the Service Provider. The amount to be paid will be calculated as a percentage of the cost of having the Defect corrected, assessed as described in Clause 7.2.</p>
3.12. Performance Guarantee	3.12.1. The Service Provider shall provide the Performance Guarantee to the Client no later than the date specified in the Letter of acceptance. The Performance Guarantee shall be issued in an amount and form and



B

3. Obligations of the Service Provider

	<p>by a commercial bank acceptable to the Client and denominated in the currency in which the Contract Price is payable. The Performance Guarantee shall be valid until a date 28 days from the Completion Date of the Contract.</p> <p>3.12.2. The Performance guarantee may be forfeited if a Bidder:</p> <ol style="list-style-type: none">i. fails to fulfill all the contractual and legal obligations;ii. fails to agree with the decision made by the Client as a result of arbitration; oriii. Violates any law(s) during execution of contract.iv. fails to start the execution of services or stop providing services without prior approval of the Client.
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4. Service Provider's Team

4.1. Description of Services to be performed by the Service Provider	4.1.1. The scope of services to be performed by the Service Provider are described in Appendix A.
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5. Obligations of the Client

5.1. Provide information about the code of conduct	5.1.1. The Client shall provide the Service Provider with information on the code of conduct and security procedures. The Client shall immediately notify the Service Provider of any changes to the same during the continuance of this Contract.
5.2. Change in the Applicable Law	5.2.1. If, after the date of this Contract, there is any change in the Applicable Law concerning taxes, duties, which increases or decreases the cost of the Services rendered by the Service Provider, then the cost of services payable to the Service Provider under this Contract shall be adjusted accordingly by a written agreement between the Parties, and corresponding adjustments shall be made to the amounts referred to in Clauses 6.2 , as the case may be.
5.3. Services and Facilities	5.3.1. The Client shall make available to the Service Provider the Services and Facilities listed under Appendix B.
5.4. Assistance	5.4.1. No assistance regarding any type of regulatory exemption related to contract execution will be provided by the Client.

6. Payments to the Service Provider

6.1. Payments	6.1.1. The Service Provider's payment shall not exceed the Contract Price/rates and shall be a fixed lump-sum including all other costs incurred by the Service Providers in carrying out the Services. Except as provided in Clause 5.2 , the Contract Price may only be increased above the amounts stated in Clause 6.2 if the Parties have agreed to additional payments under Clauses 2.4 and 6.3.
6.2. Contract Price Ceiling	6.2.1. The price/rates payable are set forth in the SCC.
6.3. Payment for Additional Services	6.3.1. To determine the payment due for additional services as may be agreed under Clause 2.4 , a breakdown of the agreed contract price is provided in Appendix D.



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6. Payments to the Service Provider

6.4. Terms and Conditions of Payment	6.4.1. Payments will be made to the Service Provider according to the payment schedule stated in the SCC.
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7. Quality Control

7.1. Performance Standards	7.1.1. The Service Provider will maintain the highest level of service standards.
7.2. Correction of Defects, and Penalty for Lack of Performance	<p>7.2.1. The Client shall give notice to the Service Provider of any failures or service deficiencies before the end of the Contract. The Deficiency liability period shall be extended for as long as Deficiency remains to be corrected.</p> <p>7.2.2. Every time notice of a failure in performance arises, the Service Provider shall correct the notified failure in the performance within the length of time specified by the Client's notice.</p> <p>7.2.3. If the Service Provider has not corrected a failure in the performance within the time specified in the Client's notice, the Client will assess the cost of having the failure corrected, the Service Provider will pay this amount, and a Penalty for Lack of Performance calculated as described in Clause 3.11</p>

8. Resolution of Disputes

8.1. Arbitration	8.1.1. In case of a dispute arising between the Parties regarding the terms of or rights and obligations of the Parties under this Contract, if not resolved amicably, shall be settled by arbitration under the Arbitration Act, 1940 .
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9. Corrupt and Fraudulent Practices

9.1. Corrupt & Fraudulent Practices	<p>9.1.1. The Client requires compliance with its policy regarding corrupt and fraudulent practices. In pursuit of this policy, the Client follows, inter alia, the instructions contained in Rule 2(1)(f) of PPR 2004 which defines:</p> <ul style="list-style-type: none">i. <i>"corrupt and fraudulent practices"</i> in respect of procurement process, shall be either one or any combination of the practices including,-ii. <i>"coercive practices"</i> which 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;iii. <i>"collusive practices"</i> which means any arrangement between two or more parties to the procurement process designed to stifle open competition for any wrongful gain, and to establish prices at artificial, non-competitive levels;iv. <i>"corrupt practices"</i> which means the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the acts of another party for wrongful gain;v. <i>"fraudulent practices"</i> which 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 liability.
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9. Corrupt and Fraudulent Practices

obligation; and

- vi. "obstructive practices" which means harming or threatening to harm, directly or indirectly, persons to influence their participation in a procurement process, or affect the execution of a contract;"

9.2. Penalties

9.2.1. The Client will terminate the contract if it determines that the Service Provider recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive and obstructive practices in competing for the contract in question;

9.2.2. The Client will sanction a Service Provider, including declaring the Service Provider ineligible, either indefinitely or for a stated period, to be awarded a Client's contract if at any time it determines that the Service Provider has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive and obstructive practices in competing for, or in executing Client's contract; and

9.2.3. Under **Rule 19 of PPR-2004**, "The Client can inter alia blacklist Service Provider found to be indulging in corrupt or fraudulent practices. Such barring action shall be duly publicized and communicated to the PPRA.

