

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 Acquiring of Web & Email Services
- 4) TENDER NUMBER SNDB/COK/ADMIN/TD/766/2017
- 5) BRIEF DESCRIPTION OF CONTRACT Acquiring of Web & Email Services
- 6) FORUM THAT APPROVED THE SCHEME Procurement Committee/ Competent Authority
- 7) TENDER ESTIMATED VALUE 1,000,000/-
- 8) ENGINEER'S ESTIMATE -
(For civil works only)
- 9) ESTIMATED COMPLETION PERIOD (AS PER CONTRACT) One year
- 10) TENDER OPENED ON (DATE & TIME) Technical(25/04/2017at 1230)Financial(25/04/2017 1230pm)
- 11) NUMBER OF TENDER DOCUMENTS SOLD 02
(Attach list of buyers)
- 12) NUMBER OF BIDS RECEIVED 02
- 13) NUMBER OF BIDDERS PRESENT AT THE TIME OF OPENING OF BIDS 02
- 14) BID EVALUATION REPORT Attached
(Enclose a copy)
- 15) NAME AND ADDRESS OF THE SUCCESSFUL BIDDER M/s Cyber Internet Services (Pvt) Ltd
- 16) CONTRACT AWARD PRICE Rs.990,000/-
- 17) RANKING OF SUCCESSFUL BIDDER IN EVALUATION REPORT
(i.e. 1st, 2nd, 3rd EVALUATION BID). M/s Cyber Internet Services (Pvt) Ltd

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

- a) SINGLE STAGE – ONE ENVELOPE PROCEDURE 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.32527
No	

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

Yes	On Website Dated 06-04-2017
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	Yes
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 checked="" type="checkbox"/>	No	<input 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 checked="" type="checkbox"/>
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38) SPECIAL CONDITIONS, IF ANY
(If yes, give Brief Description)

Yes	
No	No

39) Date of Award of Contract: 08-09-2017

Signature & Official Stamp of
Authorized Officer

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

FOR OFFICE USE ONLY

Dated: 21-07- 2017

OFFICE ORDER

SUBJECT: **EXTENSION FOR BID VALIDITY PERIOD**
Tender Ref. No. SNDB/COK/ADMIN/TD/766/2017

As per SPPRA Rule 38 (2), approval is solicited for further Ninety (90) days extension of "Bid Validity Period" for the tender ACQUIRING OF E-MAIL AND WEB SERVICES SPPRA S. No: 32527. The reason for extension is due to delay from the bidder's end. The bidder request in this context are also enclosed, please.

Members Signature- Procurement Committee

Signature

Mr. Anis Iqbal
Head of I.T. Division

Mr. Saeed Jamal
Chief Financial Officer

Mr. Syed Muhammad Aqeel
Chief Manager, IDBL Karachi

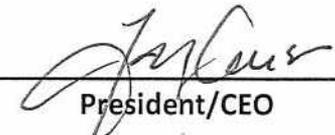








Recommended for Approval, please



President/CEO

CYBERNET

Total Quality Network

July 21, 2017

To,
Lt.Col. (R) Shahzad Begg,
Head of Administration Division,
Sindh Bank Ltd,
Head Office,
Karachi.

Subject: Extension Request Of Bid Validity Period For Tender No SNDB/COK/ADMIN/TD/766/2017.
Acquiring of E-Mail and Web Services

Dear Sir,

It is requested to kindly extend bid validity period for subject tender, since contract is under signing process with our higher management, and is getting delayed due to some internal matters.

Looking forward for your understanding and kind cooperation.

Regards,



Abbas A. Rizvi

Account Manager – Enterprise Sales

Cyber Internet Services (Pvt.) Ltd.

Cyber Internet Services (Pvt.) Ltd.

10th floor, Lakson Square Building 3

Sarwar Shaheed Road

Karachi 74200, Pakistan

UAN: 111 44 55 66 Fax: +92 21 3568 0842

Web: www.cyber.net.pk Email: info@cyber.net.pk

140
31/7/16 2370/-



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AN
STAMP VENDOR
Lic # 05, Shop # 64, New Ruby Centre,
Talpur Road, Boulton Market, Karachi
SR NO. 68976
ISSUED TO WITH ADDRESS MR.
THROUGH WITH ADDRESS MR.
PURPOSE
RS. 100
ATTACHED
VENDOR SIGNATURE
NOT USE FOR FIVE UNIT & ABOVE PURPOSE
Vendor Not Responsible for Fake Documents

19 JUN 2017
OFFICE SUPERINTENDENT
Stamp Office, City Court
Karachi



AGREEMENT
EMAIL SERVICES & WEB HOSTING

This Agreement is made at Karachi, Pakistan on the 08th Day of July 2017, Effective from 17th July 2017 between Sindh Bank Limited having its head office at 3rd Floor, Federation House, Abdullah Shah Ghazi Road, Clifton, Karachi (hereinafter called the "Sindh Bank")

And

Cyber Internet Services (Private) Limited having its registered office at A-904 9th Floor, Lakson Square Building No. 3, Sarwar Shaheed Road, Karachi 74200, Pakistan (hereinafter referred to as "Cybernet")

WHEREAS the BIDDER is the Supplier/Service Provider of Web Hosting and E-mail Services Outsourcing along with TLS Enforcement

AND WHEREAS Sindh Bank is inclined to acquire services as detailed below on the terms and conditions laid down hereinafter for the supply of Web Hosting and Email Outsourcing Services for the BANK of total sum Amounting for email server Pak Rupees 990,000/- (Pak Rupees Nine Hundred And Ninety Thousand) per year, payable half yearly in advance and for SSL/security services Pak Rupees per year in advance.

Sindh Bank's Initial: _____

Handwritten signature/initials

Cybernet's Initial: _____



Further Detail is follows.

S. No.	Item	Unit Cost (PKR) Inclusive of Tax	Qty	Total Price/month (PKR)
1	RC-6G For Email and Webhosting 4 Core Processor, 6 GB RAM, 300 GB Data Storage Disk, 50 GB root Disk	40,471.04	1	40,471.04
2	RC-2G For SMTP Gateway and SSL/TLS enforcement Single Core, 2 GB RAM, 50 GB root Disk	10,767.68	2	21,535.36
3	IP Address	336.00	3	1,008.00
4	Cpanel	2,800.00	1	2,800.00
5	Mail Enable Professional Edition - 1 year advance	3,265.92	0	0.00
6	SSL Wildcard certificate 1 x SSL Wildcard certificate for SSL/TLS enforcement	2,040.64	1	2,040.64
7	10 Mbps Datalink on Cyber ION Fiber For Connectivity From Customer HO to Cyber Internet Services (Pvt) Ltd.	26,973.00	1	26,973.00
Total Monthly cost (PKR)				94,828.04
Discount				13%
Total Monthly cost after Discount (PKR)				82,500
Total Yearly Cost (PKR) Including All Taxes				990,000.00

This agreement automatically becomes effective while using any of the web hosting services provided by the BIDDER.

