

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: **Procurement, Installation & Commissioning of UPS System at ZTBL Branches**
- TENDER NUMBER: **ZTBL-09-2022**
- BRIEF DESCRIPTION OF CONTRACT: **In order to meet field office requirements and to overcome the power issues in branches.**
 - TENDER VALUE: **Rs. 52,600,038.66 (incl. tax)**
 - ENGINEER'S ESTIMATE: **N/A**
(for civil Works only)
 - ESTIMATED COMPLETION PERIOD: **10-12 weeks**
 - WHETHER THE PROCUREMENT WAS INCLUDED IN ANNUAL PROCUREMENT PLAN? **Yes / No**
 - ADVERTISEMENT:
 - (i) PPRA Website: **Date: 24.06.2022, PPRA'S Reference No:TS484361E**
(Federal Agencies) (If yes give date and PPRA's tender number)
Yes/ No
 - (ii) News Papers: **Newspapers: 92 News & Business Recorder,**
Date: 26.06.2022
(If yes give names of newspapers and dates) **Yes/ No**
 - TENDER OPENED ON (DATE & TIME): **20.07.2022 at 11:30 AM**
 - NATURE OF PURCHASE: **Local / International**
 - EXTENSION IN DUE DATE (If any): **Yes / No**

- NUMBER OF TENDER DOCUMENTS SOLD: **06 (M/s K & K Tek SMC Pvt. Ltd., M/s Hive Tech, M/s CMC, M/s SuperNet, M/s Greaves Pakistan Pvt. Ltd., M/s Makkays)**
- 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: Administrative Approval accorded by **Mr. Shahbaz Jameel (President/CEO ZTBL)** & Financial approval accorded by **Mr. 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: **03**
- WHETHER THE SUCCESSFUL BIDDER WAS LOWEST BIDDER: **Yes / No**
- WHETHER INTEGRITY PACT WAS SIGNED: **Yes / No**

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 & Goods

- NUMBER OF BIDDERS PRESENT AT THE TIME OF OPENING OF BIDS: **03**

- NAME AND ADDRESS OF THE SUCCESSFUL BIDDER:
M/s Hive Tech, 1/26, Silk Center, Satellite Town Murree Road, Rawalpindi.

- 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?): **In order to meet field office requirements and to overcome the power issues in branches.**

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

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

- DATE OF CONTRACT SIGNING: **22.02.2023**
(Attach a copy of agreement)

- CONTRACT AWARD PRICE: **Rs. 52,600,038.66 (incl. tax)**

- 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 180 Days	Clearly mention in the Bid		
3	Bid Security	Bid Security as specified in Section 14 is attached		
3.1	Copy of Bid Security with Technical proposal	Copy of Bid Security (unsealed with amount struck out with black marker) with technical proposal as per section 14.1.5		
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 should have tier partnership for relevant competency available in Pakistan	Certificate from Principal/ Manufacturer as Tier Partner in Pakistan.		
ii	Bidding firm should have existence in Pakistan for the last 3 years.	Certificate of Incorporation / Registration in Pakistan.		
iii.	Bidder should be authorized distributor/partner of UPS OEM Firm	Valid authorization certificate		
iv.	Bidder should have approval letter from the principal of UPS supply and installation	Project approval letter from principal/manufacturer		
v.	Bidder has technical capabilities to provide support services / assistance during active period of Contract. Bidder will present the CVs of Certified Engineers.	Attach CVs of Certified Engineers. Also share the plan to provide support for UPS as per SLA		
vi.	Past experience of deploying the subject project / product / similar nature in multiple organizations.	Purchase Orders/ Project Completion Report / Acceptance Certificate, or any other document from Previous Client (along with their contact numbers)		
vii.	OEM based training should be provided by vendor on the installed project / product.	Vendor will commit in writing that it will provide OEM based training.		
viii.	Income tax (NTN) Certificate	Valid Income Tax (NTN) Certificate with FBR Active Tax Payer Status printout		
ix.	Sales Tax Registration Certificate	Valid Tax Registration Certificate with FBR Active Tax Payer Status printout		
x.	Vendor should have office in Rawalpindi/ Islamabad of Pakistan	Attach Name, Address, phone, fax, email etc. and staff strength.		
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.		

By signing this Form we hereby declare that all information provided in Sr#1 to 6 above are correct to 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.

