

PUBLIC PROCUREMENT REGULATORY
AUTHORITY (PPRA)

CONTRACT AWARD PROFORMA – I

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

- NAME OF THE ORGANIZATION/DEPTT: **Zarai Taraqati Bank Limited**
- FEDERAL / PROVINCIAL GOVT: **Federal**
- TITLE OF CONTRACT: **Acquisition of Co-Location Facilities for Data Center Services in Islamabad**
- TENDER NUMBER: **ZTBL-08-2022**
- BRIEF DESCRIPTION OF CONTRACT: **To co-locate the IT equipment at any location at Islamabad where mission critical applications of the bank is required to be hosted to at-least Tier-3 certified/compliant data center facility.**
- TENDER VALUE: **Rs. 18,136,800.00**
- ENGINEER'S ESTIMATE: **N/A**
(for civil Works only)
- ESTIMATED COMPLETION PERIOD: **3 Years**
- WHETHER THE PROCUREMENT WAS INCLUDED IN ANNUAL PROCUREMENT PLAN? **✓Yes / No**
- ADVERTISEMENT:
 - (i) PPRA Website: **Date: 24.06.2022, PPRA'S Reference No:TS484362E**
(Federal Agencies) (If yes give date and PPRA's tender number)
✓Yes/ No
 - (ii) News Papers: **Newspapers: The News & Dunia,**
Date: 26.06.2022
(If yes give names of newspapers and dates) **✓Yes/ No**
- TENDER OPENED ON (DATE & TIME): **20.07.2022 at 11:00 AM**
- NATURE OF PURCHASE: **✓Local / International**
- EXTENSION IN DUE DATE (If any): **Yes /✓No**

- NUMBER OF TENDER DOCUMENTS SOLD: **01 (Multinet Pakistan)**
- WHETHER QUALIFICATION CRITERIA WAS INCLUDED IN BIDDING/TENDER DOCUMENTS: **Yes / No**
(If yes enclose a copy).
- WHETHER BID EVALUATION CRITERIA WAS INCLUDED IN BIDDING/TENDER DOCUMENTS: **Yes / No**
(If yes enclose a copy).
- WHICH METHOD OF PROCUREMENT WAS USED: - (Tick one)
 - a) SINGLE STAGE – ONE ENVELOPE PROCEDURE _____
 - b) SINGLE STAGE - TWO ENVELOPE PROCEDURE. _____
 - c) TWO STAGE BIDDING PROCEDURE. _____
 - d) TWO STAGE – TWO ENVELOPE BIDDING PROCEDURE____
- PLEASE SPECIFY IF ANY OTHER METHOD OF PROCUREMENT WAS ADOPTED WITH BRIEF REASONS (i.e EMERGENCY, DIRECT CONTRACTING, NEGOTIATED TENDERING ETC.)
- WHO IS THE APPROVING AUTHORITY: **Asad Ullah Habib (Acting President/CEO ZTBL)**
- WHETHER APPROVAL OF COMPETENT AUTHORITY WAS OBTAINED FOR USING A METHOD OTHER THAN OPEN COMPETITIVE BIDDING: **N/A**
- NUMBER OF BIDS RECEIVED: **01**
- WHETHER THE SUCCESSFUL BIDDER WAS LOWEST BIDDER: **Yes / No**
- WHETHER INTEGRITY PACT WAS SIGNED: **Yes / No**

PUBLIC PROCUREMENT REGULATORY
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CONTRACT AWARD PROFORMA – II

To Be Filled And Uploaded on PPRA Website In Respect of All
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- NUMBER OF BIDDERS PRESENT AT THE TIME OF OPENING OF BIDS: **02**

- NAME AND ADDRESS OF THE SUCCESSFUL BIDDER:
M/s Multinet Pakistan, 1st Floor, NTC Building. 6-Race Course Road,
Lahore.

- RANKING OF SUCCESSFUL BIDDER IN EVALUATION REPORT
(i.e. 1st, 2nd, 3rd EVALUATED BID): **1st Lowest Evaluated Bidder**

- NEED ANALYSIS (Why the procurement was necessary?): **To co-locate the IT**
equipment at any location at Islamabad where mission critical applications
of the bank is required to be hosted to at-least Tier-3 certified/compliant
data center facility.