Hosting Agreement:

1. Definitions.

- 1.1 Sindh Bank" means the persons, entity or agents and authorized representatives accepting this agreement.
- 1.2 "Content(s)" means all text, pictures, sound, graphics, video, links, and other data stored by Sindh Bank on BIDDER server computers.
- 1.3 "Website" means pages presenting the Content(s) stored by Sindh Bank on BIDDER server computers.
- 1.4 "User" means users of Sindh Bank's Website.
"User Content" means all text, pictures, sound, graphics, video, links, and other data stored by Users on BIDDER server computers.
- 1.5 "Confidential Information" means information that Sindh Bank takes reasonable steps to maintain in confidence and identifies in writing to BIDDER as confidential.

2. Web Hosting.

2.1 Hosting.

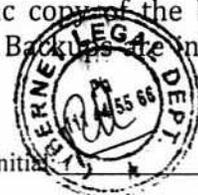
BIDDER will provide VPS, as specified in Exhibit A, with an Internet address for storage and access of Content, User Content, and the Website. The Website, Content, and User Content(s) must be "server-ready." BIDDER will provide bandwidth and storage as specified in Exhibit A. If Sindh Bank requires additional bandwidth or storage, BIDDER will negotiate in good faith to amend this Agreement unless BIDDER server computers cannot accommodate the requested bandwidth or storage.

2.2 Website Backup and Email Data.

BIDDER will back up the Website on the request of Sindh Bank in a commercially reasonable manner. However, BIDDER is not responsible for lost Content(s) or lost User Content. Website backups will be stored by BIDDER for no longer than days. BIDDER will provide, at Sindh Bank's expense, an electronic copy of the backup Website to Sindh Bank upon written request by Sindh Bank. Backups are intended for disaster recovery, not the restoration of individual files.

Sindh Bank's Initial: _____

Cybernet's Initial: _____



Service provider shall provide entire backup of email server/configuration along with data (mail and web hosting) when contract expires between Sindh Bank and bidder or when sindh bank demands

2.3 Server Logs.

As requested by Sindh Bank, BIDDER will deliver to Sindh Bank an electronic form of server Log of Website activity. Sindh Bank will be entitled to three month of log storage free of charge or as available on the server. BIDDER may, at its option, charge a fee to Sindh Bank for additional space required to store over sized logs.

With the VPS plan, Sindh Bank has given root access to the server, so Sindh Bank has access to check server logs. Furthermore, in-case Sindh Bank delete any log from server, that particular log will not recover by Bidder.

2.4 Standards.

BIDDER's services will conform to the following:

2.4.1 Availability of Website.

BIDDER will provide hosting services for the Website / servers that meet 99.5%) a reasonable commercial standard for, among other matters, packet loss, accessibility, latency, availability, and throughput.

2.4.2 Root Access.

Sindh Bank has full root access of VPS, Bidder will not be responsible incase of any content(s) / data / Log deletion from Sindh Bank end.

2.4.3 - Security.

BIDDER will take steps to prevent unauthorized access to the Website, Content, User Content, and Confidential Information stored on BIDDER server computers.

2.4.4 - Server/Network Computer Outages.

BIDDER will employ best efforts in providing advance notice to Sindh Bank of scheduled server computer/network outages.

2.4.5 - Disclaimers.

BIDDER provides no equipment, software, or communication connections to Sindh Bank. BIDDER makes no representations, warranties or assurances that the Sindh Bank's equipment, software, and communication connections will be compatible with BIDDER hardware and service.

3. Ownership of Content.

All Content(s) and User Content(s) stored by Sindh Bank on BIDDER server computers shall at all time remain the property of Sindh Bank. Sindh Bank grants to BIDDER a non-exclusive, worldwide license to the Content(s) and User Content(s) only to the extent necessary for BIDDER to host the Website.

4. Content(s) Control.

4.1 Lawful Purpose.

Sindh Bank will only use BIDDER hardware and services for lawful purposes and Sindh Bank will not store or provide any Content(s) or User Content(s) or link to any material that violates foreign, federal, state or local law, the Terms of Service of Exhibit B and any modifications thereof, BIDDER posted Acceptable Use Policy , or any other BIDDER policy.

Sindh Bank's Initial: _____

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4.2 Remedy for Violation.

Should BIDDER become aware that Sindh Bank has violated Part 4.1, BIDDER may, at its discretion, remove the Content(s) or User Content(s) in violation, immediately terminate hosting Sindh Bank's Website under Part 6.3, and/or notify authorities. If hosting is terminated, BIDDER may, in its sole discretion, reinstate hosting upon adequate showing of Sindh Bank's right to use the Content(s) or User Content.

5. Payments.

Fees.

Sindh Bank shall pay fees agreed upon during account signup. BIDDER will invoice half yearly in advance for email and web hosting server/services. In the case of credit card payments BIDDER will automatically charge Sindh Bank Credit Card on file all fees associated with the account on the due date.

- Sindh Bank shall clear all the invoices within thirty (30) days from the date of invoice.
- Any new Government taxes/rates/levies or any increase/decrease in the same shall have an impact on the prices mentioned in the agreement.

5.3 Account Updates.

It is the responsibility of the Sindh Bank to maintain accurate billing information with BIDDER. This may include updated credit card information, email address and mailing address.

5.4 Taxes.

All applicable taxes will deduct by Sindh bank from the above mentioned prices in invoices provided by BIDDER.

6. Term of Termination.

6.1 Term. - *The Term of this agreement shall be for a period of one year.*
The initial term is agreed upon during account signup. After the initial term, this Agreement will automatically renewable on a month/quarterly/yearly basis until terminated.

6.2 Termination by Sindh Bank.

During the initial term, Sindh Bank may terminate this Agreement upon the material breach of BIDDER, if such material breach remains uncured for thirty (30) days following written notice to BIDDER. This cure period shall be extended by delay caused by events beyond the control of BIDDER including, but not limited to, natural disasters, governmental prohibitions or regulations, viruses that did not result from the acts or omissions of BIDDER, or technical faults of BIDDER service providers or Bidders. After the initial term, Sindh Bank may terminate this Agreement upon fourteen (14) days prior written notice to BIDDER.

6.3 Termination by BIDDER.

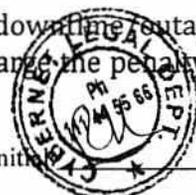
BIDDER may terminate this Agreement without cause at any time upon thirty (30) days prior written notice to Sindh Bank and will return the advance payment of unexpired period.

