

**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 Worth Fifty  
Million or More

- NAME OF THE ORGANIZATION/DEPTT: **Zarai Taraqati Bank Limited**
- FEDERAL / PROVINCIAL GOVT: **Federal**
- TITLE OF CONTRACT: **Procurement of Facial Attendance, Generator's Fuel & Electric Power Monitoring**
- TENDER NUMBER: **ZTBL-10-2021**
- BRIEF DESCRIPTION OF CONTRACT: **ZTBL intends to install facial attendance machines in ZTBL Head Office and its branches across the country having Web based, customizable Information System Software embedded with the solution.**
  
- TENDER VALUE: **Rs. 24,110,073.00 (incl. tax)**
- ENGINEER'S ESTIMATE: **N/A**  
(for civil Works only)
- ESTIMATED COMPLETION PERIOD: **6-8 weeks of delivery time and 30 days for installation and commissioning of goods after delivery.**
- WHETHER THE PROCUREMENT WAS INCLUDED IN ANNUAL PROCUREMENT PLAN? **✓Yes / No**
- ADVERTISEMENT:
  - (i) PPRA Website: **Date: 31.05.2021, PPRA'S Reference No:TS452657E**  
(Federal Agencies) (If yes give date and PPRA's tender number)  
**✓Yes/ No**
  - (ii) News Papers: **Newspapers: Daily Nai Baat & Daily The Nation, Date: 04.06.2021**  
(If yes give names of newspapers and dates) **✓Yes/ No**
- TENDER OPENED ON (DATE & TIME): **22.06.2021 at 11:30 AM**
- NATURE OF PURCHASE: **✓Local / International**
- EXTENSION IN DUE DATE (If any): **Yes / ✓No**

- NUMBER OF TENDER DOCUMENTS SOLD: **04 (Annexure-A)**
- WHETHER QUALIFICATION CRITERIA  
WAS INCLUDED IN BIDDING/TENDER DOCUMENTS: **✓Yes / No**  
(Ref. Bid Document Page No. 27).
- WHETHER BID EVALUATION CRITERIA  
WAS INCLUDED IN BIDDING/TENDER DOCUMENTS: **✓Yes / No**  
(Ref. Bid Document Page No. 7,8,9,10,11).
- 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: **Muhammad Shahbaz Jameel**  
**(President 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:  
(Single Evaluated 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 Worth Fifty**  
**Million Rupees or More**

- NUMBER OF BIDDERS PRESENT AT THE TIME OF OPENING OF BIDS: **01**
- NAME AND ADDRESS OF THE SUCCESSFUL BIDDER:  
**M/s Makkays, Office No. 304, 3<sup>rd</sup> Floor, Royale Suite Plaza, Sector E-11/2,**  
**Islamabad.**
- RANKING OF SUCCESSFUL BIDDER IN EVALUATION REPORT  
(i.e. 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> EVALUATED BID): **Single Evaluated Bidder**
- NEED ANALYSIS (Why the procurement was necessary?): **In order to ensure**  
**discipline in the institution and create good corporate environment,**  
**contactless attendance system is required by the Bank.**
- 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: **17.01.2022**  
(Attach a copy of agreement)
- CONTRACT AWARD PRICE: **Rs. 24,110,073.00 (incl. tax)**

- WHETHER COPY OF EVALUATION REPORT GIVEN TO ALL

- |   |                      |
|---|----------------------|
| BIDDERS:<br>(Attach copy of the bid evaluation report)  | <div>✓Yes / No</div> |
| ➤ ANY COMPLAINTS RECEIVED:<br>(If yes result thereof)   | <div>Yes / ✓No</div> |
| ➤ ANY DEVIATION FROM SPECIFICATIONS GIVEN<br>IN THE TENDER NOTICE/DOCUMENTS:<br>(If yes give details) | <div>Yes / ✓No</div> |
| ➤ DEVIATION FROM QUALIFICATION CRITERIA:<br>(If yes give details)                                     | <div>Yes / ✓No</div> |
| ➤ SPECIAL CONDITIONS, IF Any: <u>Nil</u>  |                      |

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[F.No.2/1/2008PPRA-RA.III]

## **Annexure-A**

**Procurement of Facial Attendance, Generator's Fuel & Electric Power Monitoring  
(TENDER NO. ZTBL-10-2021)**

<b>S/No</b>	<b>Firm Name</b>	<b>Name of Representative</b>
01.	M/s Onstak Pvt. Ltd.	M. Hassan Raza
02.	M/s TPL Trakker Ltd.	Waqar Ahmed
03.	M/s Secure Tech Pvt. Ltd.	M. Waqas
04.	M/s Makkays	Haider Ali

# **ZARAI TARAQIATI BANK LIMITED**



## **BID DOCUMENT TENDER NO. ZTBL-10-2021**

### **Procurement of Facial Attendance, Generator's Fuel & Electric Power Monitoring**

**INFORMATION SYSTEMS DIVISION  
IT-PROCUREMENT FACILITATION & ASSETS MANAGEMENT DEPARTMENT  
ZARAI TARAQIATI BANK LIMITED, HEAD OFFICE  
1-FAISAL AVENUE, ZERO POINT ISLAMABAD**

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# INFORMATION SYSTEMS DIVISION

## IT-PROCUREMENT & ASSETS MANAGEMENT DEPARTMENT

### INTRODUCTION

Zarai Taraqiati Bank Limited (ZTBL) is a premier financial institution geared towards the development of agriculture sector through provision of financial services and knowledge based technical assistance since 1952. Through an ordinance of 2002, ZTBL has been re-constituted and incorporated as a public limited company solely owned and operated by the Government of Pakistan.

Section	Clause	SECTION
<b>1</b>		<b>INVITATION TO BID</b>
		<p>ZTBL has invited bids from Active Tax Payer Vendors authorized by Principal/ Manufacturers' / authorized partners, registered with Income Tax and Sales Tax Authorities through advertisements appeared on ZTBL Official Website, PPRA website and newspapers to submit their offers for procurement of goods mentioned in <b>Sections 7 &amp; 8</b> of this Bid Document.</p> <p>It is advised to carefully study this document and prepare your bid strictly in compliance to all terms &amp; conditions mentioned in this document.</p> <p>Please ensure that your representative has registered for participation at the time of obtaining this Bid Document.</p>

<b>2</b>		<b>INSTRUCTIONS TO BIDDERS</b>
	<b>2.1</b>	Bidder must completely comply with all conditions of Bidder Qualification Criteria defined in the <b>Section 10</b> of this Document. Noncompliance to any of requirement defined in Bidder Qualification Criteria shall result to rejection of the bid and shall not be considered for evaluation.
	<b>2.2</b>	It is mandatory for all participating bidders to complete the Bidder Qualification Criteria Form available in this document at <b>Annexure "A"</b> .
	<b>2.3</b>	Bidder must submit the bid as defined in <b>CLAUSE 5</b> .
	<b>2.4</b>	Bids may be submitted upto the date and time defined in <b>CLAUSE 5.3</b>
	<b>2.5</b>	A bid must be secured with the Bid Security as defined in <b>Section 14</b> .
	<b>2.6</b>	Successful bidder shall be required to submit Performance Security as defined in <b>CLAUSE (14.2)</b> . Performance security needs to be submitted within seven (7) days upon issuance of Letter of Intent.
	<b>2.7</b>	All Sections, including annexure of this Bidding Document are fully enforced during and after the bidding procedure.
	<b>2.8</b>	<b>Negotiations</b>
		There shall be no negotiations with the bidder having submitted the lowest evaluated bid or with any other Bidder.



