

SINDH PUBLIC PROCUREMENT REGULATORY AUTHORITY

CONTRACT EVALUATION FORM

**TO BE FILLED IN BY ALL PROCURING AGENCIES FOR PUBLIC CONTRACTS OF
WORKS, SERVICES & GOODS**

- 1) NAME OF THE ORGANIZATION / DEPTT. SINDH BANK LTD
- 2) PROVINCIAL / LOCAL GOVT./ OTHER Scheduled Bank
- 3) TITLE OF CONTRACT Supply & Installation of Chip Personalization Solution & Card *Production Machi.*
- 4) TENDER NUMBER SNDB/COK/ADMIN/TD/642/2015
- 5) BRIEF DESCRIPTION OF CONTRACT Supply & Installation of Chip Personalization Solution & Card *Production Machine*
- 6) FORUM THAT APPROVED THE SCHEME Procurement Committee/ Competent Authority
- 7) TENDER ESTIMATED VALUE 20,000,000/-
- 8) ENGINEER'S ESTIMATE
(For civil works only) _____
- 9) ESTIMATED COMPLETION PERIOD (AS PER CONTRACT) 1 year
- 10) TENDER OPENED ON (DATE & TIME) Technical(18/12/2016 at1100)Financial(18/12/2016 1100am)
- 11) NUMBER OF TENDER DOCUMENTS SOLD 03
(Attach list of buyers)
- 12) NUMBER OF BIDS RECEIVED 03
- 13) NUMBER OF BIDDERS PRESENT AT THE TIME OF OPENING OF BIDS 03
- 14) BID EVALUATION REPORT 11 Jan, 2016 (Sindh Bank Website)
(Enclose a copy)
- 15) NAME AND ADDRESS OF THE SUCCESSFUL BIDDER M/s Crest Corporation
*708/710 Chapel Plaza,
Hasrat Mahani Road, KHI*
- 16) CONTRACT AWARD PRICE 11,298,222/-
- 17) RANKING OF SUCCESSFUL BIDDER IN EVALUATION REPORT
(i.e. 1st, 2nd, 3rd EVALUATION BID).
M/s Crest Corporation
M/s Rayyanco
M/s Infotel Pakistan

18) METHOD OF PROCUREMENT USED : - (Tick one)

- a) SINGLE STAGE – ONE ENVELOPE PROCEDURE yes Domestic/ Local
- 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 i.e. EMERGENCY, DIRECT CONTRACTING ETC. WITH BRIEF REASONS:

Competent Authority

19) APPROVING AUTHORITY FOR AWARD OF CONTRACT _____

20) WHETHER THE PROCUREMENT WAS INCLUDED IN ANNUAL PROCUREMENT PLAN?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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21) ADVERTISEMENT :

i) SPPRA Website
(If yes, give date and SPPRA Identification No.)

Yes	SPPRA S.NO.25671
No	

ii) News Papers
(If yes, give names of newspapers and dates)

Yes	Daily express, Tribune and Ibrat on date 04-11-15
No	

22) NATURE OF CONTRACT

Domestic/ Local	<input checked="" type="checkbox"/>	Int.	<input type="checkbox"/>
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23) WHETHER QUALIFICATION CRITERIA
WAS INCLUDED IN BIDDING / TENDER DOCUMENTS?
(If yes, enclose a copy)

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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24) WHETHER BID EVALUATION CRITERIA
WAS INCLUDED IN BIDDING / TENDER DOCUMENTS?
(If yes, enclose a copy)

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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25) WHETHER APPROVAL OF COMPETENT AUTHORITY WAS OBTAINED FOR USING A
METHOD OTHER THAN OPEN COMPETITIVE BIDDING?

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
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26) WAS BID SECURITY OBTAINED FROM ALL THE BIDDERS?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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27) WHETHER THE SUCCESSFUL BID WAS LOWEST EVALUATED
BID / BEST EVALUATED BID (in case of Consultancies)

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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28) WHETHER THE SUCCESSFUL BIDDER WAS TECHNICALLY
COMPLIANT?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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29) WHETHER NAMES OF THE BIDDERS AND THEIR QUOTED PRICES WERE READ OUT AT
THE TIME OF OPENING OF BIDS?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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30) WHETHER EVALUATION REPORT GIVEN TO BIDDERS BEFORE THE AWARD OF
CONTRACT?
(Attach copy of the bid evaluation report)

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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31) ANY COMPLAINTS RECEIVED
(If yes, result thereof)

Yes	
No	No

32) ANY DEVIATION FROM SPECIFICATIONS GIVEN IN THE TENDER NOTICE / DOCUMENTS
(If yes, give details)

Yes	
No	No

33) WAS THE EXTENSION MADE IN RESPONSE TIME?
(If yes, give reasons)

Yes	
No	No

34) DEVIATION FROM QUALIFICATION CRITERIA
(If yes, give detailed reasons.)