6.4 Penalty

BIDDER must provide 99.9% service availability, in case of downtime/outage/link issue/server issue, and then Sindh Bank will be entitled to charge the penalty at the following rates with following considerations

Sindh Bank's Initial: _____

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a. Penalty Rates:

- Equal or more than 6 hours and less than 12 hours = 1 day amount deducted
- Equal or more than 12 hours and less than 18 hours = 3 days amount deducted
- Equal or more than 18 hours and less than 24 hours = 1 week amount deducted
- Equal or more than 24 hours = 1 month amount deducted

Network & Server Uptime Guarantee

- o Bidder will ensure 99.5% uptime guarantee which covers the availability of all servers as well as all network components.
- o Bidder guarantees that their data center network will be available 99.5% of the time and there will be no network interruption from their network backbone to their upstream providers at any time in a given month.

Bidder guarantee excludes the following situations:

- i. Scheduled maintenance time.
- ii. Problems outside of their network.
- iii. Interruptions or failure of individual client services/accounts caused by the client's: employees/customers,
- iv. Configuration errors, 3rd party software errors, client abuse or excessive utilization of resources.
- v. Malicious activities such as Denial of Services attack.

Downtime or outages are measured as the total length of time of the unplanned interruption in service availability in a calendar month. All non-scheduled downtime or outages are tracked via our Server & Network.

7. **DISCLAIMER OF WARRANTIES.** EXCEPT AS EXPRESSLY PROVIDED HEREIN, WEB REFINEMENTS, AND ITS OWNERS, EMPLOYEES, AFFILIATES, AGENTS, BIDDERS, AND THE LIKE, MAKE NO WARRANTY IN CONNECTION WITH WEB REFINEMENTS HARDWARE OR SERVICES, WHETHER WRITTEN OR ORAL, STATUTORY, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF TITLE, NON-INGRIMENT, MERCHANTABILITY, AND FITNESS FOR PARTICULAR PURPOSE.

8. Indemnity.

The parties shall indemnify each other against any third party claim, action, suit or proceeding arising as a result of Sindh Bank's use of BIDDER hardware or services and will cover all losses, damages, expenses, and costs incurred by parties as a result of a final judgment entered against each party in any such claim, action, suit or proceeding.

9. General Provisions.

10.1 Governing Law.

This Agreement will be governed and construed in accordance with the laws of Pakistan. Both parties agree to submit to personal jurisdiction Karachi, Pakistan, and further agree that any cause of action or dispute arising under this Agreement will be litigated or arbitrated in Karachi, Pakistan.

9.1 Severability and Waiver.

If any provision of this Agreement is held invalid or unenforceable for any reason, the remaining Provisions will continue in full force without being impaired or invalidated in any way. The waiver by either party of a breach of any provision of

Sindh Bank's Initial: _____

Cybernet's Initial: _____

this Agreement will not operate or be interpreted as a waiver of any other or subsequent breach.

9.2 Relationship of Parties. No agency, partnership, joint venture, or employment relationship is created by this Agreement and neither party has the power to bind the other party.

BIDDER is a registered company incorporated under companies act 1984 under laws of Pakistan with its registered head office located at

10. Nondisclosure Agreement

This Nondisclosure Agreement (the "Agreement") is entered into by and between **M/s Cyber Internet Services (Private) Limited** with its principal offices at A-904 9th Floor, Lakson Square Building No. 3, Sarwar Shaheed Road, Karachi 74200, Pakistan and **M/s Sindh Bank Limited** located at 3rd Floor, Federation House, Abdullah Shah Ghazi Road, Clifton, Karachi for the purpose of preventing the unauthorized disclosure of Confidential Information as defined below. The parties agree to enter into a confidential relationship with respect to the disclosure of certain proprietary and confidential information ("Confidential Information").

10.1. **Definition of Confidential Information.** For purposes of this Agreement, "Confidential Information" shall include all information or material that has or could have commercial value or other utility in the business in which Disclosing Party is engaged. If Confidential Information is in written form, the Disclosing Party shall label or stamp the materials with the word "Confidential" or some similar warning. If Confidential Information is transmitted orally, the Disclosing Party shall promptly provide a writing indicating that such oral communication constituted Confidential Information.

10.2. **Exclusions from Confidential Information.** Receiving Party's obligations under this Agreement do not extend to information that is: (a) publicly known at the time of disclosure or subsequently becomes publicly known through no fault of the Receiving Party; (b) discovered or created by the Receiving Party before disclosure by Disclosing Party; (c) learned by the Receiving Party through legitimate means other than from the Disclosing Party or Disclosing Party's representatives; or (d) is disclosed by Receiving Party with Disclosing Party's prior written approval.

10.3. **Obligations of Receiving Party.** Receiving Party shall hold and maintain the Confidential Information in strictest confidence for the sole and exclusive benefit of the Disclosing Party. Receiving Party shall carefully restrict access to Confidential Information to employees, contractors, and third parties as is reasonably required and shall require those persons to sign nondisclosure restrictions at least as protective as those in this Agreement. Receiving Party shall not, without prior written approval of Disclosing Party, use for Receiving Party's own benefit, publish, copy, or otherwise disclose to others, or permit the use by others for their benefit or to the detriment of Disclosing Party, any Confidential Information. Receiving Party shall return to Disclosing Party any and all records, notes, and other written, printed, or tangible materials in its possession pertaining to Confidential Information immediately if Disclosing Party requests it in writing.

10.4. **Time Periods.** The nondisclosure provisions of this Agreement shall survive the termination of this Agreement and Receiving Party's duty to hold Confidential Information in confidence shall remain in effect until the Confidential Information no longer qualifies as a trade secret or until Disclosing Party sends Receiving Party written notice releasing Receiving Party from this Agreement whichever occurs first.

Sindh Bank's Initial: _____

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Cybernet _____

Exhibit A

E-mail Services

Bidder undertakes to host and operate the e-mail server required by Sindh Bank with following parameters on the said domain name i.e sindhbankltd.com

VIRTUAL PRIVATE SERVER

E mail server/services

- Technology: OpenVZ
- Disk Space: 150 Gb
- -Memory of the server should be minimum 6 GB dedicated and should be scalable for future enhancements
- Disk Protection: RAID 10
- Monthly Traffic: UNLIMITED
- Network Port: 1,000 mbps
- Burstable Memory: 1.5 GB
- Speed Guarantee: Lightning Fast Guarantee
- Mobile Management: Android or iPhone
- VPS Control Panel: Easy Web Panel
- Free IPs: 2 IPs
- Free Tools: Up to 210 Free Tools
- Managed Server: Yes *
- Uptime Guarantee: 99.5%**
- E-mail Accounts :: UNLIMITED E-mail + FTP Accounts
- Host :: UNLIMITED websites
- Sub-Domains Support:: UNLIMITED Sub-domains
- -Automatic disclaimer attach with each email
- MySQL Database Support :: UNLIMITED Databases
- PostgreSQL Database Support :: UNLIMITED
- -Tomcat :: Support
- Root Access :: Yes

*Managed Server Services and general requirements

- Initial OS Setup & Customizations: Bidder will be responsible for installing / configuring the OS / WHM of Sindh Bank's VPS.
- Custom Firewall, Intrusion and prevention Detection System Setup: Bidder will setup and install hardware / software devices to make sure all the mailing traffic pass through these devices and not only detect any intrusion but also take appropriate action to prevent the intrusion.
- System Optimization & Performance Tuning: Time-to-time system optimization and performance tuning will be performed.
- VPS server/software/services should have feature to restrict users for sending mails to outside domains
- VPS server/software/services must support windows live mail client and MS outlook all versions.
- Bidder will make sure that 24/7/365 System Monitoring and support to Sindh Bank will be carried out and complete escalations with contact information and email addresses will be shared.