- IN CASE EXTENSION WAS MADE IN RESPONSE TIME, WHAT WERE THE
REASONS (Briefly describe): **(N/A)**

- WHETHER NAMES OF THE BIDDERS AND THEIR PRICES WERE READ OUT
AT THE TIME OF OPENING OF BIDS: **✓Yes / No**

- DATE OF CONTRACT SIGNING: **13.04.2023**
(Attach a copy of agreement)

- CONTRACT AWARD PRICE: **Rs. 18,136,800.00**

- WHETHER COPY OF EVALUATION REPORT GIVEN TO ALL BIDDERS:
(Attach copy of the bid evaluation report) **✓Yes / No**

- ANY COMPLAINTS RECEIVED:
(If yes result thereof) **Yes / ✓No**

- ANY DEVIATION FROM SPECIFICATIONS GIVEN IN THE TENDER NOTICE/DOCUMENTS:
(If yes give details) **Yes / ✓No**

- DEVIATION FROM QUALIFICATION CRITERIA:
(If yes give details) **Yes / ✓No**

- SPECIAL CONDITIONS, IF Any: **Nil**

Bidder Qualification Criteria Form

S#	Condition	Requirement/ Document to be attached	Enclosed? Yes/ No	Proposal Page Ref.
1	Authorization of Tender	All pages are duly signed & stamped by authorized personnel of bidder		
2	Bid Validity is 90 Days	Clearly mention in the Bid		
3	Bid Security	Bid Security as specified in bidding document		
4	Bidder must attach Title Page of Bidding Document containing serial number and original stamp/signature of issuing authority.	Bidder must attach Title Page of Bidding Document containing serial number and original stamp/ signature of issuing authority.		
5	Bidder's Eligibility			
i.	Bidder has technical capabilities to provide support services / assistance during active period of Contract from the date of signing	Bidder will provide relevant technical staff details.		
ii.	Income tax (NTN) Certificate	Valid Income Tax (NTN) Certificate		
iii.	Sales Tax Registration Certificate	Valid Tax Registration Certificate		
iv.	The Bidder should have at least two banks active co-location services in their data center.	Purchase Orders/ any other document from Client (along with their contact numbers)		
6	Affidavit for not being blacklisted	Affidavit that the vendor is not blacklisted by the Government or Semi Government Organization on non-judicial stamp paper.		
7	Proof of financials	Audited Balance sheet for last three years		
8	Name, Address of the vendor, phone , fax, and email address	Detail of company address to be provided.		

By signing this Form, we hereby declare that all information provided above are correct by the best of our knowledge.

We accept all terms and conditions of bidding document and the Procurement Contract as specified in the bidding document and the advertisement. Further by signing this form, we confirm that ZTBL all terms and conditions of bidding document and the Procurement Contract supersede terms & conditions (if any) mentioned by our firm.

Signatures of Authorized Person

Name _____

Designation _____

VENDOR NAME _____

Evaluation Criteria

Technical Specifications			
As mentioned in scope of work. Bidder have to submit technical compliance on the below mentioned list in accordance with the scope of work mentioned in the bidding document: -			
Datacenter Facilities Management			
Sr. No.	Description	Specification Parameter	Compliance (Y/N)
1	Conforms to TIA-942 Tier 3 standards	Conformance & assurance on Company's Letter Head	
2	Must provide the connectivity through Meet-me room to ZTBL's server	Conformance & assurance on Company's Letter Head	
3	Cooling power of N+1 for each precision air conditioner	Conformance & assurance on Company's Letter Head	
4	Firefighting and automatic alarm system	Conformance & assurance on Company's Letter Head	
5	Cabinet, power cord, network cabling, patch cables should be labeled		
6	Dual feeds to each cabinet must come from different UPS group and PDUs	Conformance & assurance on Company's Letter Head	
7	Dual main electric power supply input from different electrical transformers/lines	Conformance & assurance on Company's Letter Head	
8	Precision air condition system (N+1 redundancy), guarantee the temperature is between 18~25°C& humidity is between 45~65%	Conformance & assurance on Company's Letter Head	
9	2 ZTBL Persons Space/seats allocation	Conformance & assurance on Company's Letter Head	
10	Easy access to Co-location 24/7/365	Conformance & assurance on Company's Letter Head	
11	Datacenter Location at Islamabad	Site Complete Address	