9.3. Mechanism Blacklisting and cross-debarring

9.3.1. Under **Rule 19 of PPR-2004**, the following mechanism and manner for Blacklisting and cross-debarring, from participating in their respective procurement proceedings will be followed as per the below mechanism:

Nature of Offense/Fault	Means of Verification	Action By Committee
Corrupt and Fraudulent Practices	<ul style="list-style-type: none"> • Results of Bid analysis resulting in substantive evidence of collusion. • Actual instance verifiable as per law of land and applicable Rule and Regulations of SBP Banking Services Corporation • Cross verification of documentary undertaking submitted by Service Provider. 	Blacklisted and cross-debarred for the period up to 10 years.
Performance Deficiencies	<ul style="list-style-type: none"> • Documented evidence in form of consistent performance deficiencies and notices of performance deficiencies not suitably responded to or defended by Service Provider. 	Blacklisted and cross-debarred for the period up to 03 years.

9.3.2. However, such barring action shall be undertaken only after Service Provider has been provided an adequate opportunity of being heard, who is to be barred and blacklisted.



9. Corrupt and Fraudulent Practices	
	<p>9.3.3. The receipt for any money paid by the Service Provider will not be considered as an acknowledgment of payment to the service provider unless such receipt is signed by a duly authorized officer of the Client and the service provider shall be solely responsible for seeing that a proper receipt is provided.</p> <p>9.3.4. Under Rule 7 of PPR 2004, the service provider undertakes to sign an Integrity pact in accordance with the prescribed format attached hereto at Section 6 for all the procurements estimated to exceed Rs. 10.00 million or any other limit prescribed by the Client.</p>
9.4. Beneficial Ownership information	<p>9.4.1. For Services/works worth Rs.50M or above, the Service Provider shall provide Beneficial Ownership information on the prescribed Form. Failure to provide the required information of the beneficial ownership by the company or submission of false or partial information, SBP BSC shall:</p> <ul style="list-style-type: none"> i. Blacklist the said company in accordance with Rule19(1)(a) of Public Procurement Rules, 2004, ii. Reject the bid of the said company.



B. Special Conditions of Contract (SCC)

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.

Number of GCC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1.4	<p>The addresses are:</p> <p>Client:</p> <p style="text-align: center;">Director IBSD Internal Bank Security Department 4th Floor, BSC House, SBP Banking Services Corporation I.I Chundrigar Road, Karachi Tel: 021-9922-1649 Email: Khalid.Mehmood3@sbp.org.pk</p> <p>Service Provider:</p> <p>Attention: <u>Syed Waqar Ahmed, Manager Technical</u></p> <p>Address: <u>1110-1114, Uni Plaza, I. I. Chundrigar Road Karachi.</u></p> <p>Tel/Mob# <u>0302-8111360</u></p> <p>Email: <u>waqar@massinternational.com</u></p>
1.6	<p>The Authorized Representatives are:</p> <p>For the Client (Nominee of the Client)</p> <ul style="list-style-type: none"> ○ Name: <u>Ghulam Qadir</u> ○ Designation: <u>Fire and Safety Officer</u> <p>For the Service Provider (Nominee of the Service Provider)</p> <ul style="list-style-type: none"> ○ Name: <u>Mr. Faizan Qaisar</u> ○ Designation: <u>Senior Support Engineer</u>
2.2	The Starting Date for the commencement of Services is 01st January 2025
2.3	The Intended Completion Date is 31st December 2025
3.4	The Service provider while rendering the required services shall not release any information acquired from the Client due to their exposure that is sensitive and should be kept strictly confidential irrespective of the fact it is specified or otherwise. Moreover, all important and/or confidential documents provided by the Client shall not be taken out of the assigned workspace.
3.9	The Service Provider shall submit complete reports & documents and all the deliverables as per details mentioned in Appendix A.
3.11.1	<p>The Service Provider shall pay liquidated damages to the Client as stated below:</p> <p>a) Maintenance services related to equipment: The duration for which the equipment remained unserviceable or not available to user in operational state is to be deducted at the pro rata basis.</p> <p>b) Operational Services: The supplier/vendor could not attend the operational services through his deployed staff for the contracted purpose. The operational services should be charged at the rate of 0.5 % of the contracted amount on daily basis. The Client may deduct liquidated damages from payments due to the Service Provider. Payment of</p>



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	liquidated damages shall not affect the Service Provider's liabilities.
3.12	The amount of performance guarantee is Rs. 160,529/- , which shall remain valid for 28 days beyond the expiry date of the contract.
5.2	Prices/Rates payable to the Service provider as stated in the Contract are not subject to any adjustment during the performance of the contract. However, any subsequent legislation enacted, changes in the rate of any indirect tax, levy of additional tax or duty during the currency of contract that impacts the contract price would be duly accounted for by both the parties of the contract i.e. in case of increase or decrease in the rates of the said taxes and duties or levy of any new tax or duty, the contract price would be adjusted accordingly.
6.2	The amount is Rs. 3,210,570/- .
6.4	Payments will be made upon submission of invoice/s, after confirmation of satisfactory services by Concerned Designated Client's Official/s on monthly basis. Furthermore, payments of routine services will be made to the service provider against the total number of functional machines only.