Sindh Bank's Initial: _____

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Cybernet's Initial: _____



- Bidder will provide regular vulnerability / spam scans and take appropriate steps to avoid / quarantine / delete / eliminate these vulnerabilities / spam(s).
- Bidder will provide free OS patching and updates without any extra cost to Sindh Bank (3rd part of software will not be included).
- Bidder will provide System Performance Reports and Checks and share with Sindh Bank on demand.
- Service provider will be responsible for time to time system optimization and performance tuning.
- Service provider should have 24 hours / 7 days system monitoring and provide support to Sindh Bank.
- Service provider should provide minimum 10Mbps dedicated fiber optics link between Sindh Bank and Service Provider's DATA Center / Email Server to avoid slow communication between Sindh Bank users and Email Server.

Security server/services

- Bidder will implement Enforce SSL/TLS and make sure certificate will encrypt browsing data, email data, password of users and aim to protect confidentiality and integrity of its email communication with other domains and to mitigate information security risk.
- Bidder will make sure that enforce TLS/SSL have been properly installed and works as per standards of the certificates both at server and Sindh Bank users end.
- Certificate should support but not restricted to various popular applications like Internet Explorer, Mozilla Firefox, Google Chrome, Windows Live Mail, Microsoft Outlook (2007, 2010, 2017), Windows Outlook (in XP), Mozilla Thunderbird etc.
- Certificate should restrict users to use 'https' protocol to access specific website instead of 'http'.

Further Bidder will provide 99.9% SPAM Filtration IMAP/POP3 Accounts, Mailing Lists. Also provide Control Panel for administrative access.

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Sindh Bank's Initial: _____

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Cybernet's Initial: _____



Exhibit B

Terms of Service

1. BIDDER may only be used for lawful purposes. Sindh Bank will not store or provide any Content(s) or User Content(s) that: (a) violates any federal, state, or local law, statute, ordinance, or regulation (including, without limitation, export control, consumer fraud, unfair competition, anti-discrimination, gambling, or false advertising laws); (b) is defamatory, trade libelous, unlawfully threatening, or unlawfully harassing; (c) is obscene, child pornographic, or indecent; (d) violates any third party's right of publicity or right of privacy; or (e) contains any IRC application, bots, egg drops, viruses, trojan horses, worms, time bombs, cancelbots or other computer programming routines that are intended to damage, detrimentally interfere with, surreptitiously intercept or expropriate any system, data or personal information.
2. Sindh Bank will not store or provide any Content(s) or User Content, practice any software or business methods, or use a domain name that infringes any party's Intellectual Property. "Intellectual Property" means any and all property rights under copyright, moral right, trademark, patent, trade secret, or right of publicity law, or any other rights in works of authorship, inventions, designations of source, persona, or economically valuable information.
3. BIDDER exercises no control over the Content, User Content, or other information passing through BIDDER LIMITED.
4. BIDDER does not monitor and is not obligated to monitor the Content(s) and User Content(s) and has not been informed by Sindh Bank of the Content, User Content, or nature of the Content(s) on Sindh Bank's Website.
5. Sindh Bank will not use BIDDER hardware or service to misrepresent Sindh Bank's identity.
6. Sindh Bank will not attempt to undermine the security or integrity of, or gain unauthorized access to, BIDDER hardware, operating systems or any other computing systems or networks.
7. Sindh Bank will not attempt to use IP Address not directly assigned by BIDDER staff. Attempting to use unauthorized IP Addresses may result in IP Conflict. Any server found using IPs, which was not officially assigned, will be suspended from network access until such time as the IP address conflict can be corrected.
8. Sindh Bank will use BIDDER hardware and services in accord with BIDDER Acceptable Use Policy. The Acceptable Use Policy and any modifications thereof will be posted at BIDDER website at: <http://hostingpartner.pk/legal-and-policy.html> Sindh Bank's continued use of BIDDER hardware and services constitutes Sindh Bank's acceptance of the Acceptable Use Policy and any modifications thereof.
9. If the BIDDER becomes aware of a violation of the Terms of Service, BIDDER LIMITED will investigate and may, in its sole discretion, terminate hosting under the Hosting Agreement.
10. These Terms of Service may be modified at any time. Any modifications will be delivered to Sindh Bank in electronic mail or written form, and posted at BIDDER website. Sindh Bank's continued use of BIDDER hardware and services after modification of these Terms of Service constitutes Sindh Bank's acceptance of the modifications.



Sindh Bank will require Users to agree to and abide by these Terms of Service or substantially equivalent terms.

bidder will not handover or assign its job under the terms of agreement to any other company/firm etc. except with prior permission of Sindh Bank

Sindh Bank's Initial: _____

Cybernet's Initial: _____



Exhibit C

Acceptable Use Policy

Sindh Bank shall not do any of the following, or permit any third party under its control (including its customers and their authorized users) to do the following, and must include provisions in its service agreements for its customers and authorized users that restrict them from doing any of the following:

1. Restrict or inhibit any other user from using and enjoying the Service and/or the Internet; or
2. Upload, post, publish, transmit, reproduce, distribute, or participate in the transfer or sale, or in any way exploit any information, software or other material obtained through the Internet which is PROTECTED BY COPYRIGHT or other proprietary rights or derivative works with respect thereto, without obtaining permission of the copyright owner or right holder; or
3. Use the SMTP services of a third party for the purposes of relaying or sending electronic mail messages without the express permission of that third party; or
4. Host a publicly-accessible "open relay" SMTP or anonymous remailer service for any purpose, cause, or reason; or
5. Post a commercial advertisement to any USENET newsgroup, Internet "chat room", bulletin board, or similar forum, if the target forum is not specifically chartered for public advertisement by non-private parties of items "for sale" or
6. Post to any USENET Newsgroup or other newsgroups, forum, email mailing list or similar group or list articles which are off-topic according to the charter or other public statement of the group; or
7. Use our servers to hosting pornographic content.
8. Send Unsolicited Commercial E-mail (UCE , also known as SPAM) to any number of e-mail users or
9. Maintain, or send e-mail to, "opt-in targeted marketing lists" if the Sindh Bank cannot demonstrate, to BIDDER satisfaction, that the members of the list(s) have knowingly requested to be added to the list(s) in question through direct action of their own doing, and that easily-accessible, automated opt-out/removal mechanisms are in place and available to the members of the list(s); or
10. Engage in any activity that is, or appears to be, an attempt to gain unauthorized access to a remote system or network, or to gain information that could later be used to assist in gaining unauthorized access to a remote system or network, such as port scanning, dictionary attacks, Denial of Service attacks, server/service hijacking, etc.; or
11. Engage in any of the foregoing activities using the service of another provider, but channeling such activities through a BIDDER account or remailer, or using a BIDDER account as a mail drop for responses to UCE, or hosting a website that is advertised via UCE that originates from a non-BIDDER LIMITED-connected source, or otherwise requiring return transit through BIDDER internet backbone; or
12. Falsify or "spoof" user information provided to BIDDER or to other users of the Service, and for handling all complaints and trouble reports made by its own customers and authorized users; or
13. Use the Service in violation or any other applicable law, regulation, order or other governmental directive, or abuse or fraudulently use the Service in any way not specifically set forth above.