ZARAI TARAQIATI BANK LIMITED

FINAL EVALUATION REPORT

(AS PER RULE 35 OF PUBLIC PROCUREMENT RULES 2004)

1	Name of Procuring Agency	ZARAI TARAQIATI BANK LIMITED, HEAD OFFICE, ISLAMABAD
2	Method of Procurement	Open Competitive Bidding. Single stage - one envelope procedure as defined in PPRA Rules 2004, Clause 36 (a)
3	Title of Procurement	Acquisition of Co-Location Facilities for Data Center Services in Islamabad
4	Tender Enquiry No.	ZTBL-08-2022
5	PPRA Ref. No. TSE	TS484362E
6	Date & Time of Bid Closing	20.07.2022, 10:30 AM
7	Date & Time of Bid Opening	20.07.2022, 11:00 AM
8	No. of Bids Received	01 (One)
9	Criteria of Bid Evaluation	<p>Bidder Qualification Criteria</p> <p>Bidder complying with all conditions mentioned in the Bidding Document shall be selected for technical and financial evaluation. Bidder(s) not fulfilling any condition of Bidder Qualification Criteria shall be disqualified and their bids shall not be considered for technical & financial evaluation.</p> <p>BID EVALUATION CRITERIA</p> <p>Technical Evaluation Criteria</p> <p>Bidders' solution submitted as technical proposal must be capable to perform all functions and must meet all requirements mentioned in Scope of Work.</p> <p>Compliance of all technical specifications mentioned in this Bid Document is mandatory. Technical Evaluation to be done on compliant/non-compliant basis (without scoring or weightage). Below specification or partially compliant proposals shall be declared as Non-Compliant. Technical Compliance Matrix given in bid document to be used for evaluation.</p> <p>Financial Evaluation Criteria</p> <p>Technically Compliant Bidders shall be considered for Financial Evaluation. Responsive" bidders on basis of Total Quoted Cost (inclusive of all applicable taxes and excluding any discount), shall be assigned ranking in ascending order i.e. bidder offering lowest evaluated price shall be placed at Top and be called as "Lowest Evaluated Bidder".</p>

ZARAI TARAQIATI BANK LIMITED

10 Details of Bid(s) Evaluation

Name of Bidder	Marks		Evaluated Cost (PKR) Including taxes	Rule/Regulation/SBD/Policy/Basis for Rejection/Acceptance as per Rule 35 of PPRA Rules, 2004
	Technical (If Applicable)	Financial (If Applicable)		
M/s Multinet Pakistan (Pvt.) Ltd.	Not Applicable	Not Applicable	Rs. 18,136,800/-	Accepted. Compliant to Bid Document Terms & Conditions. Financial ranking: Single Technically & Financially Compliant Bidder.

Most Advantageous Bid: M/s Multinet Pakistan (Pvt.) Ltd.

Signature: _____



NAHIDULLAH KHAN
HEAD (IT-PF&AMD)
ZTBL, H.O. Islamabad

Official Stamp _____



E-STAMP



ID : PB-LHR-19175C455817E8B2
Type : Low Denomination
Amount : Rs 100/-



Scan for online verification

Description : AFFIDAVIT- 4
Applicant : MULTINET PAKISTAN PVT LTD [00000-0000000-0]
Representative From : NIL
Agent : MUDASSAR ABBAS [36602-9797476-1]
Address : LAHORE
Issue Date : 3-Mar-2023 10:13:28 AM
Delisted On/Validity : 10-Mar-2023
Amount in Words : One Hundred Rupees Only
Reason : AFFIDAVIT
Vendor Information : Syed Muhammad Tanwir | PB-LHR-1759 | Turner Road

جی ایف ایف ڈی اسٹامپ نمبر
زراں تارا قیاتی بینک لمیٹڈ
لاہور
لائسنس نمبر 1759
ایف ایف ڈی اسٹامپ نمبر
5789

نوٹ: یہ دروازہ کھولنے کا تاریخ اجرا سے سات دنوں تک کے لیے قابل استعمال ہے۔ اس اسٹامپ کی تصدیق بذریعہ ویب سائٹ، کیو آر کوڈ یا ایس ایم ایس سے کی جا سکتی ہے۔