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Appendix A

(Description of the Services, Performance Specifications & Terms of Reference)

Scope of Services:

The maintenance and technical support services are required for the following installed IDTECK brand RFID Access Control System (ACS) along with centralized communication, monitoring and management software, associated licenses, Wiring, Magnetic /bolt locks, and mounting accessories.

#	Description of ACS Device/Accessories	Qty.	Location	Contract Duration
1	ACS Door Controller Panels	40	SBP Main Campus Buildings Karachi, KDA & North Nazimabad sites.	One Year
2	RFID Readers	112		
3	Lock (Magnetic/Bolt)	47		
4	Push Buttons	07		
5	IDTECK Standard Software (Server/client), Communication software	01	Refer table below for floor wise detail of ACS devices & accessories	

Note: Payments will be made upon submission of invoice after confirmation of satisfactory services by Concerned Designated Client's Official on monthly basis. Furthermore, payments of routine services will be made to the service provider against the total number of functional machines only.

Location	ACS Panel	RFID Readers	Door Lock	Push Button
Ground Floor(Main Building)	4	4	NIL	NIL
Telegram/Bullion	1	2	2	
1 st Floor(Main Building)	4	8	3	
2 nd Floor(Main Building)	2	8	3	
3 rd Floor(Main Building)	2	6	3	
4 th Floor(Main Building)	2	6	5	
5 th Floor(Main Building)	1	4	2	
6 th Floor(Main Building)	2	6	4	2
7 th Floor(Main Building)	1	4	2	
8 th Floor(Main Building)	1	4	2	
9 th Floor(Main Building)	1	4	2	
10 th Floor(Main Building)	1	4	2	
LRC BACKUP	1	4	3	2
WICKET GATE	2	2		
Main Building Lift Lobby	2	6		
Gate1	2	4		
Gate7	1	4		
NCB Ground Floor	2	8		
NCB1 st Floor	1	4	2	
NCB2 nd Floor	NIL	NIL	NIL	NIL
NCB3 rd Floor	1	4	2	NIL
NCB4 th Floor	1	4	2	NIL
Day Care	1	2	1	NIL
KDAP3BackupSite	02	06	04	02
KDAP4Backupsite	01	03	02	01
BCP Site North Nazimabad	01	01	01	NIL



A pre-bid survey of the site will be arranged on bidder's request, which will facilitate bidder's to ascertain over all arrangement and condition of the equipment at site.

One year comprehensive maintenance and technical support services for the IDTECK RFID Access Control System/equipment (including reader, door controller panels and its components and peripherals like magnetic bolt lock etc.), along with associated software(s), licenses and integrated system mentioned in the Terms of Reference (TORs). The Door alignment with respect to electronic bolt locks should be done by the contractor on as and when required basis.

The scope of services includes the services pertaining to the complaints receiving, reporting on time at the customer site, diagnostic, troubleshooting, repair, warranty or replacement claims, technical configurations, software patch fixing, upgrades, fixing of cyber security vulnerabilities, technical support and on site engineering support for the period of contract as per the criteria given below:

The scope includes all Custom clearing, transportation and on-site delivery of the hardware replacement parts after Duty Delivery Paid to SBP meeting the timelines, the return and collection from customer site and return of faulty items to OEM is also the responsibility of the supplier

Contract period will start from the Date of commencement of services mentioned in contract. The supplier is responsible to make necessary arrangements with the OEM to ensure the contract compliance.

The supplier will provide full technical support during the entire contract period, covering the repair, maintenance and replacement of faulty ACS hardware devices and associated peripheral components, software without any additional cost to purchaser in case of any failure as per mechanism given below:

1. The complaints can be lodged anytime during 24 x 7, which shall be handled by service provider according to the following categories. The categories are strictly time-bound as mentioned against each and the vendor is to strictly adhere by the same:
 - **Severity 1 (Red)** —Multiple failures of RFID ACS system, devices & associated accessories/components are not working. For example, the ACS of three or more locations is "down" due to a hardware failures or problem in centralized software. The business operations are at halt, severely compromised or down due to this.
 - **Severity 2 (Orange)** —Any of the ACS device/controller or accessory in the setup is "failed/not working" due to a hardware or associated software /service failures and the business is running with alternate arrangement. For example, one ACS device in a building is not working.
 - **Severity3(Yellow)**—Operational performance of the server's setup and its components are showing errors, while the setup is functional at all sites. Intermittent issue with any single device. Information or technical assistance is required. At present no impact on SBP business operations but it requires vendor or OEM help to resolve the issue permanently by troubleshooting /replacing hardware or software.