<b>3</b>		<b>PROCUREMENT PROCEDURE</b>
		Open Competitive Bidding. Single stage - two envelope procedure as defined in PPRA Rule 2004, Clause 36 (b) will be used for this procurement.
<b>4</b>		<b>FORM OF PROCUREMENT CONTRACT</b>
	4.1.	<p>Successful bidder shall be required to sign the Procurement Contract with ZTBL. General Conditions and Special Conditions of Contract are available in the Document at Section 15 and 16 respectively.</p> <p>The Contract need to be signed within 7 days of issuance of Letter of Intent. The signing period may be extended by the Bank at its sole discretion.</p>

<b>5</b>	<b>5.1</b>	<b>BID SUBMISSION</b>
	5.1.1	<p>The bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal;</p> <p>The envelopes shall be marked as “FINANCIAL PROPOSAL” and “TECHNICAL PROPOSAL” in bold and legible letters to avoid confusion;</p> <p>Bidder shall submit a copy of the Bid sealed in same manner.</p> <p>Bidder Qualification Criteria Form and Earnest money shall be enclosed with the technical proposal.</p>
	5.1.2	Bids may be submitted to the address of contact person provided at clause 5.5.1
	5.1.3	In an event of any discrepancy between Original Bid and Copy of the Bid, the original shall prevail.
	5.1.4	Any interlineations, erasure, overwriting shall be valid only if they are initialed by the person or persons signing the bid.
	5.1.5	No bid shall be withdrawn after submission of the bid and bid validity specified by the bidder on the Bid form. Such withdrawal of bid during this interval may result in forfeiture of Bidder’s bid security.
	<b>5.2</b>	<b>BID PRICES:</b>
	5.2.1	The Bidder shall indicate the unit price of the good/services it proposes to supply under the Contract.
	5.2.2	Price mentioned in bid must be Delivered Duty Paid (DDP) prices (on designated sites) and shall be in Pak Rupees inclusive of all prevailing taxes/warranty applicable taxes/GST etc.
	5.2.3	Prices quoted by the Bidder must be fixed and applicable during the Bidder’s performance of the contract and not subject to variation on any account. A bid submitted with adjustable price will be treated as non-responsive and will be rejected.
	5.2.4	Bid Prices shall be valid for 180 days.



	5.2.5	Bidder may participate in any or all lots.
	5.2.6	Prices shall be submitted on the form placed in this document at ANNEXURE “E”
	<b>5.3</b>	<b>BID SUBMISSION DEADLINE DATE AND TIME</b>
	5.3.1.	All participating bidders must submit their bids on or 22.06.2021 up to 11:00 AM.
	<b>5.3.2</b>	Bidders submitting the bid through post/courier service must ensure that their bid is delivered to ZTBL well in time before deadline.
	<b>5.3.3</b>	Bids received after the deadline shall not be accepted and returned unopened.
	<b>5.4</b>	<b>OPENING OF BID</b>
	5.4.1	Bids shall be opened after 30 minutes of expiry of Bid Submission deadline mentioned at <b>CLAUSE 5.3.1</b>
	5.4.2	Bids shall be opened publicly in presence of representatives of bidders who wish to be present on the occasion. Bidders representatives present during bid opening shall sign Attendance Sheet and Bid Opening Record Form.
	5.4.3	Bidder name, bid price, discount, if any, and presence or absence of requisite Earnest Money and such other details considered appropriate, will be announced at opening of bids except for late bids, which shall be returned unopened to the bidder.
	5.4.4	In case of arithmetical errors between unit price and total price, obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected.  If the bidder does not accept the correction, his/her bid will be rejected.
	5.4.5	ZTBL may waive any minor informality, non-conformity or irregularity in bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.
	5.4.6	ZTBL will determine whether each bid is substantially responsive to the bidding documents. A substantially responsive bid is one which conforms to all terms & conditions, technical specifications of bidding documents without any deviation.
	5.4.7	If the bid is not substantially responsive it will be rejected and may not subsequently be made responsive by the bidder by correction of non-conformity.
	<b>5.5</b>	<b>Contacting ZTBL</b>
	5.5.1	<b>Primary Contact Address</b> Senior Vice President, IT-Procurement & Assets Management Department, Information Systems Division, Zarai Taraqati Bank Limited Head Office, Islamabad Email: <a href="mailto:naheedullah.khan@ztbl.com.pk">naheedullah.khan@ztbl.com.pk</a> Phone No. 051-9252756

		<u>Alternate contact address:</u> Vice President, IT-Procurement & Assets Management Department, Information Systems Division, Zarai Taraqiati Bank Limited Head Office, Islamabad Email: <a href="mailto:haseeb.akhtar@ztbl.com.pk">haseeb.akhtar@ztbl.com.pk</a> Phone No. 051-9252798  <b>All communications are required to be sent to both primary and alternate contact addresses.</b>														
	5.5.2	The Bidder is not allowed to contact any employee of the Bank, Committee(s), consultants or associates except otherwise advised by the Contact Person.														
	5.5.3	No bidder shall contact ZTBL on any matter relating to the bid, from the time of bid opening to the time the contract is awarded. If the Bidder wishes to bring new information to the notice of the bank, it shall do so in writing.														
	5.5.4	Any effort by the bidder to influence ZTBL in its decision on bid evaluation, bid comparison or contract award may result in rejection of bidder’s bid.														
	<b>5.6</b>	<b>CLARIFICATIONS &amp; QUERIES</b>														
	5.6.1	The Bidder requiring clarifications regarding ZTBL Bid Document may submit their request in writing (email or letter) within three days of advertisement of “Invitation to Bid” on address/email address mentioned at Clause 5.5.1 above.														
	5.6.2	No bidder shall be allowed to alter or modify his bid after the bids have been opened. However the procuring agency may seek and accept clarifications to the bid that do not change the substance of the bid.  Any request for clarification in the bid, made by the procuring agency shall invariably be in writing. The response to such request shall also be in writing.														
	<b>5.7</b>	<b>Definitions</b>														
		<table><tr><td>ZTBL:</td><td>Zarai Taraqiati Bank Limited</td></tr><tr><td>Bidder:</td><td>Any Individual/ Firm/ Corporation/ Private Ltd or any legal entity allowed by law of the land to participate in trade/commercial activity in geographical area of Pakistan.</td></tr><tr><td>Procuring Agency:</td><td>Zarai Taraqiati Bank Limited</td></tr><tr><td>Successful bidder:</td><td>A bidder whose bid is found technically compliant and financially lowest and issued Letter of Intent.</td></tr><tr><td>Supplier:</td><td>Successful bidder who has signed Purchase Contract with ZTBL.</td></tr><tr><td>Bid:</td><td>The set of documents including Bidders’ Profile, Financial and Technical Proposals along with supporting documents &amp; enclosures submitted by the participating bidder.</td></tr><tr><td>Bid Document:</td><td>“This Document issued by the ZTBL to provide sufficient information to bidders to participate in procurement</td></tr></table>	ZTBL:	Zarai Taraqiati Bank Limited	Bidder:	Any Individual/ Firm/ Corporation/ Private Ltd or any legal entity allowed by law of the land to participate in trade/commercial activity in geographical area of Pakistan.	Procuring Agency:	Zarai Taraqiati Bank Limited	Successful bidder:	A bidder whose bid is found technically compliant and financially lowest and issued Letter of Intent.	Supplier:	Successful bidder who has signed Purchase Contract with ZTBL.	Bid:	The set of documents including Bidders’ Profile, Financial and Technical Proposals along with supporting documents & enclosures submitted by the participating bidder.	Bid Document:	“This Document issued by the ZTBL to provide sufficient information to bidders to participate in procurement
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Bid Document:	“This Document issued by the ZTBL to provide sufficient information to bidders to participate in procurement															



			process”									
		Procurement Contract:	“A Contract to be executed between ZTBL and the Successful Bidder upon issuance of Letter of Intent by ZTBL and acceptance of the same by the Successful Bidder”.									
		Letter of Intent:	A letter issued by the ZTBL, therein informing the Successful Bidder that their Bid has been selected as lowest evaluated bid and invite them to sign Purchase Contract”									
		Invitation Letter:	A letter issued by ZTBL to invite the Qualified and Technically Compliant Bidders to participate in financial opening or second stage of procurement procedure which ever applicable.									
		Goods:	Means all goods/ equipment/ services/ support /software/ IT-Hardware, Trainings etc. mentioned in Sections 7&8 of this document.									
		Customer:	Zarai Taraqiati Bank Limited									
		Vendor:	Successful bidder who has signed Purchase Contract with ZTBL.									
	5.8	PAYMENT TERMS										
	5.8.1	Payment shall be made to the supplier against submission of delivery documents i.e. Delivery Challan, Sales Tax Invoice. Bill of Entry & Proof of Payment of Duties and Taxes at the time of Import (in case direct importer).										
	5.8.2	ZTBL shall release the payment in shape of Pay Order/Demand Draft within 30 days of receipt of delivery documents subject to satisfactory performance report submitted by the designated ZTBL staff.										
	5.8.3	Annual <b>Maintenance Services Cost (MSC)</b> shall be paid in equal quarterly installment										
	5.8.4	Bank has got the right of renewal of support on given cost of 1 year up to 3 years on same terms and conditions										
	5.8.5	<b>Payment shall be made in following manner:</b> <table><tr><th>S#</th><th>Deliverable</th><th>% age of total Bid Price</th></tr><tr><td>1</td><td>Delivery &amp; Commissioning of Goods after successful implementation as per scope of work</td><td>85%</td></tr><tr><td>2</td><td>(Maintenance Services Cost (MSC) For three (3) years from date of operational <b>(5% disbursed annually in four equal installments)</b></td><td>15%</td></tr></table>		S#	Deliverable	% age of total Bid Price	1	Delivery & Commissioning of Goods after successful implementation as per scope of work	85%	2	(Maintenance Services Cost (MSC) For three (3) years from date of operational <b>(5% disbursed annually in four equal installments)</b>	15%
S#	Deliverable	% age of total Bid Price										
1	Delivery & Commissioning of Goods after successful implementation as per scope of work	85%										
2	(Maintenance Services Cost (MSC) For three (3) years from date of operational <b>(5% disbursed annually in four equal installments)</b>	15%										
6		Scope of Work										
	6.1	ZTBL intends to install the Wifi based face recognition attendance machines, Generator’s Fuel & Electricity Power monitoring solution in their branches across the country having Web based, customizable unified Information System Software embedded with the solution.										