Signatures of Authorized Person

Name _____

Designation _____

Vendor Name _____

Evaluation Criteria

Technical Specifications	
8.1.0	Rating / Power - 2 kVA/1.8kW
8.1.1	UPS Type - On-Line double conversion with input power factor correction
8.1.2	Input Voltage - Single Phase Input Voltage
8.1.3	Input Frequency - Frequency Range - 40 - 70Hz (± 10)
8.1.4	Output Voltage - Single Phase Output Voltage 208/220/230/240 VAC $\pm 1\%$
8.1.5	Output Frequency - Frequency Range - 50 Hz
8.1.6	Output Wave Form - Pure Sine Wave
8.1.7	Load Crest Factor – 3:1
8.1.8	Surge Protection – <u>600 Joule</u>
8.1.9	Bypass – Automatic
8.1.10	Environment Operating temperature 0-40
8.1.11	Power Factor – 0.9 or higher at full load
8.1.12	LCD Indications
8.1.13	Alarm - Battery Low, Inverter ON(Mains Fail), Inverter Fault
8.1.14	Metering - Output Voltage , Output Current
8.1.15	Batteries : Maintenance Free Dry Batteries
8.1.16	Battery – <ul style="list-style-type: none"> • VRLA Dry Battery (Please specify no. of batteries & its V/Ah rating) • Battery Cabinet with ventilation fans. Battery Charger Capacity – 6Amp or more
8.1.17	Warranty & Support – Three Years for UPS, Batteries & AVR
8.1.18	Remote Monitoring - Must have Internal SNMP Card for monitoring through web remotely.
8.1.19	Backup Time - 2 Hours on 70% load i-e (2 Hrs on 1200 Watts Load on cut off voltage at 1.7 Volt/Cell)
8.2	AVR-5KVA Single Phase Input Voltage Range: 80~260V, Over & Under Load Protected, Surge protection Output Voltage Range: 220V $\pm 2.5\%$, LCD meter display

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 - two envelope procedure as defined in PPRA Rules 2004, Clause 36 (b)
3	Title of Procurement	Procurement, Installation & Commissioning of UPS System at ZTBL Branches
4	Tender Enquiry No.	ZTBL-09-2022
5	PPRA Ref. No. TSE	TS484361E
6	Date & Time of Bid Closing	20.07.2022, 11:00 AM
7	Date & Time of Bid Opening	20.07.2022, 11:30 AM
8	No. of Bids Received	03 (Three)
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 Hive Tech	Not Applicable	Not Applicable	Rs. 52,600,038.66	Compliant to Bid Document Terms & Conditions. Financial ranking: 1 st Lowest Technically & Financially Compliant Bidder.
M/s Makkays	Not Applicable	Not Applicable	Rs. 53,200,000.20	Compliant to Bid Document Terms & Conditions. Financial ranking: 2 nd Lowest Technically & Financially Compliant Bidder.
M/s Supernet Ltd	Not Applicable	Not Applicable	Rs. 61,921,024.00	Compliant to Bid Document Terms & Conditions. Financial ranking: 3 rd Lowest Technically & Financially Compliant Bidder.

Most Advantageous Bid: M/s Hive Tech

Signature: _____



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

Official Stamp _____

Dated: 24.10.2022



E-STAMP

12 JAN 2023

5666
A. Rehman



ID : PB-RWP-0430A590D5A311BF
Type : Low Denomination
Amount : Rs 100/-



Scan for online verification



Description : AFFIDAVIT- 4
Applicant : HIVE TECH [37405-0914979-1]
Representative From : Abdul Rehman
Agent : Self
Address : Office No. 1/26, Silk Center, Rehmanabad, Satellite Town, Rawalpindi
Issue Date : 12-Jan-2023 5:25:24 PM
Delisted On/Validity : 19-Jan-2023
Amount in Words : One Hundred Rupees Only
Reason : For PROCUREMENT CONTRACT
Vendor Information : Zeeshan Qureshi | PB-RWP-849 | Chandni Chowk

A. Rehman

Zeeshan Qureshi
License # 849
Chandni Chowk Rawalpindi

نوٹ: یہ ٹرانزیکشن تاریخ اجرا سے سات دنوں تک کے لیے قابل استعمال ہے۔ ای اسٹامپ کی تصدیق بذریعہ ویب سائٹ کیوز کوڈ یا ایس ایم ایس سے کی جا سکتی ہے۔