#	DESCRIPTION	REDCA TEGORY	ORANGE LEVEL	YELLOW LEVEL
1.	Reporting time (24x7)	Within 3Hour of Reported Incident	within 6Hours of ReportedIncide nt	Within 24Hours of Reported Incident
2.	Recovery Time	Within 4Hours of Reporting	Within 12Hours Of Reporting	Within 72Hours Of Reporting



3.	Backup Replacement: In case of failure of ACS Device or its component(s) the replacement or provision of backup unit is required	Within6hours	Within24hours	Within96hours
----	--	--------------	---------------	---------------

2. As per requirement Local or international support from qualified and experienced technicians via internet or phone / fax till the problem is completely resolved or backup is provided and operations restored.
3. Claim of Advance Hardware Replacement from the principal of hardware to be placed for components or for the whole equipment by an onsite engineer.
4. The service provider will deploy his technical resource at SBP BSC site on daily basis during working hours except on Saturdays, Sundays and public holidays, equipped with necessary tools to ensure the support, round the clock for the emergency fault recovery, and will ensure reporting time and resolution time as per the contract.
5. The service provider will provide one qualified resident engineer during banking hours from 0900 am to 1730 pm on daily basis except Saturday, Sunday and Public holidays. In addition to resident engineer, two OEM certified technicians would be required to be deployed in eight hour shift at Bank on daily basis except Saturday, Sunday and Public holidays. The technicians would be required to perform duties from 0700 am to 1500 pm and the second shift will be from 1500 pm to 2300 pm. One technician to be deployed in each shift. However, in case of emergent requirements, the staff may be deployed on Saturday, Sunday and public holidays till rectification of defect
6. The service provider will be responsible for maintaining the record in written or software format of the repairs, service call reports, replacements and installations. All defects, replacement of parts, work done etc. will be recorded.
7. The bidder/service provider will provide the process and facilitate for removing of sensitive data from device before any faulty but accessible device is handed over for repair/replacement. The bidder has to demonstrate the process for verification by IT and cyber security teams.
8. The documentation regarding the functioning of IDTECK ACS devices and allied infrastructure installed in SBP should be provided.
9. The supplier will maintain 10% of inventory stock of above stated listed items at his warehouse to address the emergency faults.
10. The vendor should carry out OEM recommended maintenance routines and maintain a logbook duly signed by Vendor and customer every fortnightly. OEM maintenance routines are to be submitted to SBP BSC as duly verified by the manufacturer.

Reporting Time:

It is the time duration involved in lodging a complaint to the supplier over phone, email or web-link or SMS and the time when the supplier Technical Engineer / Technician capable to start and perform diagnostics reaches the respective purchaser site. The Supplier has to depute and allocate their resources and inventory accordingly to meet reporting and Resolution Time as required in the scope.

Recovery Time:

It is the time duration from logging a support incident till the problem resolution for restoring faulty system from severity RED to ORANGE or from ORANGE to GREEN. This time includes problem identification till successful completion of required corrective action, including replacement (if required).



In case with a time problem shift from the lower category to a higher category, the supplier has to meet the requirement of higher category.

Responsibilities of the Service provider:

- ❖ Keep update to SBP IBSD, ITOD representative about the system functioning, performance.
- ❖ Repair or replacement of faulty ACS devices/system as per scope.
- ❖ Door alignment with respect to electronic bolt locks as and when required basis.
- ❖ Keep the system alive without any degradation and delay. All file based data on the server to be replicated real time on independent server
- ❖ Online data base recovery enabled on an independent server.
- ❖ Maintenance of Database and backup.
- ❖ Maintenance and technical support of Server & clients software
- ❖ Entry Level OEM Online training to be conducted by the OEM trainer every 06 months to the IBSD/Bank staff (10 personnel).
- ❖ If system (Software/Hardware) is malfunctioning, issue will be resolved in consultation with OEM and SBP management for quick & prompt response to alive the system.
- ❖ All patches and software, firmware upgrade shall be the responsibility of service provider.
- ❖ Data transmission from ACS device to server shall not exceed for half an hour (30 minutes)
- ❖ Software license and latest upgrades are to be updated without any additional cost to SBP BSC.
- ❖ SOPs are to be formulated by the Vendor to have limited access rights of the Vendor to ensure any security breach of data.

Support Hours

1. The service provider will provide one qualified resident engineer during banking hours from 0900 am to 1730 Pm on daily basis except Saturday, Sunday and Public holidays. In addition to resident engineer, two OEM certified technicians would be required to be deployed in eight hour shift at Bank on daily basis except Saturday, Sunday and Public holidays. The technicians would be required to perform duties from 0700 am to 1500 pm and the second shift will be from 1500 pm to 2300 Pm. One technician to be deployed in each shift. However, in case of emergent requirements, the staff may be deployed on Saturday, Sunday and public holidays till rectification of defect
2. For RED & ORANGE category incidents, the support is required 24x7as per above given matrix.