Type "eStamp <16 digit eStamp Number>" send to 8100



PROCUREMENT CONTRACT

THIS CONTRACT is made on this 13th day of April, 2023, between Zarai Taraqiati Bank Limited through Mr. Zeeshan Mazhar (hereinafter "the Purchaser"), of the one part, and Mr. [Atif Mahmood Tahir - Vice President (Business)] of M/s Multinet Pakistan (Private) Limited having registered office at 1D 203, Sector 30, Korangi Industrial Area, Karachi (hereinafter "the Supplier"), of the other part:

WHEREAS the Purchaser invited bids for certain BOQ items and Related Services, viz., TENDER NO. [ZTBL-08-2022] (ACQUISITION OF CO-LOCATION FACILITIES FOR DATA CENTER SERVICES IN ISLAMABAD) published on [24/06/2022] and has accepted a Bid by the Supplier for the supply of BOQ items and Related Services required under Scope of Work and Technical Specifications/BOQ clauses, i.e. [Server Rack: 42U Rack for Servers and Networking Equipment (Quantity: 3 (consecutive)) , Electricity : As per actual KWH (Power Company Rate) & Data center Location at Islamabad Site: 60-A, F-6, Jinnah Avenue, Blue Area, Islamabad, Pakistan] for a total value of Rs. [18,136,800] including GST, (hereinafter "the Contract Price"),

ATTESTED

YASEEN ALI MIRZA
OATH COMMISSIONER
Lahore High Court, Lahore.
Notification No. 33 Gen/IX-S.9(b)1
Issue Date: 01-07-2020
Expiry Date: 30-06-2023

(Handwritten signature)

Now these presents witness and the parties here to agree to the terms & conditions as follow:-

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Contract and bidding document of tender No. [**ZTBL-08- 2022**] referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
 - a. the Letter of Intent to the Supplier for Award of Contract;
 - b. the Acceptance Letter submitted by the Supplier
 - c. the Bid Submission Sheet, the Price Schedules submitted by the Supplier.
 - d. the Technical Specification submitted by the Supplier in their bid
 - e. the communication by the supplier through email or letter wherein the supplier has agreed to any purchaser's demand or condition which was not mentioned or partially mentioned in the supplier's bid
 - f. the Bidding Document of Tender No. [**ZTBL-08- 2022**]

3. TECHNICAL INSPECTION AND EVALUATION

The Bank reserves its right to carry out a technical inspection at Site, with prior notice during the evaluation process and verify the infrastructure available at the offered site for evaluation purpose. The Bank, along with the consultants of the Bank may carry out such inspection.

3.1 Payment Terms

The Bank will make payment as follows:

The Bank will pay the quarterly charges in arrears on submission of tax invoices, along with the proof / verification sheet by the Bank official in respect of the actual Power consumed by the Bank. On submission of the required documents, the payment will be made within 15 days from the date of the claim by the SP. The Bank will be making the payment after deducting the penalty charges and any other charges that are due to the Bank on account of

non-compliance of SLA Terms & the uptime guarantee as per the Tender.

3.2 Pricing & Payments

The price offered to bank must be in Pak rupees, exclusive of all taxes, cost of installation, commissioning and comprehensive on-site maintenance services under warranty.

No price increase on account of changes in any of the duties, levies shall be permitted.

The bank will pay the amount for the power actually consumed. The bank requires a power meter that can measure the exact power consumption by the racks and systems put up by the bank. This consumed power will be payable by the bank at the unit rates provided in the commercials.

3.3 Pre Implementation Inspection

The Bank and/or its nominated agency will carry out Pre-Implementation inspection of the offered colocation site for assessing the readiness in all respects. Successful Service Provider shall make available the necessary infrastructure, on receipt of the Purchase Orders as per the technical



requirement of the Bank. The SP should confirm in writing the readiness of the co-location and hosting site and arrangements to the Bank, as and when the sites are ready for installation of Bank's IT Infrastructure. The Bank along with its consultants (if any) will conduct an inspection and verify the readiness for implementation of its IT Infrastructure.