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

HIVE TECH
Your technology Partner
+ 92 51 457 2012 / 457 2178 (Fax)
info@hivetechglobal.com
www.hivetechglobal.com

PROCUREMENT CONTRACT

THIS CONTRACT is made on this ^{22-Feb-2023} 12 day of Jan 2023, between Zarai Taraqati Bank Limited through Mr. **HASEEB AKHTAR** (hereinafter "the Purchaser"), of the one part, and Mr. **ADNAN JAVED** of M/s **HIVE TECH** 1/26 Silk Center, Satellite Town, Murree Road, Rawalpindi (hereinafter "the Supplier"), of the other part:

WHEREAS the Purchaser invited bids for certain Goods and Related Services, viz., TENDER NO. **ZTBL-09-2022** (PROCUREMENT, INSTALLATION & COMMISSIONING OF UPS SYSTEM AT ZTBL BRANCHES) published on **07-06-2022** and has accepted a Bid by the Supplier for the supply of Goods and Related Services required under Scope of Work and Technical Specifications/BOQ clauses, i.e. **UPS 2kVA Online along for 2 hour backup on 70% load and 5kVA AVR of total of 100 Nos.** for a total value of Rs. **52,600,038.66/-** including GST, (hereinafter "the Contract Price"),

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

- In this Contract words and expressions shall have the same meanings as are respectively assigned to them in the Contract and bidding document of tender No. ZTBL-09-2022 referred to.
- The following documents shall be deemed to form and be read and construed as part of this Contract, viz.:
 - The Letter of Intent to the Supplier for Award of Contract;
 - The Acceptance Letter submitted by the Supplier.
 - The Bid Submission Sheet, the Price Schedules submitted by the Supplier.
 - The Technical Specification submitted by the Supplier in their bid.
 - 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.
 - The Bidding Document of Tender No. ZTBL-09-2022.

ATTESTED
GLOBAL MAKE
Advocate High Court
Notary Public
ISLAMABAD

12 JAN 2023

- This Contract shall prevail over all other Contract documents. In the event of any discrepancy or inconsistency within the Contract documents, then the documents shall prevail in

A. Rehman

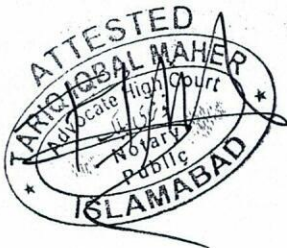
discrepancy or inconsistency within the Contract documents, then the documents shall prevail in the order listed above.

4. In consideration of the payments to be made by the Purchaser to the Supplier as indicated in this Contract, the Supplier hereby covenants with the Purchaser to provide the Goods and Related Services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

5. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the Goods and Related Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

6. Declaration of fees, commissions, and brokerage etc, payable by the suppliers of goods, services and works.

Supplier hereby declares that it has not been obtained or included the procurement of any contract, right, interest, privilege of other obligation or benefit from Government of Pakistan or any administrative subdivision or agency thereof or any other entity owned or controlled by ZTBL through any corrupt business practice.



17 2 JAN 2023



Without limiting the generality of the foregoing Supplier represents and warrants that it has fully declared the brokerage, commission, fees etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give 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 including the Procurement of a contract, right, interest, privilege or other obligation or benefit in what so ever form from ZTBL, except that which has been expressly declared pursuant here to.

Supplier certifies that it has made and will make full disclosure of all Contracts and arrangements with all persons in respect of or related to the transaction with ZTBL and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

Supplier accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest privilege or other obligation or benefits obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to ZTBL under the law, contract or other instrument, be void able at the option of ZTBL.

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

7. Force Majeure:

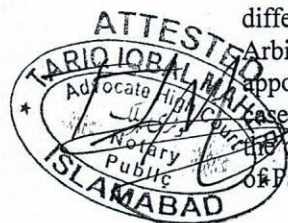
In the event that the Supplier or the Purchaser is delayed in performing any of their respective obligations under the contract, and such delay is caused by Force epidemics, earthquakes, quarantine restrictions and freight embargoes, such delay may be excused, and the period of such delay may be added 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.

8. Disputes Resolution:

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 with in the territorial Jurisdiction of Pakistan under the law of Pakistan and place for dispute resolution will be at Islamabad.