Coverage

1. All RFID ACS Devices/equipment and associated hardware, software(s), data base and network connectivity.
2. Complete ACS System and allied components including database.
3. For all single point of failure areas, VIP floors, the required inventory of hardware and software should be maintained by the service provider.
4. All faulty equipment will be replaced by the vendor/service provider at an additional cost (subject to prior approval of SBP BSC) and replaced equipment shall become the property of the SBP.



Payment Mechanism:

The vendor will be paid on monthly basis against duly approved invoices by the security officer/Fire & Safety officer or any other authorized officer of the IBSD department. Payment will be made against functional machines only and non-rendered services will be deducted accordingly from payment.



Appendix B

(Services and Facilities Provided by the Client)

(If any)



Appendix C

(Focal Persons)

Sr.#	Name	Designation	Contact Details (Tel/Mob# & Email)
1.	Syed Waqar Ahmed	Manager Technical	0302-8111360 waqar@massinternational.com
2.	Mr. Faizan Qaisar	Senior Support Engineer	0302-8111345 faizan@massinternational.com
3.	Mr. Rehan Faridi	IT Manager	0302-8111530 rehan@massinternational.com



Appendix D

(Breakdown of Contract Price)

#	Description	Quantity Service	Monthly maintenance cost/Unit (Rs.)	Total Monthly Maintenance Charges (Exclusive of Indirect Taxes)	Applicable Indirect Taxes	Total Monthly Maintenance Charges (Inclusive of Indirect Taxes)	Total Annual Maintenance Charges (Inclusive of Indirect Taxes)
	ACS Devices/Accessories	A	B	C=A*B	D=15%*C	E=C+D	F=E*12
1.	ACS Door Controller Panels	40	650	26,000	3,900	29,900	358,800
2.	RFID Readers	112	1,500	168,000	25,200	193,200	2,318,400
3.	Lock(Magnetic/Bolt)	47	550	25,850	3,878	29,728	356,730
4.	Push Buttons	07	400	2,800	420	3,220	38,640
5.	IDTECK Standard Software (Server & client), Communication software etc.	01	10,000	10,000	1,500	11,500	138,000
	Total		13,100	232,650	34,898	267,548	3,210,570



(Handwritten signature)

(Schedule of Payments)

Payments will be made upon submission of invoice/s, after confirmation of satisfactory services by Concerned Designated Client's Official/s on monthly basis. Furthermore, payments of routine services will be made to the service provider against the total number of functional machines only.



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Appendix F

(Price Schedule)



Mass International (Private) Ltd.

Engineering Systems and Equipment

FORM-II

(ON SERVICE PROVIDER'S LETTERHEAD)

Price Schedule

ITB No. GSD (Proc.II)/IBSD-ACS Maintenance Services / 134883 / 2024

Procurement of Maintenance Services for Access Control System Installed at Different Locations of SBP/SBP BSC at Karachi

Below mentioned services will be as per technical specification given in Section VI-Technical Specification. All prices must be in PKR. All the quotes must be provided as per format specified below.

#	Description	Quantity Service	Monthly maintenance cost/Unit(Rs.)	Total Monthly Maintenance Charges (Exclusive of Indirect Taxes)	Applicable Indirect Taxes	Total Monthly Maintenance Charges (Inclusive of Indirect Taxes)	Total Annual Maintenance Charges (Inclusive of Indirect Taxes)
	ACS Devices/Accessories	A	B	C=A*B	D=15%*C	E=C+D	F=E*12
1.	ACS Door Controller Panels	40	650/-	26,000/-	3,900/-	29,900/-	358,800/-
2.	RFID Readers	112	1,500/-	168,000/-	25,250/-	193,200/-	2,318,400
3.	Lock(Magnetic/Bolt)	47	550/-	25,850/-	3,877.5	29,727.5	356,730/-
4.	Push Buttons	07	400/-	2,800/-	420/-	3,220/-	38,640/-
5.	IDTECK Standard Software (Server & client), Communication software etc.	01	10,000/-	10,000/-	1,500/-	11,500/-	138,000/-
Total							3,210,570/-

Amount in Words: Three Million Two Hundred Ten Thousand Five Hundred and Seventy only

Note:

- i. All the quotes must be provided as per format specified above.
- ii. Prices should be inclusive of all applicable taxes and duties.
- iii. Before filling this form kindly read Technical Specifications and the required Contract in Section VI.
- iv. The Most Advantageous bid will be determined on the basis of total annual cost.
- v. Bid having qualified the technical evaluation criteria and offering lowest evaluated total annual cost will be declared most advantageous.