3.4 Execution, Delivery and Completion

Sr No.	Activity	Time period for Completion
	For Data Centre Co-location and hosting Site	
1	Making the Server area ready and available for setting up the Bank's IT infrastructure in server area (Site should be ready with server Rack, electrical cabling and other facilities like access control system, etc.)	4 weeks from the date of issuing the purchase order to the SP
2	Seating arrangement for the Bank appointed onsite personnel (along with necessary furniture, electrical power, etc)	4 weeks from the date of issuing the purchase order to the SP
3	Site completely ready for Inspection	5 weeks from the date of issuing the purchase order to the SP

3.5 Order Cancellation

The Bank reserves its right to cancel the order in the event of one or more of the following situations:

1. Delay in providing the required Data Centre Space specified in the Tender as per the specifications of the tender and as per the terms & conditions of this TENDER.
2. Delay in making the infrastructure available, for the Bank to use install Systems and use them, as per the requirements specified in the Tender.
3. Serious discrepancy in infrastructure noticed during the site inspection prior to implementation or subsequently during any stage of contract period.
4. Any false claim or certificate is submitted in the tender process / offer document.
5. Any other reason.

In addition to the cancellation of purchase order, the Bank reserves the right to claim the damages from the Service Provider and/or foreclose the Bank Guarantee given by the Service Provider.

3.6 INTER - WORKING OF HARDWARE AND SOFTWARE

The Service Provider must integrate all the required components to make the Data Centre is fully functional and meet the requirement of the Bank. It will be Service Provider's responsibility to locate the exact nature of the problem/fault(s) in the infrastructure and rectify the same. Under no circumstances will a problem/fault be blamed on the other infrastructure without sufficient cause and justification.



3.7 Uptime and Service Levels

The facilities like power, cooling, CCTV monitoring, fire detection & safety systems, security (biometric, physical, access card) provided by the service provider to co-locate Bank's IT Infrastructure should have high availability. The details of Service Level to be maintained by the SP are provided in below clauses. The SP should execute a Service Level Agreement with the Bank for providing the Services envisaged in the Tender, to meet all the requirements specified in BOQ items and scope, to meet the terms and conditions set out in the Tender, to meet the service levels specified and also accept the Penalty for downtime / failure incident.

3.8 PERFORMANCE GUARANTEE

Within 15 days after the contract is awarded the selected SP must submit a performance guarantee equivalent to 10% of the value of the ANNUAL COST of availing co-location & hosting services. Failure to submit performance guarantee within 15 days from date of

award of contract makes liable for forfeiture. The proforma Bank Guarantee is given in Annexure B. The bank guarantee shall be kept valid for initial period of 3 years and to be renewed annually till completion of the contract period if extended. The guarantee shall contain a claim period of three months from the last date of validity.

In case the selected bidder fails to submit performance guarantee within the time stipulated above the bank at its discretion may cancel the order placed on the selected Bidder without giving any notice.

The selected bidder shall be responsible for extending the validity date and claim period of the guarantees as and when it is due on account of in completion contract. Similarly, the SP must submit a performance guarantee for additional value [covering 10% of the value of ANNUAL COST] arising out of the Bank availing Additional / Optional Services set out in the Tender or otherwise, before the start of such additional / optional services.

The Bank shall invoke the guarantee before expiry of validity, if the services rendered by the selected bidder are not satisfactory and not as per the terms of the contract and SLAs. The bank shall notify the selected bidder in writing before invoking the guarantee.

The performance guarantee will be discharged by bank and will be returned to the selected bidder thirty days after expiry of contract period and satisfactory completion of the contract period.

3.9 Termination of the Contract

The Bank, on account of the Change in the IT Plan of the Bank or availing alternate solution for hosting of Systems or due to any change in Structure or inadequacy of services resulting in non-availability of the Systems hosted for use of the Bank, may resort to termination of the Contract and stop availing the Services from the SP. In such a case, the Bank will be issuing a THREE months' notice to the SP for termination of the contract and thereafter stop availing the services.

3.10 Periodic Inspection / Audit

As the Bank is planning to co-locate and host the mission critical systems of the Bank in the offered site, the Bank [or its appointed consultants or Statutory Auditors or Auditors from SBP/ Government] may conduct inspection of the Co-located Building at periodic intervals, for the purpose of assessing the adequacy of infrastructure facilities and the safe guard of the hosted system or for the purpose of reporting to authorities by the Bank. The SP to extend all co-operation in conducting such inspection / Audit. For this purpose, the SP to provide the Officials of the Bank [or its appointed consultants / other Auditors] the physical access, enable verification of access control logs, permit verification of



records maintained by the SP, measure & verification of critical parameters / infrastructure facilities, provide access to the reports submitted by the external authorities like Certifying Agencies

/ Auditors in respect of the Infrastructure / Building Management System.