		Attendance Module with Face recognition functionality, Generator's Fuel & Electricity Power monitoring with wireless communication module, DATA SIM 2GB Per Month from Suitable Cellular Service Provider in Pakistan to be recommended by the Bank on the basis of signal strength in the specific area. The solution will be deployed by the bidder on turnkey basis. The project can be executed by joint venture of two or more firms with relevant experience and expertise as well as capabilities.
	6.2	The delivery and installation of devices may be made in batches i.e. area /sector/Zone. After successful completion of one area/sector/zone, payment process will start.
	6.3	Vendor will provide electric wire (Pakistan Cables or equivalent) of best quality from nearest electric connection of installation point in the premises. The wiring to be laid in conduit (Dura Duct or equivalent).
	6.4	All devices to be installed in secure metal or wooden cages on suitable points/places.
	6.5	The Bidder will provide necessary integration & configuration with ZTBL's existing network environment as per requirement.
	6.6	Proper cabling thorough cable manager, cable tagging and cable tie, will be responsibility of bidder.
	6.7	The bidder will be required to provide all hardware/software and other necessary items i.e. Patch cords, power cords cable tie etc.
	6.8	Bidder is required to submit data sheet of quoted equipment in support of their quoted technical specifications.
	6.9	Bidder shall ensure that models quoted shall not be End of Life and End of Support by the Principal in next five years from date of delivery.
	6.10	Successful bidder shall be required to provide maintenance support services at installation sites as per Section 16 of this document.

7	List of Goods & Bill of Quantities			
	7.1	<b>S N</b>	<b>Item</b>	<b>Quantity</b>
		LOT - 1		
		1	Contactless Face Recognition Attendance Devices (For Head office & Staff College)	5 + 2
		2	Face Recognition Attendance Devices (For Zonal Offices & Branches)	530
		3	Monitoring & Management Software for all provisioned attendance devices to manage & control.	1
		LOT - 2		
		1	Generator's Fuel Monitoring Device with Unified single central command and control center platform for all provisioned devices to monitor.	530
		LOT - 3		
		1	Electricity Power Monitoring Device with Unified single central command and control center platform for all the provisioned devices to monitor.	530
		LOT-4		
		1	Wireless Connectivity (Data SIMs) with Wifi Routers	530
	7.2	Bidder is responsible to provide all relevant/required licenses within the		

		package for 3 years.
	7.3	Bidder Must Quote the Prices of all Items present in the lot
	7.4	The Bank reserves the right to increase or decrease the quantities by 15%.
	7.5	The Bank Reserves the right to drop any item/quantity from the list of goods.
	7.6	Goods will be covered under three (3) years on-site maintenance support services along with OEM licenses & support and can be extendable up to 5 years as per terms & conditions of Procurement Contract mentioned at Section 17 of this document.
	7.7	Bidder should provide contract IDs from OEM in the favor of ZTBL that shows equipment details, EOL,EOS & Licensing period where applicable.

8	Technical Specifications
LOT- 1	
SOFTWARE COMPONENT	
Smart Attendance Management System Web Platform Unified central command and control center to manage & administrate all the provisioned AMS devices from one web platform. The Web platform shall be comprised of the following features:	
1) Administration & Security Management System	
Administration & Security Management System will be providing comprehensive multi-level security to ensure proper authentication & authorization of MIS users as per role and their responsibilities which includes following:	
<ul style="list-style-type: none"> <li>• Add Users, Roles, and Rights</li> <li>• Roles &amp; Rights Management o Authentication &amp; Authorization</li> <li>• Dashboard / Module Level Security</li> <li>• Form / Menu / Control Level Security</li> <li>• URL Level Encryption &amp; Authorization</li> <li>• Auditing &amp; Logging <ul style="list-style-type: none"> <li>○ User Activities</li> <li>○ Update / Delete History</li> <li>○ User performance chart</li> <li>○ Online users</li> <li>○ Accessing Users login / Monitoring Users</li> </ul> </li> </ul>	
2) Enterprise Management System	
Enterprise Management System will allow to add the all Branches and related information, Building & Infrastructure related information.	
<ul style="list-style-type: none"> <li>• Enterprise Profile Management</li> <li>• Contact Information</li> <li>• Building / Infrastructure Information</li> <li>• Up gradations History</li> <li>• Annual Budget o Committee Information</li> <li>• Staff Information</li> <li>• Furniture Information</li> </ul>	
3) Human Resource Management System	
The purpose of the HRMS to be	
<ul style="list-style-type: none"> <li>• Monitoring and control over work force in connection with their performance</li> <li>• Facilitate all concerned stakeholders i.e. higher Management, employees to keep track of their service record and leave management.</li> <li>• Automated record and attendance management for use in Decision Support by the management.</li> </ul>	
Following depicts the salient features of Human Resource management system are	



- Employees Management
  - Employees Profile management
  - Employee Posting Information
- Employee Activities Management
  - Employees Transfers / Promotions
  - Employees End of Service / Suspend / Terminate Management
  - Employee Performance Management
  - Over Time Management
- Employees Training Management
  - Annual Training Calendar
  - Training Records / Status management
- Leave Management
  - Leave Policies
  - Leave Request & Approval
- Biometric Attendance System
  - Capture Biometric Face recombination and fingerprint information
  - Automated attendance integrated with attendance devices
  - Mark Manual / Update Attendance
  - Official Visits / Travelling Records
  - Holidays Calendar & Duty time management
- Biometric Device Management
  - Add / Configure Machines
  - Biometric Data Backup management
  - Transfers of Employees
- Comprehensive detail & summarized reports including dynamic reporting of above mentioned modules
  - Employee summarized and detail reports
  - Leave summary & detail Reports
  - Attendance summary and detail reports
  - Over time summary and detail reports
  - Transfer, Promotion, Training and performance summarized and detail reports
  - All Reports will be on specific date, monthly, yearly, Quarterly, Enterprise wise, Area wise, shift wise, designation wise , Individual wise, etc.

#### **4) Dashboards / Portals**

Main Dashboard includes statistical information of Attendance, Late arrives, Absentees of employees, Graphical display etc.

- Monitoring of Attendance Data arrival
- Different kinds of analysis & statistical data related employees activities like Leave, Transfers, Promotions, and Trainings etc.
- Analysis & Statistical data for Decision Making of employees related information like Branch Wise, gender wise etc..
- Centralized reporting system for monitoring of Branch wise employees.
- Enterprise Dashboard / Portal
  - Enterprise Portal will be developed keeping in view providing self-service to branches to manage their own staff & related information.
  - Enterprise will manage their employee related activities and can view different types of details and summarized reports.
  - Employee portal will be developed keeping in view providing self-service and information to employees to view their Leaves & attendance records, transfers and promotions history, training and performance records etc.
  - Employees can also request for leave and other activities.

#### **5) Integration with Oracle EBS R12**

- Transfer the attendance information from all devices to in-house implemented Oracle ERP on real time or in batch (which comes suitable).
- The transfer of data should be in automated way without any human intervention.