Further, if Sindh Bank is notified by BIDDER Abuse Response Team, via e-mail or the Sindh Bank discovers on their own or through any other means, that the Sindh Bank themselves or any third party under Sindh Banks control of a violation of this AUP, the Sindh Bank will take whatever steps are necessary to stop such activity, and prevent repeat violations by the offending entity.

Sindh Bank's Initial: _____

Cybernet's Initial: _____



The Sindh Bank will respond to all violations reported within 1 (one) business day of the violation being reported, and will have put a stop to the activity within 2 (two) business days of the violation first being reported. ~~In witnesses hereunder both the parties have set their hands on the day and year above first mentioned.~~



Termination of Agreement by the Bank:

- If the Supplier, in the judgment of the Bank has engaged in corrupt or fraudulent practices competing for or in executing the Agreement.
- If, as the result of Force Majeure, the Supplier is unable to perform a material portion of the Services for a period of not less than thirty (30) days; and
- If the Bank, in its sole discretion and for any reason whatsoever, decided to terminate this Agreement.
- If issued two (2) warning letter/emails by Sindh Bank Ltd for its unsatisfactory current performance by the Sindh Bank Ltd to the bidder.

Support Escalation Matrix:

For timely addressing of complaints given support escalation matrix will be utilized/followed:-

LEVEL-1	Name/Designation (support staff)	
First complain if the call is not resolved " within specified response time " (24 hours)	Landline Phone	
	Email	
	Cell	
LEVEL-2	Name/Designation (Regional Head/Manager/GM)	
Second complain, if the call is attended within " Specified Response Time " and not attended / or the problem still unresolved even after complaining at Level-1 (48 hours)	Landline Phone	
	Email	
	Cell	
LEVEL-3	Name/Designation (CEO of the firm)	
Third complain, if the call is attended within " Specified Response Time " and not attended /or the problem still unresolved even after complaining at Level-2	Landline Phone	
	Email	
	Cell	
Note: Ensure that no column above is left blank		

[The remaining of this page is left blank intentionally]



Sindh Bank's Initial: _____

Cybernet's Initial: _____

ESCALATION MATRIX

Initially the query is forwarded to **RapidSupport**

Central
Email: Support@RapidCompute.com
Phone: +92-21- 111-25683

1st Escalation

If query is not entertained within first 60 minutes, it is escalated to **Respective Team Lead**.

Central
Mr. Taha Kaleem
Email: Taha.kaleem@rapidcompute.com
Mobile: +92-301-8223538

2nd Escalation

If query is not entertained within 60 minute after 1st escalation, it is escalated to the **Manager Enterprise Systems**.

Central
Mr. Imtiaz Khan
Email: Imtiaz.khan@rapidcompute.com
Mobile: +92-301-8210034

3rd Escalation

If query is not entertained within 60 minute after 2nd escalation, it is escalated to the **Division Head**.

[The remaining of this page is left blank intentionally]

Sindh Bank's Initial: _____

h *mr* *[Signature]* *h*

Cybernet's Initial: _____



In witnesses hereunder both the parties have set their hands on the day and year above first mentioned.

Sindh Bank Limited
Registered Address:

Cyber Internet Services (Pvt.) Ltd
A-904, 9th Floor, Lakson Square
Building No. 3, Sarwar Shaheed Road,
Karachi

Signature _____

Signature _____ 

Name _____ *skltz*

Name DANISH LAKHANI

Designation ANIS IQBAL *skltz*

Designation CEO

Designation SEVP / Head of Information Technology
SINDH BANK LIMITED
Head Office, Karachi.

Company Name CYBERNET

Address _____

Address 10th FLOOR, LAKSON BUILDING

NO. 3, SARWAR SHAHEED ROAD, SADDAR, KARACHI

Stamp

Stamp

Witness:

Witness:

Signature _____ *M. Saeed Khan*

Signature _____ *ALP RAZA*

Name M. SAEED KHAN

Name ALP RAZA

Designation SVP (IT)

Designation Vice President

Company Name Sindh Bank Ltd.

Company Name Rapidcompute

Address _____

Address 10th Floor, Lakson Building

No. 3, Sarwar Shaheed Road, Saddar, Karachi

Stamp

Stamp



nr 

SINDH BANK

سندھ بینک

POWER TO THE PEOPLE

بااختیار عوام

P.O.No.145

Date: 08-09-2017

M/s Cyber Internet Services (Pvt) Ltd,
10th Floor, Lakson Square,
Building 3, Server Shaheed Road,
Karachi.

Subject: **Purchase Order**

Dear Sir,

With reference to the Tender Bid SNDB/COK/ADMIN/TD/766/2017 dated 06/04/2017 for Acquiring of E-Mail and Web Services submitted by you at Sindh Bank Ltd.

We are pleased to place our order as per following detail.

S. No.	Item	Unit Cost (PKR) Inclusive of Tax	Qty	Total Price/month (PKR)
1	RC-6G For Email and Webhosting 4 Core Processor, 6 GB RAM, 300 GB Data Storage Disk,50 GB root Disk	40,471.04	1	40,471.04
2	RC-2G For SMTP Gateway and SSL/TLS enforcement Single Core, 2 GB RAM, 50 GB root Disk	10,767.68	2	21,535.36
3	IP Address	336.00	3	1,008.00
4	Cpanel	2,800.00	1	2,800.00
5	Mail Enable Professional Edition - 1 year advance	3,265.92	0	0.00
6	SSL Wildcard certificate 1 x SSL Wildcard certificate for SSL/TLS enforcement	2,040.64	1	2,040.64
7	10 Mbps Data link on Cyber ION Fiber For Connectivity From Customer HO to Cyber Internet Services (Pvt) Ltd.	26,973.00	1	26,973.00
Total Monthly cost (PKR)				94,828.04
Discount				13%
Total Monthly cost after Discount (PKR)				82,500
Total Yearly Cost (PKR)Including All Taxes				990,000.00

Terms & Conditions

Taxes/Deduction Above prices are inclusive of all taxes.