Seal & Signature of Bidder: _____

Date: 28-10-2024



Head Office: 1110-1113, UMI Plaza, I.I. Chundrigar Road, P.O. Box 13154, Karachi-74000, Pakistan
 Tel: +92-21-33425410, 32428571, 32428572 Fax: +92-21-33425415, 32436720
 Email: info@massinternational.com Website: www.massinternational.com
 Islamabad Office: Office No-4A, Plot No- 6, 4th Floor, Gulberg Phase, E-113 Markaz, Islamabad-PAKISTAN,
 Tel: +92-51-2712312, Fax: +92-51-2712313
 Email: info@massinternational.com Website: www.massinternational.com



Appendix G

(Notification of Award)



SBP BANKING SERVICES CORPORATION
General Services Department
Procurement Division-II

NOA No. GSD (Proc. II) /IBSD-ACS Maintenance Services/177297/2024 December 12, 2024

M/s Mass International Pvt. Ltd.
1110-1113, Uni Plaza, I-I Chundrigar Road
Karachi
Tel: +92-21-3242-5410
Email: info@massinternational.com

Subject: Notification of Award of Contract – Procurement of Maintenance Services for Access Control System Installed at Different Locations of SBP/ SBP_BSC at Karachi ITR No. GSD (Proc. II) /IBSD - ACS Maintenance Services / 134883 /2024

Dear Concern,

Regarding the subject procurement, I am pleased to inform you that the bid submitted by M/s Mass International Pvt. Ltd. has been declared most advantageous by the Evaluation Committee, at the total annual evaluated price of Rs. 3,210,570/- (Rupees Three Million Two Hundred Ten Thousand Five Hundred Seventy Only), inclusive of applicable indirect taxes.

Kindly, acknowledge the receipt of this Notification of Award and submit a Letter of Acceptance latest by December 16, 2024, to ensure timely signing and execution of the contract.

Regards,


(Aqsa Arshad)
Assistant Director
021-3311-5963



Appendix H

(Letter of Acceptance)



Mass International (Private) Ltd.
Engineering Systems and Equipment

SHS/SBP/Acceptance/177297/L24-1216-01fsh

December 16, 2024

The Director,
General Services Department,
Procurement Division-II
State Bank of Pakistan-BSC (HOK)
4th Floor-BSC House,
I.I. Chundrigar Road,
Karachi.
Tel: 021-33115472

Sub: Letter of Acceptance against Notification of Award No. GSD (Proc-II)/IBSD-ACS Maintenance Services/177297/2024 for Procurement of Maintenance Service for Access Control System installed at Different Locations of SBP/SBP BSC at Karachi.

Dear Sir,

We hereby confirm and accept the Notification of Award No. GSD (Proc-II)/IBSD-ACS Maintenance Services/177297/2024 for "Procurement of Maintenance Service for Access Control System installed at Different Locations of SBP/SBP BSC at Karachi" for a sum of Rs. 3,210,570/- (Rupees Three Million Two Hundred Ten Thousand Five Hundred Seventy only).

For Mass International Private Limited

Waqar Ahmed
Manager Technical



Head Office: 1110-1114, Jinnah Plaza, I.I. Chundrigar Road, Karachi-74000, Pakistan
Tel: +92-21-32480091-8 32425410, 32425871-72 Fax: +92-21-32425415

Islamabad Office: Office No. 4A, Plot No.5, 4th Floor, Gulberg Plaza, E11/3 Market, Islamabad, Pakistan
Tel: +92-51-2712312 Fax: +92-51-2712313
Email: info@massinternational.com URL: www.massinternational.com



AJ560777

PAKISTAN POSTAGE & TELECOMMUNICATIONS CORPORATION



MUHAMMAD NASIM GABRI STAMP VENDOR
 112-88 Firdausi Road, 3, Magdhalan St. 1,
 Karachi
 No. 31299
 Issue Date: 12/12/2024
 Issued to with Address: [unclear]
 Through with Address: [unclear]
 Purpose: [unclear]
 Stamp Vendor's Signature: [unclear]
 (Do Not Use for Other Purposes)
 Vendor is not responsible for fake documents

16 DEC 2024

Stamp Office, City Court
Karachi

12 DEC 2024

Appendix J

(Integrity Pact)

Integrity Pact pursuant to Rule 7 Public Procurement Rules 2004

Declaration of Fees, Commissions and Brokerage, etc Payable by the Suppliers of Goods, Services & Works

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

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




M/s Mass International Pvt. Ltd. certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with GoP and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