**Hardware Specifications:**

**For Head office & Staff College:**

- Facial Users: 20,000 or more.
- Face Recognition @20,000 < 1 Sec, with visible light Technology.
- Walk through Method @ 3 meter, up to 25,000 Lux., IP rated 65.
- Event Log Capacity: 10,000,000 or more, Photo Log Capacity: 20,000 or more.
- CPU : Quad Core 1.4 GHz or more
- RAM/ROM : 2GB/16GB or more
- TCP/IP : Yes

**For Zonal Offices & Branches:**

- Facial Users: 500 or more, Facial Recognition Speed <1 Sec. visible light Technology.
- ID Card Used : 1000 or more
- Facial recognition +/- 30 degree angle
- Log Capacity: 150,000
- CPU : 1 Ghz Dual Core or more, RAM/ROM : 256MB/512MB or more
- TCP/IP : Yes
- WiFi : Yes

**LOT -2**

**Software Specifications:**

**Smart Fuel & Genset Device Features:**

- Solution uses non-contact ultrasonic sensor technology to measure the fuel level in tank.
- Easy installation requires no need to drill a hole in the fuel tank, just find the correct place and stick the sensor at the bottom of fuel tank without any alteration. Plug & Play implementation of device without any drilling/alteration in fuel tanks(Non-Invasive)
- 24x7 Real-time fuel monitoring with WiFi enabled interface
- Pilferage & Anomaly detection alerts
- Fuel theft/leakage alerts
- Predictive maintenance of genset
- Engine hours and machinery downtime monitoring
- Recalculation of fuel consumption quotas
- Real-time Genset Status monitoring
- Re-fueling monitoring
- Genset Ignition Cycle Counts
- Fuel theft monitoring
- Real-time interactive GUI based dashboards
- Genset Voltage (Per Phase-Neutral)
- Genset Voltage (Phase-Phase)
- Genset Current (Per Phase)
- Genset Power (Per Phase)
- Genset Total Power (3-Phase)
- Genset Total Energy (KWh)
- Genset Battery Volts
- Genset Running Hours
- Measuring Precision: o The measurement resolution is 0.1mm. Ultrasonic sensor makes the temperature correction in -20°C to +80°C and make sure it could run under the high or low temperature external environment and to collect accurate data.
- Good Stability: o It uses the newest ultrasonic non-contact technology, compare with the traditional measuring method of direct contact, float-type, pressure-type, magnetic system of sliding, it does not contact with fuel level directly, which ensures its stability and long-life.
- Easy Installation: o It installs on the bottom of fuel tank and no need to change the original tank structure, without punch or change in the fuel tank and measure the fuel capacity directly so it saves the cost of installation.

**Digital Platform Features:**

- 24x7 Real-time insights of Fuel Level and consumption/re-fueling along with Power generation reports



<p>through central command and control unified digital platform</p> <ul style="list-style-type: none"> <li>• Platform has the ability to manage 1,000 geo location sites with minimum capacity of 10,000+ genset/fuel monitoring devices and sync the real-time data from all the smart devices to central unified digital platform</li> <li>• Notification of device connection status (Online/Offline)</li> <li>• Reliable and fault tolerant data collection and processing with the help of AI based Data Analytics &amp; Machine learning for gensets &amp; fuel monitoring</li> <li>• Detects abnormal patterns and pilferage/leakage</li> <li>• Digital platform records, stores and process live and historical data for better user's visualization with the help of data analytics</li> <li>• Digital Platform is enabled with centralized monitoring with control in real-time simplifying conservation</li> <li>• Accounting for the actual running time of the engine in the modes (starter, optimal, full load)</li> <li>• Genset &amp; Fuel Monitoring Solution and Digital platform monitor the fuel Efficiently &amp; Intelligently. Solution helps users to reduce expenditure on Fuel—not by cutting down the usage but by preventing pilferage/leakage</li> <li>• Real-time Genset On/Off Alerts and Geo Location</li> <li>• Event Log Report</li> <li>• Anomaly detection &amp; reporting via predictive analytics</li> <li>• Easy access to generator parameters</li> <li>• Customizable end-user dashboards to analyze and share the results of Genset efficiency monitoring</li> <li>• Advanced data analytics using AI for Genset &amp; Fuel</li> <li>• Mobile App &amp; Web platform for the same solution</li> <li>• Analysis of equipment performance</li> <li>• KPI parameters definition for analysis &amp; dashboards</li> <li>• Multiple objects management</li> <li>• Customizable comprehensive reports</li> <li>• Predictive analytics-based fuel optimization suggestions</li> <li>• Configurable Alerts notification integration with 3rd party channels: Slack, MS Team, WebEx, WhatsApp, Emails</li> </ul>
<p><b>Technical Specifications:</b></p> <p>Fuel Sensor Technical Specifications:</p> <p>Measurement range : 5mm thick steel plate, range - 50~1000mm (Depending on the material and thickness of the container)</p> <p>Working Voltage: 9V~36V DC</p> <p>Working Temperature: -30°C~+85°C</p> <p>Storage temperature: -40°C~+85°C</p> <p>Working humidity: 5%~90%</p> <p>Maximum power consumption: 0.4W/12VDC</p> <p>Measurement Accuracy: ±0.5%</p> <p>Measurement resolution: 0.1mm</p> <p>Protection Class: IP67</p> <p>Liquid level value unit: Millimeter</p> <p>Peripheral interface: 0-5V/ RS232</p> <p>Communication port parameter: Baud rate:9600. no parity bit, 8 data bits,1 stop bit, no flow control.</p> <p>Sensor will smooth the height and temperature values, and transmits them every 10 seconds. All data can be customized</p> <p>Device F/W Updates: Commands &amp; Configurations via OTA</p> <p>Output Signal Type : Fixed</p> <p>Built-In Temperature Compensation: Enabled</p> <p>Modular Build: Enabled</p> <p>Sealed automobile connector on sensor body: Enabled</p> <p>Reverse polarity protection: Enabled</p> <p>Seal Rating IP67 : Enabled</p> <p>Probe explosion-proof grade: Exia II CT6/ Exd II CT5 : Enabled</p> <p>In breaking protection IP66 : Enabled</p> <p>All geo locations &amp; units of Genset &amp; Fuel Devices to be operated, administrate and managed by Unified Central Command &amp; Control online real-time digital platform : Mandatorily enabled</p>
<p><b>LOT- 3</b></p>
<p>Device Features:</p> <p>Capacity to manage the Power consumption of 3 phase loads and to gauge the power consumption from 2 individual loads up to 17 individual loads through single unit device</p>

- Power monitoring device
- Wi-Fi connectivity
- Real time power consumption monitoring
- Online Payment Gateway Integration
- Historical data
- Bill prediction and alerts
- Over the Air (OTA) updates
- Power Factor each phase
- Reactive Power consumption each phase
- Active Power consumption each phase
- Three Phase Active Power consumption
- Apparent Power consumption each phase
- Phase-Neutral Voltage measurement for each phase
- Phase-Phase Voltage measurement for each phase
- Current consumption each phase up to the limit of CT installed

#### Wireless Connectivity:

- Wi-Fi protocols: 802.11 b/g/n
- Frequency range: 2.4GHz
- Encryption: WEP/TKIP/AES
- Security: WPA/WPA2

#### Power Supply:

- Operating Voltage: 220VAC
- Power Rating: 15W

#### Operating Environment:

- Operating Temperature from -40°C to +50°C
- Operating Humidity ranging 5%RH to 95%RH

#### Sensors:

- Voltage sensing ranging 100-260VAC per phase with accuracy  $\pm 10$ VAC
- Current Sensing up to 70A per phase with accuracy  $\pm 0.25$ A
- Power sensing up to 15 kW with accuracy  $\pm 10$  Watt
- Energy sensing with accuracy of  $\pm 10$  KWh

#### Reliability:

- High Reliability Electronics (MTBF > 105,000 hours @ 40°C)

#### Remote Firmware Upgrade:

- Firmware upgrade: Firmware over the Air (FOTA)