Payment As per Agreement

Thanks,



M. Rashid Memon
VP/I.T. Division



M Saeed Khan
SVP/I.T Division



Anis Iqbal
SEVP/Head of IT

SINDH BANK LIMITED
HEAD OFFICE:
3rd FLOOR, FEDERATION HOUSE,
ABDULLAH SHAH GHAZI ROAD,
CLIFTON, KARACHI-75600, PAKISTAN

UAN : +92-21-111-333-255
PHONE : +92-21-35829394
FAX : +92-21-35870543
WEB : www.sindhbankltd.com

یو اے این : +92-21-111-333-255
فون : +92-21-358 29394
فیکس : +92-21-358 70543

پاکستان

سندھ بینک لمیٹڈ

ہیڈ آفس، تیسری منزل، فیڈریشن ہاؤس،

عبداللہ شاہ غازی روڈ، کلٹن، کراچی۔ ۷۵۶۰۰ - پاکستان

Date: 09-05-2017

Technical & Financial Proposals Evaluation Report		
(Acquiring of Web & Email Services)		
1	Name of Procuring Agency	Sindh Bank Ltd.
2	Tender Reference No.	SNDB/COK/ADMIN/TD/766/2017
3	Tender Description	Acquiring of Web & Email Services
4	Method of Procurement	Single Stage One Envelop Bidding Procedure
5	Tender Published	SPPRA S. No. 32527
6	Total Bid Documents Sold	02
7	Total Bids Received	02
8	Technical Bid Opening Date	25/04/2017
9	Financial Bid Opening Date	25/04/2017
10	No of Bid Technically Qualified	01
11	Bid(s) Rejected	0

S. No.	Name of Company	Cost Offered by Bidder	Ranking in Terms of Cost	Comparison with Estimated Cost (Rs. 1,000,000/-)	Reason for Acceptance/ Rejection	Remarks
1	2	3	4	5	6	
1	M/s Cyber Internet Services (Pvt) Ltd	Rs.990,000/-	Qualified	Rs.10,000/- below with the estimated cost	Accepted	Being the Qualified bidder
2	M/s Cube XS (Pvt) Ltd	Rs.880,226 /-	Disqualified	Disqualified		Eligibility Criteria not fulfilled

Note: M/s Cybernet Internet Services (Pvt) Ltd is selected for the Acquiring of Web & Email Services to Sindh Bank Limited being the Qualified Bidder.

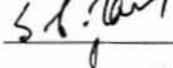
Members – Procurement Committee

(Anis Iqbal)
Head of I. T. Division

(Saeed Jamal Tariq)
Chief Financial Officer

(Syed Muhammad Aqeel)
Chief Manager (IDBL) Karachi

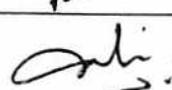
Signature


ATTENDANCE SHEET

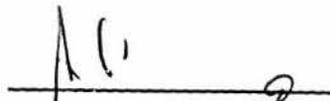
FOR SELECTION OF Acquiring E-mail & Web Services **BID OPENING**

Date: 25-04-2017

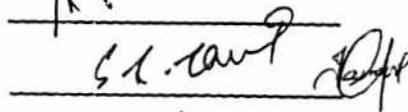
S. No	Company Name	Name of Company Representative	Contact No.	Company Address	Signature
1	CubeXS Wealthly	Farah Zeba	0301 8202960	1 Floor Federation House	
2	Cyber Internet Services (Pvt) Ltd.	Abbas A. Rizvi	0301 3261963	10 th Floor, Lakson Building #3, Saddar Choke Rd.	

Signature –Procurement Committee Members for IT Infrastructure

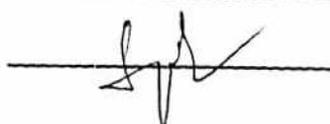
Head of IT



Chief Financial Officer



Chief Manager (IDBL)



PROCUREMENT OF THE OPENING OF THE TENDER (TECHNICAL/FINANCIAL PHASE)

PROCUREMENT ADMIN / IT / CONSULTANT / MEDIA
TENDER NAME Acquicing of E-mail & Web Services
TYPE OF TENDER SINGLE STAGE-ONE ENVELOPE / SINGLE STAGE-TWO ENVELOPE / TWO STAGE / TWO STAGE-TWO ENVELOPE
OPENING DATE 25-04-2017
OPENING TIME 1230 Hours

ATTENDANCE (MEMBER PC) HEAD OF I.T.Division
 CFO
 Chief Manager, IDBL

	NAME	FIRM
ATTENDANCE (REPS. OF BIDDERS)	① <u>M. M. Faruk Zeba</u>	<u>m/s Cubexs Weatery (Pvt) Ltd</u>
	② <u>Mr. Anees A. Rizvi</u>	<u>m/s Cyber Internet Services (Pvt) Ltd</u>
	<u>/</u>	<u>/</u>
	<u>/</u>	<u>/</u>
	<u>/</u>	<u>/</u>
TOTAL BIDS ACCEPTED FOR EVALUATION	<u>②</u>	
TOTAL BIDS REJECTED	<u>Nil</u>	
REMARKS	<u> </u>	

SIGNATURE M. M. Faruk Zeba
DATE 25/4/2017

Members – Procurement Committee Signature	
Head of I.T	<u>[Signature]</u>
Chief Financial Office	<u>[Signature]</u>
Chief Manager, IDBL	<u>[Signature]</u>

S. No.	Requisite	*Evidence required to be attached	Compliance / Proof	
			Yes	No
1	Minimum 03 Years in business in the relevant field	Letter of Incorporation / Company Registration Letter / Letter or Declaration of Commencement of Business / NTN. (attach as Annexure "1")	✓ Yes	No
2	Turn Over in last 3 Years	Audit Report / Tax Return (attach as Annexure "2")	✓ Yes	No
3	Registration with Income Tax Sales Tax and SRB	NTN ,GST and SRB Certificates (attach as Annexure "3")	✓ Yes	No
4	Office in Karachi is mandatory	Complete address along with PTCL landline numbers (attach as Annexure "4")	Yes ✓	No
5	The offered services must have been supplied / provided in 01 Banks in Pakistan	Certificates from Bank (attach as Annexure "5")	✓ Yes	No ✓
Qualified / Disqualified				

ELIGIBILITY CRITERIA NOTE

- There can be subsequent clarification to this specific tender for which it is advised to keep yourself abreast with the notification being hoisted on Sindh Bank Ltd & SPPRA websites regularly.
- Attachment of relevant evidence in eligibility criteria is mandatory. In case of non-provision of evidence in any of the requisite, bidder will be disqualified

MANDATORY

- GST/Income Tax Registration.
- Attachment of Affidavit (specimen attached as Annexure "H") on stamp paper from the owner of the company.
- Attachment of Annexure "A" (With Financial Proposal) & Annexure "B" (With Financial Proposal if Bank Guarantee is going to be submitted as Bid Security).
- Writing of tender reference as given in the NIT on the Envelop, carrying tender document is must or the bank will not be responsible if the documents are not received by the Procurement Committee on time

QUALIFICATION

- Attachment of relevant evidence in eligibility criteria is mandatory. In case of non-provision of evidence in any of the requisite, no marks will be awarded (Single Stage- One Envelope Procedure).