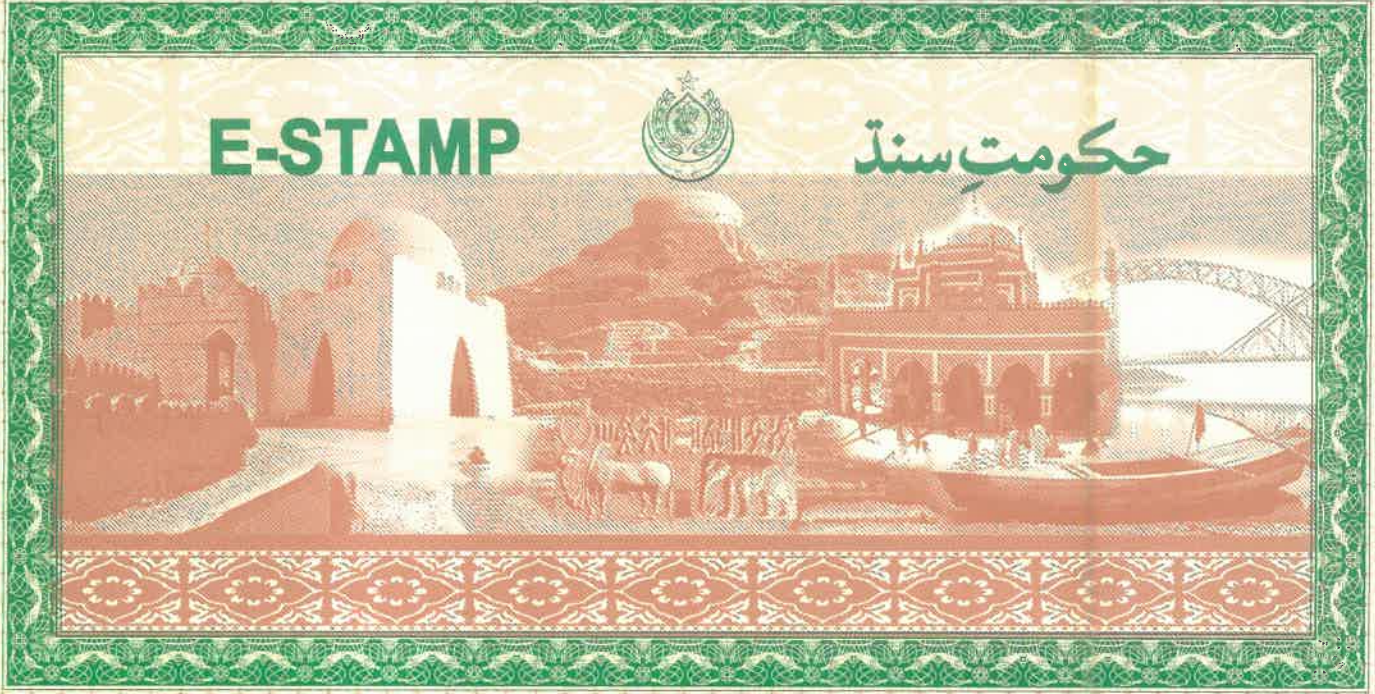


[Handwritten signature]

M/s Mass International Pvt. Ltd. accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to GoP under any law, contract or other instruments, be voidable at the option of GoP.

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

For and on Behalf of SBP Banking Services Corporation	For and on behalf of the M/s Mass International Pvt. Ltd.
 <p>[Authorized Representative] (Name, Designation, Official Stamp and signature)</p> <p>SHILPA DADE Lieutenant Commander (Retd) Internal Department State Bank of Pakistan SBP BSC, Head Office, Karachi</p>	  <p>[Syed Waqar Ahmed, Manager, Technical] (Name, Designation, Official Stamp and signature)</p>



NBP-0002-2412230006091433

GoS-KHI-70C69DD36E2BEAE9

Non-Judicial

Rs 600/-

Description	: Bank Guarantee - 6
Bank	: Mass International (Private) Limited [08238154]
Borrower	: State Bank of Pakistan [90112091]
Applicant	: Talha Bin Ishaq [42101-1373110-1]
Stamp Duty Paid by	: State Bank of Pakistan [90112091]
Issue Date	: 23-Dec-2024, 11:25:18 AM
Paid Through Challan	: 2024EA6440E49A7C
Amount in Words	: Six Hundred Rupees Only

Please Write Below This Line

BANK GUARANTEE

Bank Guarantee No. : 5001/1135/2024
 Amount (PKR) : Rs. 160,530/-
 (Rupees One Hundred Sixty Thousand Five Hundred and Thirty Only)
 Date of Issue : 24.12.2024
 (24th Day of December Two Thousand Twenty Four)
 Validity : 23.12.2025
 (23rd Day of December Two Thousand Twenty Five)

The Director
 General Services Department
 State Bank of Pakistan – BSC
 4th Floor General Services Department, SBP Banking Services Corporation
 I.I. Chundrigar Road, Karachi -Pakistan

Name of Guarantor (Scheduled Bank in Pakistan) with address: Bank AL Habib Limited, Islamic Banking Branch, Shahrah-e-Faisal, Showroom, No.4 7 5, Business Centre, Plot No.19-1-A, Block 06, P.E.C.H.S Sharah-e-Faisal Karachi

Name of Principal (Service Provider) with address: Mass International Private Limited, 1110-1114, Uni Plaza, 11th Floor, I. I. Chundrigar Road, Karachi.

Penal Sum of Guarantee (express in words and figures) Rs. 160,530/- (Rupees One Hundred Sixty Thousand Five Hundred and Thirty only).

Letter of Acceptance No. NOA No. GSD (Proc.II) /IBSD-ACS Maintenance Services/177297/2024
 Dated 12-12-2024

Cont'd P/2





E-STAMP
CONTINUATION SHEET
Government of Sindh

...P2...