#### Smart Energy Monitoring & Predictive Analytics Platform:

- 24x7 Real-time insights of Energy Generation and Consumption Monitoring through central command and control unified digital platform
- Platform have the ability to manage 1,000 geo location sites with minimum capacity of 10,000+ Smart Energy Monitoring devices to onboard and sync the real-time data from all the smart devices to central unified platform
- Reliable and fault tolerant data collection and processing with the intervention of Analytics & Machine learning for smart energy monitors
- Detects abnormal energy utilization patterns for quick anomaly detection reporting.
- Our digital platform records, stores and process live and historical data for better users visualization with the help of data analytics
- Smart digital platform is enabled with centralized monitoring with control in real-time simplifying conservation
- Amalgamation of this system guarantees a reduction in operating costs, which results in continued savings over time
- Energy efficient system helps you to reduce expenditure on energy—not by cutting down the usage but by preventing energy wastage
- Customizable end-user dashboards to analyze and share the results of energy efficiency monitoring
- Advanced data analytics using AI
- Mobile App & Web platform for the same solution
- Analysis of equipment performance
- Consumption control patterns visualization
- KPI parameters definition for analysis & dashboards
- Customizable comprehensive reports
- Predictive analytics-based energy optimization
- Configurable Alerts notification integration with 3rd party channels: Slack, MS Team, WebEx, WhatsApp,

Emails
• Bill Shocks Notification on SMS, WhatsApp, Emails
LOT-4
<b>Wireless Connectivity (Data Sims) with WIFI Routers</b>
<ol style="list-style-type: none"> <li>Wireless connectivity (Data only) solution will be required across the country to connect with Datacenters at Islamabad &amp; Lahore.</li> <li>The mode of connection will be point to multiple point (p2mp), enabling users to communicate with Datacenters at Islamabad &amp; Lahore</li> <li>SERVICE PROVIDER shall ensure availability of 4G services at maximum sites throughout the Pakistan.</li> <li>Communication links will be covered under warranty with the SERVICE PROVIDER for the whole time of agreement tenure.</li> <li>The SERVICE PROVIDER will ensure that the provided network is MPLS L3 VPN for aggregation only and will not allow SIM to SIM (i.e. Node to Node) communication.</li> <li>The firm will ensure that the network follows the IPv4 IP sec protocols, whereas IPv6 IP sec protocols will be supported in future when available.</li> <li>Since the coverage and security is very important for financial institutions, Therefore, the BANK reserves the right to employ the best available service at any point.</li> <li>The firm will ensure minimum bandwidth of 512 kbps for 4G at the nodes for upload &amp; download, may be increased if required in future and as deemed practicable by the SERVICE PROVIDER.</li> </ol> <p><b>DATA CENTER / AGGREGATION</b></p> <ol style="list-style-type: none"> <li>Primary Site is : Islamabad</li> <li>Disaster Recovery Site : Lahore</li> <li>SERVICE PROVIDER will provide secured VPN last-mile-fiber connectivity at aggregations ((ZTBL Datacenter PR site (State Life Bldg. 60-A, Nazim-ud-din Rd, F 6/4 Blue Area, Islamabad ) &amp; DR Site (PTCL Commercial Data center, Wafaqi colony, Lahore))) with bandwidth of 100 Mbps each (Free of Cost) with the scope to increase, if requires in future.</li> <li>SERVICE PROVIDER shall utilize the best industry standard technology to secure the connection, established between aggregation and its client(s).</li> <li>SERVICE PROVIDER will install hardware / equipment(s) at Datacenters, if required in establishment of secure VPN connection.</li> <li>SERVICE PROVIDER will be responsible to maintain hardware / equipment(s), if installed as per scope of work defined in the RFP.</li> <li>SERVICE PROVIDER will ensure 24/7 (round-the-clock) connectivity.</li> <li>Should comply regulatory requirements of PTA, SBP,NADRA and other regulations if applicable.</li> </ol>

9		Delivery Time & Completion Schedule
		Delivery Documents
	9.1	The supplier shall provide sales tax invoice showing goods’ description/ configuration (in accordance with bids form), quantity unit price, taxes (separately) and total amount of the goods along with warranty certificate of their principals. Sales Tax Registration Number must be mentioned on Sales Tax Invoice. Delivery Challan that must contain goods description, specifications, product serial numbers and delivery date. Bill of Entry & Proof of Payment of Duties and Taxes at the time of Import.
	9.2	At the time of delivery of goods, supplier shall take acknowledge of receipt of goods on Delivery Challan/ Delivery Note and provide original document, duly signed & stamped by the ZTBL designated person, along with the invoice.
	9.3	Delivery of goods shall be completed within 6-8 weeks after issuance of Purchase Order. Further the contract shall be deemed to be successfully completed upon vigilant rendering of maintenance as per Special Conditions of Contract.

	9.4	Bidder is required to deliver, install and commission the supplied equipment at destinations mentioned at “Annexure-F” at their own cost.
	9.5	Installation and Commissioning will be done in 30 days after delivery.
	9.6	In case supplier fails to timely deliver goods/services, a penalty equivalent to 0.5% value of Purchase Order may be deducted from the Performance Security submitted by the supplier.
	9.7	Successful bidder is required to deliver unused, brand new and originally sealed equipment at ZTBL designated sites.
	9.8	Supplier will provide copy of original import and custom clearance documents

10		<b>Bidder Qualification Criteria</b>
		Bidder complying with all conditions mentioned in the Bidder Qualification Criteria Form (Annexure-A) 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 be declared non responsive and shall not be considered for technical & financial evaluation.
11		<b>BID EVALUATION CRITERIA</b>
	11.1	<b>Technical Evaluation Criteria</b>
		<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 document in Sections 8 is mandatory. Technical Evaluation shall be done on compliant/non-compliant basis (without scoring or weightage). Below specification or partially compliant proposals shall be declared as Non-Compliant and rejected. Technical Specifications Compliance Matrix (Annexure–D) shall be used for evaluation.</p>
	11.2	<b>Financial Evaluation Criteria</b>
		<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> <p>Payment shall be made according to ordered items &amp; their quantities.</p>
12		<b>AWARD OF CONTRACT</b>
	12.1	The bidder with the lowest evaluated bid, if not in conflict with any other law, rules, regulations or policy of the Federal Government, shall be awarded the procurement contract, within the original or extended period of bid validity.
	12.2	<p>Prior to expiration of period of bid validity, ZTBL will notify the successful Bidder in writing by Letter of Intent that their bid has been accepted and invite to sign the Procurement Contract.</p> <p>Successful bidder through Acceptance Letter will confirm that they are ready to deliver the equipment as per decided terms &amp; conditions and agree to sign the Procurement Contract.</p>

	12.3	Successful Bidder shall sign the contract on non-judicial stamp paper and submit it within seven days of receipt of the contract form to the ZTBL.
	12.4	ZTBL reserves the right to increase or decrease, the quantity of equipment maximum by 15% at the time of issuance of Supply Order.

<b>13</b>		<b>REJECTION OF BID</b>
	<b>13.1</b>	The procuring agency may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. The procuring agency shall upon request communicate to any supplier or contractor who submitted a bid or proposal, the grounds for its rejection of all bids or proposals, but is not required to justify those grounds.
	<b>13.2</b>	The procuring agency shall incur no liability, solely by virtue of its invoking sub clause (13.1) towards supplies or contractors who have submitted bids or proposals.
	<b>13.3</b>	Notice of the rejection of all bids or proposal shall be given promptly to all suppliers or contractors that submitted bids or proposals.
	<b>13.4</b>	Bids not conforming with Bid Documents Terms & Conditions shall be rejected
<b>14</b>		<b>SECURITIES</b>
	<b>14.1</b>	<b>Bid Security</b>
	14.1.1	Bid Security equivalent to 3% value of total bid price shall be submitted in shape of PO/DD/CDR (no other instrument will be acceptable) with the Technical Proposal in a separately sealed envelope clearly mentioning that Bid Security is inside.
	14.1.2	Bid security must be valid for the period of 180 days.
	14.1.3	Bid Security will be returned to unsuccessful bidders upon announcement of Bid Evaluation Result.
	14.1.4	Bid Security of successful bidders shall be returned upon submission of Performance Security.
	14.1.5	Bidder should enclosed copy of bid security (unsealed with amount struck out with black marker) with technical proposal.
	<b>14.2</b>	<b>Performance Security</b>
	14.2.1	Performance Security shall be equivalent to 10% value of total Bid Cost.
	14.2.2	Performance Security shall be in shape of Bank Guarantee, issued by a scheduled Bank established in Pakistan.
	14.2.3	Performance Security Form available in this document at Annexure “B” shall be used.
	14.2.4	Performance Security shall be valid for period of 3 years from the date of delivery of goods.
	14.2.5	After delivery, completion of work/acceptance of goods, coverage of warranty period, and satisfactory performance, and the performance security shall be returned to the successful bidder.
	<b>14.3</b>	<b>Security Forfeiture</b>