Any audit observations recorded by bank auditors or regulator with respect to its provided / contracted / expected services are to be removed/satisfied by SP.

3.11 Indemnity

Service Provider shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the components used by the SP for providing the necessary service to the Bank, as required in the Tender.

3.12 Liquidated Damages

If the successful Vendor fails to provide the required Data Centre Space as per the specifications of the tender and as per the terms & conditions of this TENDER, within the period specified in the Tender / Purchase Order issued, Bank shall be entitled to charge penalty/liquidated damages equal to bid security refer section 14 of bidding document. The Bank reserves the right to claim the above damages from the Service Provider and/or foreclose the Bank Guarantee given by the Service Provider.

3.13 Publicity

Any publicity by the Service Provider in which the name of the Bank is to be used should be done only with the explicit written permission of the Bank.

3.14 Force Majeure

In the event that the Supplier or the Purchaser is delayed in performing any of their respective obligations under the contract, and such delay is caused by Force epidemics, earthquakes, quarantine restrictions and freight embargoes, such delay may be excused, and the period of such delay may be added to the time of performance of the obligation delayed. The Service Provider shall promptly notify the bank in writing of such conditions and the cause thereof.

3.15 Resolution of Disputes

All disputes, controversies or differences which may arise between the Supplier and the Purchaser out of or in relation to or in connection with this Contract, shall be settled amicably. If it is not possible to settle the matter amicably, the dispute, controversies or differences shall be finally settled by arbitration in accordance with the provisions of Arbitration Act, 1940 with the consent of both parties. An arbitrator shall be mutually appointed by the both parties having sufficient knowledge of law for dispute resolution. In case the parties do not agree on such mutual appointment, the aggrieved party can move the competent judicial forum within the territorial Jurisdiction of Pakistan under the law of Pakistan and place for dispute resolution will be at Islamabad.

In case a friendly settlement fails, the customer reserves the right to immediately cancel this agreement and call the vendor's bank for encashment of 10% performance guarantee.

4. COMMISSIONING OF HARDWARE AND CONNECTIVITY OWN BY ZARAI TARAQIATI BANK LIMITED

Zarai Taraqati Bank Limited will inform VENDOR 24 hours prior when commissioning of any connectivity is required which is owned by Zarai Taraqati Bank Limited via third party. For upgrading hardware or bringing new equipment in VENDOR Data Center, VENDOR response time



VENDOR maintains 99.98 % uptime for all hosted products. SLA credit calculations will be the accumulated number of hours in one (1) month reference to the table below.

Uptime	Downtime	Down seconds /month	Down minutes /month	Down hours /month
99.98%	0.020%	518	8.64	0.144

4.11 Service Levels

Service Levels will include **Availability measurements & Performance measurements.**

Availability Report will be provided on quarterly basis and a review shall be conducted based on this report. A quarterly report shall be provided to the Bank by the SP at the end of every quarter containing the summary of all incidents reported and associated SP performance measurement for that period. All Availability Measurements will be on a quarterly basis for the purpose of Service Level reporting.

Audits will normally be done on monthly/quarterly basis or as required by Bank and will be performed by Bank or Bank appointed third party agencies.

4.12 Availability Measurements:

Level	Type of Infrastructure	Measurement ¹	Expected Service Level
Critical & Key	Environmental Infrastructure	Availability of Critical and Key Environmental Infrastructure Elements.	99.982%

4.13 Penalty Charges

Inability of the solution (entire Infrastructure & services specified - for example AC, UPS, DG, Power etc.) to deliver the required functionality at performance levels, detailed under the above clauses would result in breach of contract and would invoke the penalty clause.

A >= 99.982%	No Penalty [other than penalty for failure incident]
A < 99.982%	Penalty at the rate of 100% of quarterly rental charges for that specific quarter of stipulated uptime.

Record and data for the Service Availability computations and determinations as available in "Downtime/Availability" report.