Bank Guarantee No. : 5001/1135/2024
Amount (PKR) : Rs. 160,530/-
(Rupees One Hundred Sixty Thousand Five Hundred and Thirty Only)
Date of Issue : 24.12.2024
(24th Day of December Two Thousand Twenty Four)
Validity : 23.12.2025
(23rd Day of December Two Thousand Twenty Five)

KNOW ALL MEN BY THESE PRESENTS, that in pursuance of the terms of the Bidding documents and above said Letter of Acceptance (hereinafter called the Documents) and at the request of the said Service Provider we, the Guarantor above named, are held and firmly bound unto the SBP Banking Services Corporation (hereinafter referred as "SBP BSC") in the penal sum of the amount stated above, for the payment of which sum well and truly to be made to SBP BSC, we bind ourselves, executors, administrators and successors, jointly and severally, firmly by these presents.

THE CONDITION OF THIS OBLIGATION IS SUCH that whereas the Service Provider has accepted SBP BSC's above said Letter of Acceptance for the *Procurement of Maintenance Services for Access Control System Installed at Different Locations of SBP/ SBP BSC at Karachi*

NOW THEREFORE, if the Service Provider shall well and truly perform and fulfill all the undertakings, covenants, terms and conditions of the said Documents during the original terms of the said Documents and any extensions thereof that may be granted by SBP BSC, with or without notice to the Guarantor, which notice is, hereby, waived and shall also well and truly perform and fulfill all the undertakings, covenants terms and conditions of the Contract and of any and all modifications of the said Documents that may hereafter be made, notice of which modifications to the Guarantor being hereby waived, then, this obligation to be void; otherwise to remain in full force and virtue till all requirements of Conditions of Contract are fulfilled or till 23.12.2025 (Expiry Date), whichever occurs earlier.

Our total liability under this Guarantee is limited to the sum stated above and it is a condition of any liability attaching to us under this Guarantee that the claim for payment in writing shall be received by us within the validity period of this Guarantee, failing which we shall be discharged of our liability, if any, under this Guarantee.

We, **Bank AL Habib Limited, Islamic Banking Branch, Shahrah-e-Faisal** (the Guarantor), waiving all objections and defenses under the Contract, do hereby irrevocably and independently guarantee to pay to SBP BSC without delay upon the SBP BSC's first written demand without cavil or arguments and without requiring SBP BSC to prove or to show grounds or reasons for such demand any sum or sums up to the amount stated above, against the SBP BSC's written declaration that the Principal has refused or failed to perform the obligations under the Contract, for which payment will be effected by the Guarantor to SBP BSC's designated Account Number.

PROVIDED ALSO THAT SBP BSC shall be the sole and final judge for deciding whether the Service Provider has duly performed his obligations under the Contract or has defaulted in fulfilling said obligations and the Guarantor shall pay without objection any sum or sums up to the amount stated above upon first written demand from SBP forthwith and without any reference to the Principal or any other person.

IN WITNESS WHEREOF, the above bounded Guarantor has executed this Instrument under its seal on the date indicated above, the name and corporate seal of the Guarantor being hereto affixed and these presents duly signed by its undersigned representative, pursuant to authority of its governing body.

For and On Behalf of
**Bank AL-Habib Limited, Islamic Banking Branch
Shahrah-e-Faisal, Karachi.**



Zain Ali
Operation Manager
P.A. # A-4662

Majid Ahmed Shaikh
Branch Manager
P.A # A-1509

Anita Arsalan
Area Manager -IBD

Witnesses:

1. Name: Fayaz Noor
CNIC: 42301-1877860-1

2. Name: Ali Hussain
CNIC: 42201-1341892-9

160530

EVALUATION REPORT
(As Per Rule 35 of PP Rules, 2004)

1. **Name of Procuring Agency** State Bank of Pakistan (SBP BSC)
2. **Method of Procurement** National Open Competitive Bidding Under Single Stage two Envelope Procedure - Rule 36 (b) of PPR-2004
3. **Title of Procurement** Procurement of Maintenance Services for Access Control System Installed at Different Locations of SBP/ SBP BSC at Karachi
4. **Tender Inquiry No** ITB No. GSD (Proc. II)/IBSD-ACS Maintenance Services/134883/2024
5. **PPRA Ref. No. (TSE)** TS549393E
6. **Date & Time of Bid Closing** 28-10-2024 - 11:00 AM
7. **Date & Time of Bid Opening** 28-10-2024 - 11:30 AM
8. **No. of Bids Received** Two (02)
9. **Criteria for Bid Evaluation** Compliance Based

10. Details of Bid(s) Evaluation

Name of Bidder	Technical Status	Financial Proposal Price*	Status
M/s Mass International Pvt. Ltd.	Responsive & Compliant	Rs. 3,210,570/-	Most Advantageous
M/s Expert Tech Solutions	Responsive & Compliant	Rs. 7,150,705/-	-

*Total annual charges inclusive of applicable indirect taxes and after correcting arithmetic errors, if any.

11. **Most Advantageous Bidder:** M/s Mass International Pvt. Ltd

12. Any other additional / supporting information, the procuring agency may like to share. NA

Signature:


Ramis Ahsan
Deputy Director
Official Stamp: General Services Department....
State Bank of Pakistan
SBP BSC Head Office, Karachi.