	14.3.1	<p><u>Performance Security</u></p> <p>During warranty period, if at any stage it is found that equipment supplied is below specification, altered, refurbished or second hand, the Bank reserves the right to forfeit an amount equivalent to invoice cost of the equipment from Performance Guarantee.</p> <p>Performance security may also be forfeited if breach in Contract terms &amp; condition(s) is committed by the successful bidder.</p> <p>In case supplier fails to timely deliver goods/services, a penalty equivalent to 0.5% value of Purchase Order may be deducted from the Performance Security submitted by the supplier.</p> <p>In case of conflict between both parties and a friendly settlement is not possible, the customer reserves the right to immediately cancel this agreement and call the vendor's bank for encashment of 10% performance guarantee.</p>
	14.3.2	<p><u>Bid Security</u></p> <p>Bid security may be forfeited: If the bidder withdraws his bid during the period of its validity.</p> <p>In case of successful bidder fails to sign the contract and its pre-requisite such as submission of acceptance letter in response to the letter of Intent issued by the ZTBL.</p>

<b>15</b>		<b>GENERAL CONDITIONS OF CONTRACT</b>
	15.1	<p>The Procurement Contract shall be deemed to form and be read and construed as part of this Contract, viz.:</p> <ul style="list-style-type: none"> <li>a. the Letter of Intent to the Supplier for Award of Contract;</li> <li>b. the Acceptance Letter submitted by the Supplier</li> <li>c. the Bid Submission Sheet, the Price Schedules submitted by the Supplier.</li> <li>d. the Technical Specification submitted by the Supplier in their bid</li> <li>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</li> <li>f. This Bidding Document</li> </ul>
	15.2	<p>The 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 the order listed above.</p> <p>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.</p>



	15.3	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.
	15.4	<p><b><u>Declaration of fees, commissions and brokerage etc, payable by the suppliers of goods, services and works.</u></b></p> <p>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.</p> <p>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.</p> <p>Supplier certifies that it has made and will make full disclosure of all contracts/agreements 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.</p>
	15.5	<p>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.</p> <p>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.</p>

	15.6	<p><b>Force Majeure:</b></p> <p>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.</p>
	15.7	<p><b>Disputes Resolution:</b></p> <p>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.</p>
	15.8	<p><b>Contravention and Termination of Contract:</b></p> <p>In case supplier contravenes any of the provision of this Contract or is not duly fulfilling its obligations, it shall serve a written notice for rectification of contravention or fulfillment of obligation, as the case may be, and it shall be mandatory obligation supplier to rectify the contravention or fulfill the obligation within 30 days of notice.</p> <p>In case the supplier, 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.</p> <p>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.</p>
	15.9	<p><b>Validity Period</b></p> <p>Unless terminated by the purchaser, the Procurement Contract shall remain valid for period of three years from date of Entry into Force.</p>
	15.10	<p><b>Entry into Force</b></p> <p>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.</p>
	15.11	<p><b>Closing of Contract</b></p> <p>The contractor shall be discharged from his liabilities and duties upon</p>



		signing of certificate of closing of contract by user department after completion of three calendar years from date of entry into force.
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## **16. SPECIAL CONDITIONS OF CONTRACT**

### **(MAINTENANCE SUPPORT SERVICES TERMS & CONDITIONS)**

#### **16.1. PURPOSE**

Purpose of this contract is to establish a cooperative partnership between Zarai Taraqiati Bank Limited (ZTBL) and the M/S \_\_\_\_\_ by clarifying roles, setting expectations, and providing mechanisms to keep all the equipment mentioned at **Clause 16.13** in optimum working condition as per Warranty Services Terms & Conditions

#### **16.2. Scope of Services**

- 16.2.1 Equipment shall be maintained in operational condition at installation sites on 27/7 basis basis.
- 16.2.2 Provide services on 24/7 basis, including local and government holidays, religious holidays and strikes.
- 16.2.3 Routine preventive maintenance (PM) shall be followed on half yearly basis.
- 16.2.4 Remedial Maintenance Support shall remain available around the clock 8/5/365 for rectification of failure/break downs of equipment installed at locations mentioned at Clause 16.13.
- 16.2.5 For quick disposal of remedial maintenance call, vendor shall keep sufficient spare parts in inventory.
- 16.2.6 Provide firmware/IOS/version up-gradations on all equipment whenever up graded firmware/IOS/version are available.
- 16.2.7 Vendor will be liable to replace the faulty hardware if on site repair is not possible within specified resolution time as specified in Clause 16.5.1.
- 16.2.8 Vendor will ensure OEM back end support for any configuration, software and hardware problem.
- 16.2.9 Provide telephonic support in case of minor operational problems which may not require site visit, if telephonic or video call support does not resolve issue then visit mandatory as per given schedule.
- 16.2.10 Suggest any service improvement plan in networks as per the best practices standards from Principal.
- 16.2.11 Update ZTBL networks inventory whenever there is a change in network topology or equipment at any location.
- 16.2.12 Vendor has to provide temporary hardware replacement as per Clause 16.6
- 16.2.13 Vendor has to ensure and enhance their internal communication and should cascade all relevant information related to ZTBL IT infrastructure to relevant interfaces for effective support
- 16.2.14 Vendor will ensure to maintain the pre-configured spares for branches office equipment at its respective region/designated cities (16.5.2) or sub-region in order to meet required resolution time.
- 16.2.15 Supplier to maintain checks of EoS/EoL against the existing equipment and advise for replacement or up-gradation where required
- 16.2.16 A dedicate Project Manager will be assigned for the project who will present outcomes to the ZTBL management on quarterly basis.
- 16.2.17 Vendor will post a fulltime POC with ZTBL Head office team for issue escalation and resolution.

#### **16.3 MAINTENANCE SERVICES**

##### **16.3.1. 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:

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

#### **16.3.2. REMEDIAL MAINTENANCE (RM)**

Vendor shall 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.

A Certified Routing & Switching expert (highest certification by OEM) shall be nominated for ZTBL project on call basis.

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

- A. Inspect the equipment that it is properly working.
- B. Check any error messages generated by the equipment.
- C. Identify the fault.
- D. If possible, rectify the fault at installation site.
- E. Replace the faulty part from available inventory.
- F. In case repair is not possible at installation site, remove the equipment and transport to Workshop for repair at vendors cost.
- G. Repair the equipment at workshop and reinstall to installation site at vendor's cost.
- H. 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.
- I. Field Service Report duly signed by the ZTBL representative will be forwarded to IT-Procurement & Assets Management Department upon completion of RM.

#### **16.4. Call Resolution Methodology**

- Log the ticket directly on the incident management system's portal given by vendor.
- Call vendor helpline XXXX and log ticket through call agent.

- E-mail IT helpdesk of vendor.

**16.4.1. Level 1 Support**

- Once the ticket is logged, the team lead/Project manager of vendor will receive the ticket automatically via helpdesk system and will engage the support engineer for support.
- When the engineer has been assigned a ticket then he will be notified through an SMS which the engineer can receive and view on their mobile sets. The communication of notifying the engineer about the ticket is automatic.
- The engineer, after receiving an SMS needs to reply with affirmative that he has received the new assigned ticket. The incident management system has been designed to do two-way communication with the SMS gateway. When the system receives a reply back then it automatically updates the ticket. The engineer after completing the assigned job also has to reply back with “Resolved”, so the ticket can get closed in the system.
- After the engineer has completed the job and replied back with an SMS, the role of the coordinator is to call the ZTBL IT Team and verify if the problem is resolved or not. If the reply from the user is satisfactory then the ticket is closed in the incident management system.

**16.4.2 Hardware Level 2 Support**

- If the engineer is unable to resolve the issue, and level 2 support needs to be engaged then the engineer will notify the coordinator who manages vendor engagement.
- In the case of hardware replacement, vendor will engage team as per specified processes for the required hardware and resolve the issue.