9. Contravention and Termination of Contract:

In case any party contravenes any of the provision of this Contract or is not duly fulfilling its obligations, it shall serve a written notice on the other party for rectification of contravention or fulfillment of obligation, as the case may be, and it shall be mandatory obligation of the other party to rectify the contravention or fulfill the obligation within 30 days of notice.



12 JAN 2023 9.1.



- 9.2. In case the party, which contravenes any of provisions of this Contract or is not fulfilling its obligation under this Contract does not rectify the contravention or fulfill its obligation within 30 days of date of receipt of the notice, the other party shall serve another second notice, impressing upon the defaulting party that, in case rectification of contravention is not made good or obligation is not fulfilled, the Contract shall stand terminated after 60 days of the date of issue of second notice.
- 9.3. Contract may be terminated with mutual consent and based on some solid grounds reason at any time by a written notice of termination delivered not less than 30 days prior to the termination date. In case of unjustified / unnecessary termination, the matter shall be resolved through arbitration.
- 9.4. On termination of Contract the Supplier shall deliver to client all completed or partially completed plans, studies, reports and information till the date of termination within 30 days.

10. Payment Terms

- 10.1. Payment shall be made to the supplier against submission of delivery documents i.e. Delivery Challan, Bill of Entry and Sales Tax Invoice.
- 10.2. ZTBL shall release the payment in shape of Pay Order/Demand Draft within 30 days of receipt delivery documents subject to satisfactory performance report submitted by the designated ZTBL staff.
- 10.3. In case of discrepancy between unit and total price, the unit price shall prevail.
- 10.4. The prices should include the price of incidental services. No separate payment shall be made for the incidental services.
- 10.5. Financial Evaluation will be based on the sum/total price of hardware, accessories, warranty period and maintenance service price, which will be the total Bid Value / Bid Amount / Contract Price.
- 10.6. Maintenance & support services amount shall be postpaid on four equal quarterly basis (yearly).

11. Validity Period

Unless terminated by the purchaser, the Procurement Contract shall remain valid for period of three years from date of Entry into Force.

12. Entry into Force

The Procurement Contract with successful bidder shall be entered into force from the date on which the signatures of both the procuring agency and the successful bidder are affixed to the written contract.

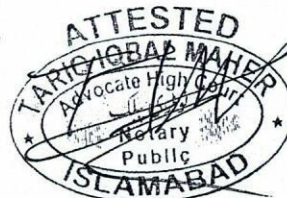
13. Closing of Contract

The contractor shall be discharged from his liabilities and duties upon signing of certificate of closing of contract by user department after completion of three calendar years from date of entry into force.

14. MAINTENANCE SERVICES TERMS & CONDITIONS



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14.1 Under the terms of this Contract the vendor will provide comprehensive parts, material and labour on site warranties of respective goods purchased by the customer. The warranty period will start from the date of delivery of goods by the vendor.

The description of maintenance services covered by warranty is as under.

14.2. CHANGES TO THE THIS CONTRACT:

14.2.1. No modification of this Contract will be effective unless it is in writing and signed by authorized representatives of both the customer and the vendor.

14.2.2. All notices will be in writing and will be given by personal delivery, certified or registered mail addressed as follows:

To the customer: Information Systems Division,
Zarai Taraqiati Bank Limited
Head Office, Islamabad

To the Vendor: M/s **HIVE TECH**
1/26, Silk Center, Satellite Town,
Murree Road, Rawalpindi

14.2.3. If any provision of this Contract becomes illegal, invalid or void under any applicable State of the land under which performance hereunder is required, such provision shall be considered severable, and the remaining provisions hereof shall not be impaired, and this Contract shall be interpreted as far as possible so as to give effect to its stated purpose.

14.3. **VALIDITY AND TERMINATION:**

Unless terminated by the purchase, this contract shall remain valid till the time of completion of warranty period. The Contract cannot be terminated by the vendor before completion of Warranty Period of the Goods mentioned in **Clause 14.19**.

14.4. **NON-DISCLOSURE:**

Both the parties agree that any classified information and/or data relating to the other party will not be disclosed or in any other way make known, reveal report or transfer to any other person, firm or corporation. This clause is immortal and prevails for indefinite period even after the expiry of the Contract.

14.5. **REMEDIAL MAINTENANCE: (RM)**

Vendor shall carryout corrective action in the event of a breakdown, including, but not limited to the execution of diagnostic procedures, restarting the EQUIPMENT or parts of it, switching to backup equipment, coordinating and supervising such work.