Yes	
No	No

35) WAS IT ASSURED BY THE PROCURING AGENCY THAT THE SELECTED FIRM IS NOT BLACK LISTED?

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
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36) WAS A VISIT MADE BY ANY OFFICER/OFFICIAL OF THE PROCURING AGENCY TO THE SUPPLIER'S PREMISES IN CONNECTION WITH THE PROCUREMENT? IF SO, DETAILS TO BE ASCERTAINED REGARDING FINANCING OF VISIT, IF ABROAD:
(If yes, enclose a copy)

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
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37) WERE PROPER SAFEGUARDS PROVIDED ON MOBILIZATION ADVANCE PAYMENT IN THE CONTRACT (BANK GUARANTEE ETC.)?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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38) SPECIAL CONDITIONS, IF ANY
(If yes, give Brief Description)

Yes	
No	

39) Date of Award of Contract: 02-03-2016

Signature & Official Stamp of
Authorized Officer

M Rashid

M. RASHID MEMON
Vice President
I.T. Division
SINDH BANK LTD.
Head Office, Karachi.

FOR OFFICE USE ONLY

SPPRA, Block. No.8, Sindh Secretariat No.4-A, Court Road, Karachi
Tele: 021-9205356; 021-9205369 & Fax: 021-9206291

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IN MEMORY OF SHAHEED MOHTARMA BENAZIR BHUTTO



Tender Ref. No. SNDB/COK/ADMIN/TD/643/2015
Date: 02/03/2016

M/s Crest Corporation,
708-710 Chapal Plaza,
Hasrat Mohani Road,
Karachi.

Subject: **Contract Award- Supply & Installation of Chip Personalization
Solution & Card Production Machine**

The management of Sindh Bank Ltd is pleased to award the subject contract to M/s Crest Corporation.

Please acknowledge.

Sincerely,

M. Rashid Memon
VP/I.T. Division

1. DEFINITIONS

In this Agreement and the schedules hereto, the following expression shall (except where the context otherwise requires) have the following meanings.

- **Software** means the computer programs in machine readable form and all the documents and materials forming part thereof or relating thereto and (except herein specifically excluded) any Update delivered by Vendor to SNDB)
- **Property Rights** means all copyrights, patents, trade secrets, confidential information and other intellectual property rights in all parts of the world.
- **Object Code** means a code that can be read by a computer's operating program and used to issue instruction to the computer.
- **Update** means any amendment, improvement, addition, modification, adoption or development of the Software and to the Update construed accordingly.
- **Delivery** means any installation, development, customization, implementation and training of software.

2 PURPOSE

- 2.1 The main purpose to take system is to issue EMV Visa Debit Cards using bank provided input data files and other variables, pre-requisites and input materials (as described in the Scope of Work) as per banks final requirements
- 2.1.1 To implement complete issuance software covering all aspects of Visa Chip Debit Card Issuance Requirements
- 2.1.2 To provide complete consultancy & project management for the project within relevant scope as per tender.
- 2.1.3 All modules shall be integrated and have complete workflow to automate the entire process
- 2.1.4 Provide complete guidance to SNDB in terms of standards and all necessary information that is necessary to implement the project successfully.
- 2.2 The details of Modules covered by this agreement (as per annexure A) and the applicable usage are covered in scope of work.

3 TERM OF REFERENCE/SCOPE OF WORK

3.1 Description of the Software Services

The software has been licensed to SNDB by Vendor and installed at Sindh Bank Limited.

Following is a list of services that are included within the scope of this Agreement:

- 3.1.1 Provisioning of Software Production Licenses
- 3.1.2 Provisioning of necessary HSM/Cryptographic Modules
- 3.1.3 Provisioning of Backup Software Licenses
- 3.1.4 First Year Support with Free of Charge software updates released during the term of Support
- 3.1.5 Provisioning & Customization of Personalization Script as per SNDB requirement and provided in editable format that can be used for independent customization in future by SNDB
- 3.1.6 Evaluate any short comings in the available infrastructure, data or any other element that may impact the project launch and propose the required item as integral part of the offer
- 3.1.7 Training of bank staff for complete operation and administration

3.2 Project Plan

A detailed project plan, scope of work & pre-requisites are defined herein under Annexure 'A' and is treated as an integral part of this Agreement