**16.5. 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.

**16.5.1. Response & Resolution Time Categories:**

	<i>Description</i>
Complaint Registration	24x7x365
*Response Time for ZTBL Sites	30 Mins
Resolution time at ZTBL Sites*	8Hrs Plus By-Road Travel Time from Zone I

\*Response is expected via Telephone, email or CMS portal  
 Zone-1: Islamabad, Karachi, Peshawar, Lahore, Quetta, Multan, Sukkur and Hyderabad  
**16.5.2 Definition of Sites:**

- \*ZTBL Installation Sites
- ALL Branches, Zonal Offices, Head Office and Staff College of ZTBL

**16.6 BACKUP ARRANGEMENT**

16.6.1 The vendor will maintain sufficient inventory of spare parts and backup equipment exclusively for ZTBL for immediate resolution of complaints.

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

**16.7. RENEWAL**

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

**16.8. 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 network hardware, software or any configuration	Deduction from quarterly payable amount of SLA
1 Day	5%
2 Days	10%
More than 2 Days	5% additional amount per Day basis

**16.9. 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

**16.9.1 CONTACTS**

Both parties shall nominate a contact person and his name, designation, email address, land line number and mobile numbers will be providing to the other party.

**16.9.2 Escalation Contacts**

Vendor shall nominate a contact person and his name, designation, email address, land line number and mobile numbers will be providing to the other party.

**16.10. DOCUMENTATION**

- For the network hardware system there shall be a historical record in shape of history card giving the date of every visit, the faults found and the action taken.
- Health Check Certificate upon Completion of Each Quarter.

**16.11. LIMITS OF SERVICE**

- The service performed by vendor shall not cover or extend to:
- Any damage due to negligence, accidental damage, riots, fire not covered under this agreement.
- Any defect, fault or damage caused by removal or by misuse, negligence or otherwise than in the course of proper normal use and operation of the equipment as recommended by the manufacturers.
- Equipment damage or loss due to weather, electrical interference, fire, lightning, theft or other external circumstances beyond the control of Vendor

**16.12. OBLIGATIONS OF THE CUSTOMER**

The customer shall:

- Provide a suitable installation environment (including adequate power) for the equipment in accordance with the requirements prescribed by the manufacturer and or the supplier of the equipment.
- Use the equipment strictly in accordance with the manufacturer’s instructions and shall not attach any accessories or attachments to the equipment except those approved by the manufacturer.
- Permit Vendors, its employees full and free access to the equipment to provide the maintenance to the equipment.
- Not permit other persons to perform maintenance on the equipment without prior written consent of Vendor.
- Provide Vendor with a complete access to the areas where the UPS and batteries are located.

**16.13. DETAIL OF EQUIPMENT COVERED UNDER MAINTENANCE:**

S. No.	Description	Equipment Serial Number	Installation Location
1			
2			
3			
4			
5			
5			

# **SECTION 17**

# **ANNEXURES**

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	Bidder's association with Principal	Authorization letter from the Importer/Representative of Principal along with complete address and contact number for verification.		
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 has technical capabilities to provide support services / assistance during active period of Contract.	Attach CVs of technical staff		
ii.	Income tax (NTN) Certificate	Valid Income Tax (NTN) Certificate with FBR Active Tax Payer Status printout		
iii.	Sales Tax Registration Certificate	Valid Tax Registration Certificate with FBR Active Tax Payer Status printout		
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	Vendor offices Information	Attach Name, Address, phone , fax, and email address		

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.

Signatures of Authorized Person  
Name \_\_\_\_\_  
Designation \_\_\_\_\_  
Vendor Name \_\_\_\_\_



**PERFORMANCE SECURITY FORM**

Senior Vice President  
IT-Procurement Facilitation & Assets Management Department,  
Zarai Taraqati Bank Ltd,  
Islamabad.

WHEREAS [Name of Supplier] (here in after called “the Supplier”) has undertaken, in pursuance of Contract No. \_\_\_\_\_ [reference number of the contract] dated \_\_\_\_2021 to supply the goods (purchase of IT Equipment) hereinafter called “the Contract”)

AND WHEREAS we have agreed to give a guarantee for the Supplier:

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

This guarantee is valid until the \_\_\_\_ day of \_\_\_\_\_20XX.

**Signature and Seal of the Guarantors**

\_\_\_\_\_  
[Name of Bank]

\_\_\_\_\_  
[Address]

\_\_\_\_\_  
[Dated]

**PROCUREMENT CONTRACT**

THIS CONTRACT is made on this \_\_\_\_\_ day of, 2021, between Zarai Taraqati Bank Limited through Mr. \_\_\_\_\_ (hereinafter “the Purchaser”), of the one part, and Mr. [NAME OF SUPPLIER REPRESENTATIVE] of M/s \_\_\_\_\_ [ADDRESS], Islamabad (hereinafter “the Supplier”), of the other part:

WHEREAS the Purchaser invited bids for certain Goods and Related Services, viz., TENDER NO. [ ----- ] (TITLE OF PROCUREMENT) published on [DATE OF ADVERTISEMENT] 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. [DETAIL OF GOODS AND QUANTITY] for a total value of Rs. [TOTAL COST OF BID] including GST, (Rupees --- ---ONLY ) (hereinafter “the Contract Price”),

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

1. 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. [TENDER NUMBER] referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Contract, viz.:
  - d. the Letter of Intent to the Supplier for Award of Contract;
  - e. the Acceptance Letter submitted by the Supplier
  - c. the Bid Submission Sheet, the Price Schedules submitted by the Supplier.
  - f. 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-10-2021
3. 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 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.

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 inducing 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:**

9.1. 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.

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.

**10.2 Payment shall be made in following manner:**

S#	Deliverable	% age of total Bid Price
1	Delivery & Commissioning of Goods	85%
2	(Maintenance Services Cost (MSC) for three (3) years from the date of operational.	15%

11. **Validity Period**

Bank has got the right of renewal of support on given cost of 3 years on same terms and conditions

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

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 Taraqati Bank Limited  
Head Office,

**To the Vendor:** M/s \_\_\_\_\_(Pvt.) Ltd.  
\_\_\_\_\_

**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:

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 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.
- 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.

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 an 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
- 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 twice a year on-site preventive maintenance.
- Preferably first PM will be done immediately upon completion of project. Rest of PM shall be done every 6 months.
- The vendor is given flexibility in the period of 15 days.

#### **14.8 Replacement of Parts:**

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 network hardware 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 network hardware is repaired and reinstalled at the site of installation. No additional amount will be charged from ZTBL for providing and installing backup network hardware.

#### **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 one 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 Categories**



	<i>Description</i>
Complaint Registration	24x7x365
Response Time for ZTBL Sites	30 Mins
Resolution time at ZTBL Sites*	8 Hrs Plus By-Road Travel Time from Zone-I

\* Response is expected via Telephone, email or CMS portal  
ZONE-1 : Islamabad, Karachi, Peshawar, Lahore, Quetta, Multan, Sukkur and Hyderabad

**14.14 Definition of Sites:**

- ZTBL Installation Sites
- All Branches, Zonal Offices, Head Office and Staff College of ZTBL

**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.

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.

<b>Delay</b>	<b>Penalty/ Deduction</b>
<b>Delay in resolution of issue in network hardware, software or any configuration</b>	<b>Deduction from quarterly payable amount of SLA</b>
1 Day	5%
2 Days	10%
More than 2 Days	5% additional amount per Day basis

**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



14.18 Hardware Covered

14.19 EQUIPMENT DETAIL

S. No.	Description	S.No.	Installation Location
1			
2			
3			
4			
5			

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 \_\_\_\_\_(Pvt.) Ltd

For  
ZARAI TARAQIATI BANK LTD.

-----  
NAME  
SIGNATURE & OFFICIAL STAMP

-----  
NAME  
SIGNATURE & OFFICIAL STAMP

WITNESS:

-----  
NAME  
SIGNATURE & OFFICIAL STAMP

-----  
NAME  
SIGNATURE & OFFICIAL STAMP

-----  
NAME  
SIGNATURE & OFFICIAL STAMP

-----  
NAME  
SIGNATURE & OFFICIAL STAMP

ANNEXURE-D

TECHNICAL SPECIFICATIONS COPMLIANCE MATRIX

AS PER SECTION 8 OF THE BID DOCUMENT.