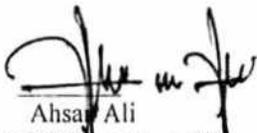


M/SCUBE XS

DISQUALIFICATION

The bidder will be considered disqualified during technical/financial evaluation process or after award contract if:

1. On black list of SPPRA & Sindh Bank Ltd.
2. Issued with two (2) warning letters/emails by the Sindh Bank Ltd in the past to the bidder for unsatisfactory performances.
3. Not GST/Income Tax Registered.
4. Alternate bid is offered.
5. Non - Attachment of Annexure "A" (With Financial Proposal) & Annexure "B" (With Financial Proposal if Bank Guarantee is going to be submitted as Bid Security).
6. The qualified bidder sublets the contract in any form/stage to any other agency.
7. The tender is deposited without Tender Fee.
8. Warranty of supplied items is less than 1 year.
9. In Eligibility Criteria, a single non-compliance of a requisite will make the bidder disqualify. (Single Stage-One Envelope Procedure).
10. If during verification process of the client list the response by any of the bank is un satisfactory on account of previous performance


Ahsan Ali
AVP/Operations Div.


Dilshad Husain Khan
SVP/Finance Division


M. Saeed Khan
SVP/I.T. Division

M/S CYBER NET

S. No.	Requisite	*Evidence required to be attached	Compliance / Proof	
1	Minimum 03 Years in business in the relevant field	Letter of Incorporation / Company Registration Letter / Letter or Declaration of Commencement of Business / NTN. (attach as Annexure "1")	✓ Yes	No
2	Turn Over in last 3 Years	Audit Report / Tax Return (attach as Annexure "2")	✓ Yes	No
3	Registration with Income Tax Sales Tax and SRB	NTN ,GST and SRB Certificates (attach as Annexure "3")	✓ Yes	No
4	Office in Karachi is mandatory	Complete address along with PTCL landline numbers (attach as Annexure "4")	✓ Yes	No
5	The offered services must have been supplied / provided in 01 Banks in Pakistan	Certificates from Bank (attach as Annexure "5")	✓ Yes	No
< Qualified / Disqualified				

ELIGIBILITY CRITERIA NOTE

1. There can be subsequent clarification to this specific tender for which it is advised to keep yourself abreast with the notification being hoisted on Sindh Bank Ltd & SPPRA websites regularly.
2. Attachment of relevant evidence in eligibility criteria is mandatory. In case of non-provision of evidence in any of the requisite, bidder will be disqualified

MANDATORY

1. GST/Income Tax Registration.
2. Attachment of Affidavit (specimen attached as Annexure "H") on stamp paper from the owner of the company.
3. Attachment of Annexure "A" (With Financial Proposal) & Annexure "B" (With Financial Proposal if Bank Guarantee is going to be submitted as Bid Security).
4. Writing of tender reference as given in the NIT on the Envelop, carrying tender document is must or the bank will not be responsible if the documents are not received by the Procurement Committee on time

QUALIFICATION

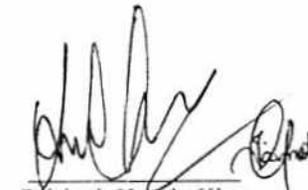
1. Attachment of relevant evidence in eligibility criteria is mandatory. In case of non-provision of evidence in any of the requisite, no marks will be awarded (Single Stage- One Envelope Procedure).

DISQUALIFICATION

The bidder will be considered disqualified during technical/financial evaluation process or after award contract if:

1. On black list of SPPRA & Sindh Bank Ltd.
2. Issued with two (2) warning letters/emails by the Sindh Bank Ltd in the past to the bidder for unsatisfactory performances.
3. Not GST/Income Tax Registered.
4. Alternate bid is offered.
5. Non - Attachment of Annexure "A" (With Financial Proposal) & Annexure "B" (With Financial Proposal if Bank Guarantee is going to be submitted as Bid Security).
6. The qualified bidder sublets the contract in any form/stage to any other agency.
7. The tender is deposited without Tender Fee.
8. Warranty of supplied items is less than 1 year.
9. In Eligibility Criteria, a single non-compliance of a requisite will make the bidder disqualify. (Single Stage-One Envelope Procedure).
10. If during verification process of the client list the response by any of the bank is un satisfactory on account of previous performance


Ahsan Ali
AVP/Operations Div.


Dilshad Husain Khan
SVP/Finance Division


M. Saeed Khan
SVP/I.T. Division

SIGNATURE MEMBERS PC-IT

Head - Fin Div. [Signature]Head - IT Div. [Signature]Member-IDBL. [Signature]

4 FINANCIAL PROPOSAL

PRICE SCHEDULE

(Applicable for the year 2017-2018) Date: _____

Name of Bidder _____

Cubexs Weatherly (Pvt) Ltd.

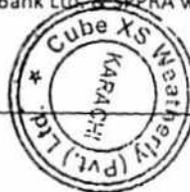
S.No	Item	Unit Cost	Quantity	Total Amount
01	Email & Web Service	880,226	1 year	880,226
		*Total Amount 880,226	=	

*This total amount will be taken as price offered by the vendor.

Note

- In case of over writing/cutting/use of Blanco is found in the Financial Bid document, the bid will be taken as null & void however if the figures are readable and are also duly signed only then, bid will be accepted.
- If the item is not provide/installed on due date (date given on supply order) a fine of Rs.500/-per day will be deducted from the bill.
- The cost must include all taxes, stamp duty (as applicable under Stamp Act 1989) duly stamped on the contract agreement, installation, commissioning, transportation and labour charges.
- No advance payment for the supply of equipment will be made, bills are only be processed for necessary payment on receipt of certificate of delivery/satisfaction from the concerned officer.
- Calculation of bid security. 5% of the *(Total Amount) will be submitted with the tender document as bid security in shape of Pay Order/Demand Draft /Bank Guarantee in favour of Sindh Bank Ltd.
- The successful bidder will be the one whose total sum of cost is the lowest. As it is package tender, so no partial lowest cost will be considered for award of any work.
- The tender will be considered cancelled if the contract agreement/performance security after due signature are not submitted with Admin Office after 5 days of completion of bid evaluation report hoisting period (7 days) on SPPRA website.
- The Tender will stand cancelled if the item are not supply/installed within 8 weeks of issue of supply order.
- In case financial bids are the same, the successful bidder will be the one who has highest turnover of the two.
- If the obligation of warranty period are not met or delayed, the repair etc. requirement on this account will be carried out by the bank & the billed amount will be deducted from the performance security/ upcoming payment due to supplier. Risk & subsequent cost to this effect if any will be liability of the vendor and any subsequent expenses on the equipment will also be borne by the supplier.
- Qualified company will also be bound to sign a bond/undertaking that in case of any observation arising in respect of quality of the equipment within the warranty period, the company will be liable to address it at his own cost, non-compliance of the same will result into initiation of a case against the company for non-commitment.
- All terms & conditions of the Contract Agreement (Annexure "G") are part of tender document.
- The tender will stand cancelled if any of the given condition of the tender is not met in strictly as per the requisite of the tender document.
- Pre Bid Meeting: Within one week (For Any Clarification)
- Note. There can be subsequent clarification to this specific tender for which it is advised to keep yourself abreast with the notification being hoisted on Sindh Bank Ltd. & SPPRA website regularly.