3.3 Installations, training and back-up period

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- 3.3.1 VENDOR shall install the Software within 6 weeks after issuance of Purchase Order, receipt of signed copy of this Agreement and provisioning of sample data/input file and test cards, keys and other relevant details as described in Annexure 'A'
- 3.3.2 Vendor shall install the software at designated site of SNDB. SNDB personnel shall use this software to test, gap analysis and provide customization/development requirement duly signed by relevant authorities.
- 3.3.3 SNDB shall assign a liaison officer during the installation, customization, development and subsequent training period to provide necessary information to VENDOR. During the same period, Vendor undertakes to carry out its obligations pursuant to this agreement in a professional, competent and honest manner with their competent and qualified personnel. Vendor will nominate system designing team and coordinator for the project under the supervision of Head Analyst; as per Annexure 'A'
- 3.3.4 VENDOR hereby agrees to provide SNDB with a reasonable period of user systems training and support.
- 3.3.5 VENDOR undertakes that Personalization Script will be completely customized and the Software will be completely implemented by VENDOR within 6 weeks' time. VENDOR & SNDB agrees to follow the plan and responsibilities as described in Annexure 'A'.
- 3.3.6 VENDOR shall provide support after the live implementation up to a period of 1 year starting from the day of approval of test cards by Visa.
- 3.3.7 The term of this Agreement carry out its duties hereunder in the provision of the services in an efficient, professional manner and that such services will be-provided when required without unreasonable delay and in accordance with the terms hereof.
- 3.3.8 Both parties shall ensure that all communications concerning the Services are channelled through the Project Contact and are confirmed in writing. The both parties shall inform promptly in writing of any change in the identity of the Project Contact and no change shall take effect unless and until such notice has been received by VENDOR or SNDB.
- 3.3.9 SNDB will update Vendor regarding regulation, rules etc of the SNDB as may be applicable for the purpose of this project. Vendor shall fulfil all the rules and regulation as given by SNDB.
- 3.3.10 VENDOR ensures that they will not subcontract anything related to their service without SNDB confirmation /permission.
- 3.3.11 VENDOR will deploy highly trained personnel for installation & training at SNDB.
- 3.3.12 VENDOR will maintain a complete audit trail, record and supporting documents (financial/non-financial) related to agreement and present to our internal/external auditors if require.

3.4 Integration with existing systems:

- 3.4.1 VENDOR agrees to provide that they will be responsible for the integration of software with existing card printer systems and data files of SNDB.
- 3.4.2 SNDB agrees to provide VENDOR with reasonable access with the prior consultation/permission of ITD as well as working facilities to VENDOR's staff in bank premises during working hours.

3.5 Development of Resources & Software Support

Human resource by VENDOR at SNDB-site is governed under following terms to maintain effective timelines / completion of assignment and proper project support services later on:

- 3.5.1 VENDOR will take full responsibility of any miscalculations, bug/errors, faults etc. found in the Software and will take all reasonable measures to rectify such reasons.
- 3.5.2 VENDOR will deploy skilled support personnel, to be placed at SNDB premises full time during initial implementation period in live environment, who will liaison with the users of the Software for immediate rectification of bug and errors in the Software.

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- 3.5.3 Senior management of VENDOR will interact with designated SNDB team, at least on weekly basis or as and when required during implementation period, to discuss issues related to implementations,
- 3.5.4 After expiry of the 1 Year support period (as per clause 3.3.6), VENDOR will provide SNDB with Software Support Service either by telephone, email, fax or by personal visit by an VENDOR analyst/programmer against Software Maintenance Agreement (to be made separately) for resolving technical or operational problems which may from time to time be encountered with the Software.

3.6 Software Maintenance Agreement

After the expiry of initial 1 Year support period, a separate Agreement for Annual Maintenance may be made between SNDB & VENDOR. In case SNDB does not sign support agreement after the initial first year support, backup license will be revoked however SNDB can continue to use primary software license. Price for subsequent support agreement shall be mutually agreed between SNDB and VENDOR.

4 MODES OPERANDI

4.1 Process

- 4.1.1 The programs comprising the Software will be supplied in the install/executable format on a CD (Compact Disc) media along with customized personalization script in an editable format, provided that such media have been approved by SNDB.
- 4.1.2 VENDOR will supply one copy of documentation, process flow and system manual forming part of the Software and all documents shall be updated after any new version, update or releases.
- 4.1.3 On delivery, VENDOR shall install the available modules along with support software on the designated server of SNDB.
- 4.1.4 After customization and development, run the system in test environment.
- 4.1.5 Arrange UAT and joint testing with SNDB internal departments.
- 4.1.6 After completion of above process, Vendor shall live implement of application
- 4.1.7 After successfully implementation of module, installation shall be process according to the mutually agreed schedule.

4.2 SNDB Relationship Officer

In order to design and implement the systems, SNDB shall be required to appoint a liaison officer who shall work with VENDOR designated team by providing the necessary information about SNDB requirements, and facilitate early installation of the Systems at SNDB hardware.

4.3 Time Schedule

- 4.3.1 VENDOR Software shall be installed at the designated machines within 6 weeks as stated in Clauses (3.3.1 & 3.3.2)
- 4.3.2 After the installation phase, SNDB will be provided training for each module, along with user manuals.
- 4.3.3 Software will be completely implemented and personalization scripts will be customized by VENDOR, as stated in Clause (3.3.5)
- 4.3.4 After the complete implementation and customization of the Software, VENDOR shall provide SNDB 1 Year support, as stated in Clause (3.3.6)

4.4 Penalty

The initial system must be provided within 6 weeks of the purchasing order and other relevant input information which should cater most of the above requirement. In case vendor fails to deliver/install the

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