14.5.1 During each visit, unless it is impractical, following inspection shall be carried out and necessary rectification made:

- Inspect the equipment that it is properly working.
- Check any error messages generated by the equipment.
- Identify the fault.
- If possible, rectify the fault at installation site.
- Replace the faulty part from available inventory.
- In case repair is not possible at installation site, remove the equipment and transport to Workshop for repair at vendors cost.
- Repair the equipment at workshop and reinstall to installation site at vendor's cost.


HIVE TECH
Your Technology Partner
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info@hivetechglobal.com
www.hivetechglobal.com

ATTESTED
TARIQ JOBAL MAHIE
Advocate High Court
Islamabad
Notary Public

12 JAN 2023

- In case repair time is estimated more than two hours, install the backup equipment of equal specifications and capacity till the time ZTBL's owned equipment is repaired and reinstalled at installation site.
- Field Service Report duly signed by the ZTBL representative will be forwarded to IT-Procurement & Assets Management Department upon completion of PM.

14.5.2 The **Principal Period of Maintenance (PPM)** for this Contract is;
24 Hours a day, 7 days a week, 365 of year including public holidays during the contract period.

14.5.3 RM consists of those functions required to repair or replace a malfunctioning piece of the hardware and return it to good operating condition. Removal of faulty hardware and transportation to workshop and return afterward for RM and PM will be done at the vendor's cost.

14.5.4 The vendor will provide all remedial maintenance during the agreed upon hours of PPM as described above. If the hardware of a branch cannot be repaired within 4 hours during the banking hours and/or within PPM after the banking hours, the vendor's field engineer will arrange necessary parts and make the equipment operational in the minimum possible time. In case the equipment is not repairable within place of installation and need to be taken to workshop for repair, backup equipment of same or better specifications will be provided. Vendor's engineer will coordinate with the customer to load the necessary drivers to make the equipment usable.

14.6. Preventive Maintenance (PM):

Vendor shall carry out on a working piece of EQUIPMENT with the sole purpose of preventing faults from developing in the EQUIPMENT, including, but not limited to ensure that components are clean, securely in place, and generally in good working order, and carrying out specific instructions given in the manufacturer's service manual.

Vendor shall carry out following tasks during Preventive Maintenance:

- General cleaning of the equipment for removal of dirt and dust from inside and outside.
- Cleaning of the cooling fans and their replacement in case of noisy operation.
- Check the hardware against the records. Any change in circumstances will be reported and acted upon by written notification.
- Check the satisfactory operation of hardware against the original design criteria.
- Inspect all power connections against the relevant requirements.
- Check hardware is functioning properly and appear to be in order.
- Calibration, if required.
- Check network cable terminations for UPS monitoring
- Training is to be ongoing if and when required
- Resolution of faults, if any.
- Field Service Report duly signed by the ZTBL representative will be forwarded to IT-Procurement & Assets Management Department upon completion of PM.
- Vendor will flag any issue that he feels, can effect performance of IT infrastructure installation

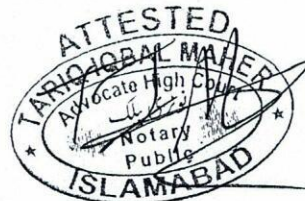


14.7 Schedule:

- The vendor shall provide 'Quarter-based' on-site preventive maintenance.

14.8 Replacement of Parts:

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The vendor will replace all defective parts free of charge. This will be done under both remedial as well as preventive maintenance services. Defective parts will be returned to vendor and will become its property.

14.9 INVENTORY OF SPARES & BACKUP HARDWARE/DEVICES:

The vendor will maintain an adequate inventory of frequently required spare parts and back up hardware/devices at its designated offices.

In case the hardware (UPS) need to be uninstalled/removed for repair, vendor will responsible for install same capacity and specification with same configurations backup as temporary arrangements till the time hardware (UPS) is repaired and reinstalled at the site of installation. No additional amount will be charged from ZTBL for providing and installing backup hardware (UPS).

14.10 Notices.

All notices and complaints shall be given in writing (email preferred) and shall be effective from receipt.

- Contact person's name, location of hardware and telephone number.
- Class/Model and serial number of the hardware.
- Description of the problem.

The customer further agrees to perform the following routine checks before requesting a remedial maintenance service.