Signature & Stamp of Bidder _____



[Signature]

Head - Fin Div. S. I. Khan

PRICE SCHEDULE

Head - IT Div. [Signature]

(Applicable for the year 2017-2018)

Member-IDSL. [Signature]

Date: _____

Name of Bidder Cyber Internet Services (Pvt) Ltd

S.no.	Item	Unit Cost (PKR) exclusive of Tax	Quantity	Total Price/month (PKR)
1	RC-6G For Email and Webhosting 4 Core Processor, 6 GB RAM, 50 GB Disk	PKR 27,151.04	1	PKR 27,151.04
2	Performance Enhanced Storage	PKR 44.40	300	PKR 13,320.00
3	RC-2G For SMTP Gateway and SSL/TLS enforcement Single Core, 2 GB RAM, 50 GB Disk	PKR 10,767.68	2	PKR 21,535.36
4	IP Address	PKR 336.00	3	PKR 1,008.00
5	Cpanel	PKR 2,800.00	1	PKR 2,800.00
6	MailEnable Professional Edition - 1 year advance	PKR 3,265.92	0	PKR 0.00
7	SSL Wildcard certificate 1 x SSL Wildcard certificate for SSL/TLS enforcement	PKR 2,040.64	1	PKR 2,040.64
8	10 Mbps Datalink on Cyber ION Fiber For Connectivity From Customer HO to Cyber Internet Services (Pvt) Ltd.	PKR 26,973.00	1	PKR 26,973.00

Total Monthly cost (PKR)	PKR 94,828.04
Discount	13%
Total Monthly cost after Discount (PKR)	PKR 82,500

Total Amount (Yearly)	PKR 990,000.00
------------------------------	-----------------------

25/11/12



Acquiring of Web Services

S.No.	TENDER NAME	AMOUNT	PO NO	BANK NAME
1	Cubex	300	17542121	HBL
2	Cyber Net	300	15683959	HBL
Total		600/-		

3 SCOPE OF WORK / TECHNICAL SPECIFICATION

As per instruction from State Bank of Pakistan via their circular BPRD no 05, all the banks and Financial Institutions are required to implement TLS security on their email gateway with Enforcement mode.

To implement TLS security with enforcement mode, Sindh Bank requires procuring of Managed Email Service and Web Hosting with following specifications.

REQUIREMENTS:

1) HARDWARE SPECIFICATIONS.

- I. Managed Email Server / Service should be in Pakistan
- II. Storage should be 150 GB or above and should be scalable for future enhancements
- III. Disk Protection: RAID 10 or better
- IV. CPU should be minimum 4 Cores dedicated and should be scalable for future enhancements
- V. Memory of the server should be minimum 6 GB dedicated and should be scalable for future enhancements
- VI. Network Port: 1 Gbps
- VII. Monthly Network Traffic: UNLIMITED
- VIII. Service provider should provide minimum 10Mbps dedicated fiber optics link between Sindh Bank and Service Provider's DATA Center / Email Server to avoid slow communication between Sindh Bank users and Email Server.

2) FEATURES

- I. Service provider will be responsible for installing and configuring the Operating System of the email server along with appropriate email server along with any other software required, to provide the best possible service.
- II. Service provider will be responsible for DATA migration/transfer the current Email DATA of Sindh Bank from current email server which is Exim 4.82 running on Cent Os 6.5 to the new Email Server. (The bank will provide the root access of the same)
- III. The service provider will be responsible for all the administration / maintenance of the Managed Email Service.
- IV. The email service must be provided on guaranteed 99.9% uptime (The uptime will be calculated on monthly basis. If the email service is down for any amount of time which breaches the 99.9% uptime. The Bank will enforce penalty, mentioned in Terms & Conditions / SLA.

- V. The service provider must provide appropriate administrative panel to Sindh Bank for management of email accounts, forwarders, group email accounts, auto responders etc.
- VI. The email server must have following
- Unlimited number of email accounts
 - Unlimited number of FTP accounts
 - Unlimited number of sub domains
 - Unlimited attachment size with the ability to limit the email attachments size to bank's desire.
- VII. Automatic Disclaimer as required by Sindh Bank must be attached to every outgoing email
- VIII. Service provider must provide a control to stop specific users from sending emails outside of Sindh Bank domain.
- IX. Service provider must maintain and provide customize logs (GUI View) of each user up to 3 month
- X. Service provider must provide root access of the email server to Sindh Bank.
- 2) Service provider shall provide entire backup of email server/configuration along with data (emails and web hosting) upon expiry of contract between Sindh Bank and service provider or at any time on demand by sindh bank
- 3) Company will maintain offsite backup of sindh bank email and hosting data so that bank does not suffer as loss of data in case of main server failure.

TLS ENFORCEMENT IMPLEMENTATION & SUPPORT

- I. Service provider must install appropriate SSL/TLS certificate on the server that is compatible with the TLS certificate of State Bank of Pakistan.
- II. Service provider must implement SSL/TLS enforcement policies on the email server.
- III. Service provider must provide all related support for TLS enforcement policy.
- IV. Service provider must provide administrative panel with the ability to add specific domains for TLS enforcement policy, both inbound and outbound.
- V. Service provider must be responsible for implementing and testing of TLS enforcement with State Bank of Pakistan and other Financial Institutions.

GENERAL REQUIREMENTS

- I. Service provider must have appropriate software / hardware devices of Firewalls, Intrusion prevention and detection System and make sure all the email traffic is passing through these devices and not

only detect any intrusion but also take appropriate action to prevent the intrusion.

- II. Service provider will be responsible for time to time system optimization and performance tuning.
- III. Service provider should have 24 hours / 7 days system monitoring and provide support to Sindh Bank.
- IV. Service provider should provide proper escalations matrix, containing contact information and email addresses.
- V. Service provider will be responsible of controlling regular vulnerability / spam scans / viruses etc. and take appropriate steps to avoid / quarantine / eliminate these vulnerabilities / spam(s).
- VI. Service provider shall update the Operating System / Email server with latest security patches and updates without any extra cost to Sindh Bank.
- VII. Service provider will be responsible to provide System Performance report to Sindh Bank fortnightly and any other reports that Sindh Bank require on demand.

Terms And Conditions:

- The service provider must agree with all the clauses in Service Level Agreement, attached at annexure G. kindly read all the clauses of SLA carefully before submitting the bid.