**PRICE SCHEDULE**

**(Please complete the price schedule as per the format below on company letter head with company seal and signatures**

**Product Cost (inclusive of at-site comprehensive maintenance Support Services for 3 year as required)**

S. No	Description	Make/ Model quoted	Unit Price	Qty	Price without Taxes	Total Price inclusive of Taxes

# 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 of Facial Attendance, Generator's Fuel & Electric Power Monitoring
4	Tender Enquiry No.	ZTBL-10-2021
5	PPRA Ref. No. TSE	TS452657E
6	Date & Time of Bid Closing	22.06.2021, 11:00 AM
7	Date & Time of Bid Opening	22.06.2021, 11:30 AM
8	No. of Bids Received	01 (One)
9	Criteria of Bid Evaluation	<p><b>Bidder Qualification Criteria</b></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 &amp; financial evaluation.</p> <p><b>BID EVALUATION CRITERIA</b></p> <p><b>Technical Evaluation Criteria</b></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><b>Financial Evaluation Criteria</b></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 Makkays	Not Applicable	Not Applicable	<b>Lot-1:</b> <b>Rs. 24,110,073.00</b>  <b>Lot-2:</b> Not participated  <b>Lot-3:</b> Not participated  <b>Lot-4:</b> Not participated	Accepted. Compliant to Bid Document Terms & Conditions.  Financial ranking:  Lot-1: Single Technically & Financially Compliant Bidder for Lot-1.

**Most Advantageous Bid:** M/s Makkays for Lot-1

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

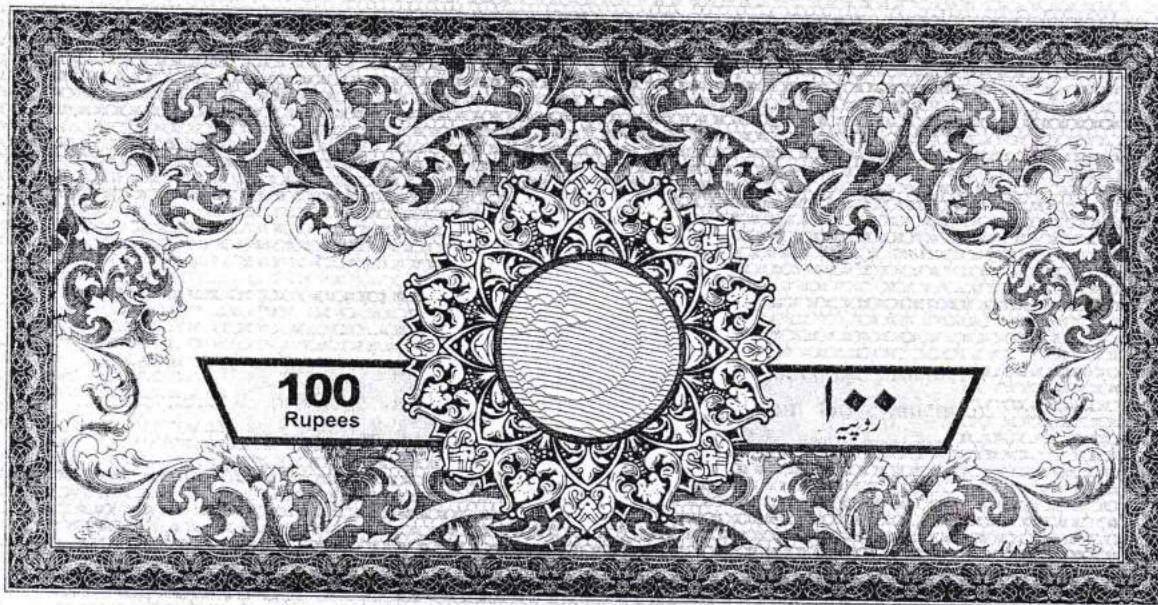


**NAHIDULLAH KHAN**  
**HEAD (IT-PF&AMD)**  
**ZTBL, H.O. Islamabad**

Official Stamp \_\_\_\_\_







### PROCUREMENT CONTRACT

THIS CONTRACT is made on this 17<sup>th</sup> day of January, 2022, between Zarai Taraqiati Bank Limited through Mr. \_\_\_\_\_ (hereinafter "the Purchaser"), of the one part, and Mr. Haider Ali Raja of M/s Makkays, Office No 304, 3<sup>rd</sup> Floor, Royale Suite Plaza, Sector E-11/2, Islamabad (hereinafter "the Supplier"), of the other part:

WHEREAS the Purchaser invited bids for certain Goods and Related Services, viz., TENDER NO. ZTBL-10-2021 Procurement of Facial Attendance, Generator's Fuel & Electric Power Monitoring published on \_\_\_\_\_ 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. Facial Attendance Devices and Customized AMS with Complete Installation and Commissioning for a total value of Rs. 24,110,073.00 including GST, (Rupees -----ONLY) (hereinafter "the Contract Price"),

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

1. 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-10-2021 referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Contract, 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-10-2021

3. 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 the order of precedence as follows:





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 or 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.

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 inducing 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:





9.1. 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.

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.

10.2 Payment shall be made in following manner:

S#	Deliverable	% age of total Bid Price
1	Delivery & Commissioning of Goods	85%
2	(Maintenance Services Cost (MSC) for three (3) years from the date of operational.	15%

## 11. Validity Period

Bank has got the right of renewal of support on given cost of 3 years on same terms and conditions

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.

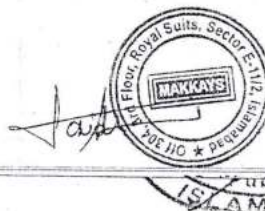
## 13. Closing of Contract

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

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 Taraqiat Bank Limited  
Head Office,

*To the Vendor:* M/s Makkays

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:**

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 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.
- 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.

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 an 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
- 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 twice a year on-site preventive maintenance.
- Preferably first PM will be done immediately upon completion of project. Rest of PM shall be done every 6 months.
- The vendor is given flexibility in the period of 15 days.

#### **14.8 Replacement of Parts:**

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:**

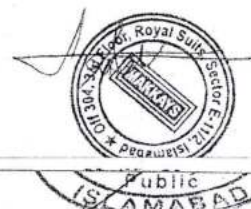
The vendor will maintain an adequate inventory of frequently required spare parts and back up hardware/devices at its designated offices.

In case the network hardware 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 network hardware is repaired and reinstalled at the site of installation. No additional amount will be charged from ZTBL for providing and installing backup network hardware.

#### **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 one 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 Categories

	Description
Complaint Registration	24x7x365
Response Time for ZTBL Sites	30 Mins
Resolution time at ZTBL Sites*	8 Hrs Plus By-Road Travel Time from Zone-I

\* Response is expected via Telephone, email or CMS portal

ZONE-1 : Islamabad, Karachi, Peshawar, Lahore, Quetta, Multan, Sukkur and Hyderabad

#### 14.14 Definition of Sites:

ZTBL Installation Sites

- All Branches, Zonal Offices, Head Office and Staff College of ZTBL

#### 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.

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 network hardware, software or any configuration	Deduction from quarterly payable amount of SLA
1 Day	5%
2 Days	10%
More than 2 Days	5% additional amount per Day basis

#### 14.17 ESCALATION PROCEDURE



Public  
ISLAMABAD

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

#### 14.18 Hardware Covered

#### 14.19 EQUIPMENT DETAIL

S. No.	Description	S.No.	Installation Location
1	ZKT EFACE 10 Facial BioMetric Device, 4.3-inch Touch Screen	1	Across Pakistan
2	Virdi Ubio Xface Facial BioMetric Device	2	Islamabad
3	Bio Time 8.0 (Licences)	3	Across Pakistan
4	Alpeta (Virdi) (Licences)	4	Islamabad
5	Customized Web Based AMS software with HR & Attendance module and Integration	5	Across Pakistan
6	Device Installation, Training, Testing and Commissioning	6	Across Pakistan
7	Device enclosure	7	Across Pakistan
8	On Site maintenance and support (3 Years)	8	Across Pakistan



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 Makkays

NAME HAIDER ALI RAHMAN  
SIGNATURE & OFFICIAL STAMP

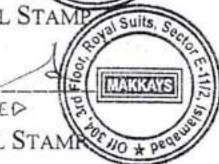


WITNESS:

NAME WAQAR LANIF  
SIGNATURE & OFFICIAL STAMP



NAME TAYYAB AHMED  
SIGNATURE & OFFICIAL STAMP



For  
ZARAI TARAQIATI BANK LTD.

NAME AAMIR Z. CHAUDHRY  
SIGNATURE & OFFICIAL STAMP

NAME Zahid Mehmood Bhatti  
SIGNATURE & OFFICIAL STAMP

NAME Syed Sammar Abbass  
SIGNATURE & OFFICIAL STAMP