- Make sure that all the power control equipment is functioning properly.
- Ensure adequate power supply to hardware.
- Identify the nature of problem and device giving the problem.

14.11. RENEWAL

This agreement shall be in force initially for three year with provision of extension on yearly basis, maximum for three years. Only client can terminate it, at any time during this period by serving one month written notice in advance.

14.12 Response time

- After first call, response time is 30 minutes. The Vendor representative shall contact ZTBL to determine nature of fault and guide telephonically if issue can be resolved without engineer visit.
- If problem is not resolved telephonically and necessitated by ZTBL, Vendor engineer shall visit the site within the time given in below table to resolve the issue

14.13 Location & Response Time Zones

	Zones - I	Zones - II
Complaint Registration	24x7x365	24x7x365
Response Time for Locations**	30 Mins	30 Mins
Resolution time at location end*	8 Hours ***	8Hrs Plus By-Road Travel Time from Zone I

ATTESTED
 ARIQ IQBAL MAKSI
 Advocate High Court
 Notary Public
 KARACHI
 MABAD

12 JAN 2023

** : Telephonic or e-mail response confirmation to trouble ticket generation

Shir Hanif
HIVE TECH
 Your Technology Partner
 + 92 51 457 2012 / 457 2178 (Fax)
 info@hivetechglobal.com
 www.hivetechglobal.com

***: Official working hours i-e 09:00 AM to 05:30PM or whenever the access can be provided after office hours/public holidays

14.14 Definition of Category of Branches:

- Zone – I Islamabad, Karachi, Peshawar, Lahore, Quetta, Multan, Sukkur and Hyderabad
Zone – II All other locations

14.15 PAYMENT TERMS

As agreed between both parties annual cost of maintenance of equipment mentioned in Clause 12 is Rs. XXXXXXXX per annum (including all applicable taxes).

There will be no separate Preventative maintenance charges.
ZTBL will make payment of total cost in four equal quarterly installments on yearly basis as per clause 5.8 of the bid document.
ZTBL can deduct the penalty amount from quarterly payable invoice or Performance Security

14.16 PENALTY

ZTBL shall impose penalty upon breach of SLA terms & conditions and delayed remedial maintenance as per following KPIs.

Delay	Penalty/ Deduction
Delay in resolution of issue in UPS or any configuration	Deduction from quarterly payable amount of SLA of Faulty UPS
2 Hrs.	10%
3 Hrs	25%
4 Hrs	50%
8 Hrs	100%
More than 8 Hrs	Additional 10% per Hour basis

* If total penalties exceeds 20% of the total Quarterly SLA Value. A straight deduction up to 50% of quarterly payable amount of SLA will be carried out.

14.17 ESCALATION PROCEDURE

All problems must be communicated to Vendor through telephone or via email by providing following details:

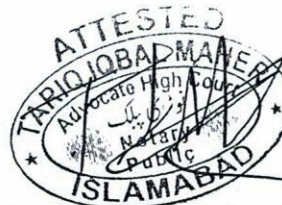
- Problem description.
- Problem originator.
- Problem location.
- Problem logging time.
- Severity level.
- Contact Person


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14.18 Hardware Covered

14.19 EQUIPMENT DETAIL

List will be attached after installation.



22 JAN 2023


IN WITNESS where of the parties here to have caused this Contract to be executed by putting their respective signatures in presence of witnesses in accordance with the laws of Government of Pakistan on the day, month and year indicated above.

For
M/s HIVE TECH

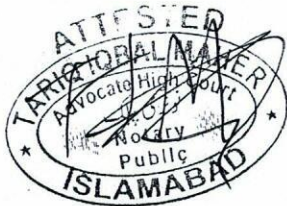

NAME **Anan Javed**
SIGNATURE & OFFICIAL STAMP

WITNESS


NAME **Muhammad Kamran**
SIGNATURE & OFFICIAL STAMP


NAME **Mubashir Hameed**
SIGNATURE & OFFICIAL STAMP


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12 JAN 2023



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www.hivetechglobal.com

For
ZARAI TARAQIATI BANK LTD.


NAME
SIGNATURE & OFFICIAL STAMP

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


NAME **Arslan Hameed**
SIGNATURE & OFFICIAL STAMP


NAME **Syed Summar Abbas**
SIGNATURE & OFFICIAL STAMP