*Only outages for which the Customer has opened a trouble ticket via email/call to Help Desk will be considered for calculating the Service Credit Hours for the specific rack. Above service credit Hours are only applicable to **Data center specific outages.**

4.16 PROBLEM RESOLUTION PROCESS

VENDOR will:

- Liaison with Other Network Operators, if any, providing/arranged communication Link through VENDOR.
- Liaison with, and take responsibility for, the performance of 3rd party suppliers whose equipment and services VENDOR has supplied.
- Allow access to the Network to only those personnel duly authorized by the security administrator by means of an authorization request.
- Zarai Taraqati Bank Limited to ensure that access to the Network and systems by VENDOR personnel is conducted according to agreed and authorized principles.
- Both parties will maintain within the Central Site a suitable record of operations and maintenance activities performed on the Network and Network Elements.
- Provide adequate resources for supply of the services covered by this agreement.



will be 12 hours after receiving a request from Zarai Taraqiati Bank Limited.

4.1 POST-INSTALLATION ASSISTANCE

VENDOR shall provide equipment installation assistance to ZARAI TARAQIATI BANK LIMITED, assistance includes basic installation of hardware with respect to Power, Cooling, Connectivity and Rack Space. Moreover, VENDOR shall provide resources as per ICT device Recommendation.

4.6 PRICE VALIDITY:

Prices are based on 3 years contract with Zarai Taraqiati Bank Limited.

<u>PRICE SCHEDULE</u>						
Cost (inclusive of at-site comprehensive maintenance and support services 3 years as required)						
S. No	Description	Unit Rate/ Per Rack/Month	Quantity	Unit Price without taxes	Taxes (17%)	Total Price inclusive of Taxes
1	Data Centre Servers And Equipments Co -Location And Hosting Charges (Per Rack)	126,439	3	126,439	2,321,415	15,976,800
2	Required Power (KVA)	As per Power Company Rates	As per actual	-	-	-
3	Agent Desk at DC	30,000	2	30,000	0	2,160,000
Total cost to be considered for least cost comparison						18,136,800

4.7 DATA CENTER SERVICES AVAILABILITY STANDARD

Service

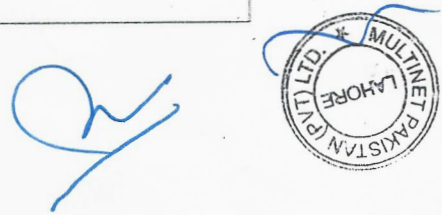
The Data Center Services will be available 24x7x365 other than Planned Down times and during times when the Data Center Services are affected by Extenuating Circumstances.

Power

The specifications described above will be available and maintained. Any non-compliance of above clauses resulting in ZTBL hardware malfunction/failure, VENDOR will be responsible for mitigating the issue or compensation against the same on mutually agreed credit plans.

4.8 SLA PERCENTAGE

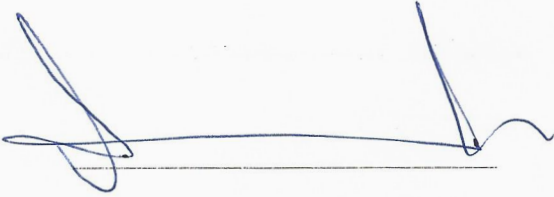
Items	Level
Severity	Critical
SLA %	99.98%
Priority	HIGH
Response Time	10 Minutes
Remedy Time	2 Hours
Workaround	60 Mins
Service Availability	24 x 7 x 365



IN WITNESS WHEREOF, the parties have executed and signed this Contract as of:

For

Atif Mahmood Tahir
Vice President (Business)
Multinet Pakistan (Pvt.) Ltd.
M/S MULTINET PAKISTAN (PVT) Ltd



NAME: ATIF MEHMOOD TAHIR

SIGNATURE & OFFICIAL STAMP

WITNESS:


Waleed Nawab

NAME:


SIGNATURE & OFFICIAL STAMP 

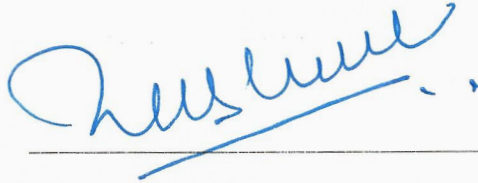
NAME:

Ammar Tahir

SIGNATURE & OFFICIAL STAMP 

For

ZARAI TARAQIATI BANK LTD



NAME:

ZEESHAN MAZHAR
EVP/Head, Digital Banking Division
ZTBL, Head Office, Islamabad

SIGNATURE & OFFICIAL STAMP

NAME:

Zahid
Zahid Mehmood Bhatti

SIGNATURE & OFFICIAL STAMP

NAME:

Arslan
Arslan Hameed

SIGNATURE & OFFICIAL STAMP 