



# ANNEX 25

Statement on the List of Main Similar  
Provided Services in the Last 7 Years

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## STATEMENT ON THE LIST OF MAIN SIMILAR PROVIDED SERVICES IN THE LAST 7 YEARS

Economic operator,

JMR Infotech Middle East FZC

I, the undersigned **Naman Jain**, authorized representative of **JMR Infotech Middle East FZC**, declare under sole responsibility, under the sanctions applied to false public documents, that the information presented in the table below is true.

I declare that the information provided is complete and correct in every detail and I understand that the contracting authority has the right to request, for the purpose of verifying and confirming the declarations, statements and documents accompanying the tender, any additional information for the purpose of verifying the data in this declaration.

Hereby, I authorize any institution, trading company, bank or other legal entity to provide information to authorized representatives of the National Bank of Moldova regarding any technical or financial aspect in connection with our activity.

### LIST OF MAIN SERVICES RENDERED IN THE LAST 7 YEARS

No	Number and object of the contract/ Type of services provided	Purposes of providing services	The role in the fulfilment of the contract	Share fulfilled by the Tenderer (%)	Performance indicators of the project (measurable)	Name, headquarter/address of the Beneficiary /Client/ website	Period of contract	Total contract price/value of goods/services/delivered /performed in EUR
0	1	2	3	4	5	6	7	8
1	Implementation of Oracle EBS, ERP, Fusion HCM, Fusion EPM- <b>Eastern</b>	Supply & Implementation: <ul style="list-style-type: none"> <li>Oracle EBS, ERP, Fusion, EPM</li> <li>Oracle Enterprise Applications will be</li> </ul>	Sole Contractor	100%	Not able to disclose due to NDA	P O Box 89 Basseterre St Kitts and Nevis West Indies.	2022	€ 2.1Mn

JMR INFOTECH

*Naman*

JMR INFOTECH MIDDLE EAST (FZC)  
LICENSE NO. 02-04-04605  
P.O. BOX 120894  
SAIFZ, SHARJAH - U.A.E

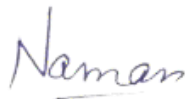
No	Number and object of the contract/ Type of services provided	Purposes of providing services	The role in the fulfilment of the contract	Share fulfilled by the Tenderer (%)	Performance indicators of the project (measurable)	Name, headquarter/address of the Beneficiary /Client/ website	Period of contract	Total contract price/value of goods/services/delivered /performed in EUR
	<b>Caribbean Central Bank (ECCB)</b>	integrated with the FLEXCUBE Core Banking System			signed with customer			
2	Upgrade of Oracle ERP and Managed service and support for <b>Zanaco Commercial Bank</b>	<ul style="list-style-type: none"> <li>Implementation and upgrade of Oracle ERP</li> <li>Provision of ERP Managed services support</li> </ul>	Sole Contractor	100%	Not able to disclose due to NDA signed with customer	PO Box 33611 Lusaka, Zambia	2025	Due to confidentiality obligations with our client, we are unable to disclose the contract value
3	Oracle Enterprise Business Suite Managed services for <b>FabMisr Egypt</b>	Oracle EBS Managed services	Sole Contractor	100%	Not able to disclose due to NDA signed with customer	90 <sup>th</sup> Street, Fifth Settlement, New Cairo Egypt	2025	Due to confidentiality obligations with our client, we are unable to disclose the contract value
4	ERP Managed service and support - <b>Amret PLC</b>	Oracle Fusion Cloud - ERP Managed services and support	Sole Contractor	100%	Not able to disclose due to NDA signed with customer	St.315, 7 Village, Boeng Kak 2 Commune, Toul Kouk District, Phnom Penh	2022	Due to confidentiality obligations with our client, we are unable to disclose the contract value
5	Managed services and support for EBS suite of products for	EBS managed services	Sole contractor	100%	Not able to disclose due to NDA	Plot 4 Wampewo Avenue, Kololo, Kampala, Uganda	2025	Due to confidentiality obligations with our client, we are unable to

No	Number and object of the contract/ Type of services provided	Purposes of providing services	The role in the fulfilment of the contract	Share fulfilled by the Tenderer (%)	Performance indicators of the project (measurable)	Name, headquarter/address of the Beneficiary /Client/ website	Period of contract	Total contract price/value of goods/services/delivered /performed in EUR
	<b>Housing Finance Bank Uganda</b>				signed with customer			disclose the contract value
6	Implementation of ERP solution for <b>Family Bank</b>	Implementation of ERP Solution Modules include: <ul style="list-style-type: none"> <li>• Oracle Fusion Financials Cloud.</li> <li>• Oracle Fusion Purchasing Cloud.</li> <li>• Oracle Self Service Procurement Cloud.</li> <li>• Oracle Fusion CRM Base Standard offering cloud service</li> </ul>	Sole Contractor	100%	Not able to disclose due to NDA signed with customer	Family Bank Towers Muindy Mbingu Street P.O Box: 74145, Nairobi-00200	2018	Due to confidentiality obligations with our client, we are unable to disclose the contract value
7	Implementation of HRMS solution - <b>Commercial Bank of Dubai</b>	Implementation of HRMS Onboarding Module	Sole Contractor	100%	Not able to disclose due to NDA signed with customer	PO BOX 2668, Al Ittihad St., Port Saeed, Dubai, UAE	2020	Due to confidentiality obligations with our client, we are unable to disclose the contract value
8	Implementation of Oracle financial accounting module	<ul style="list-style-type: none"> <li>• Implementation of Oracle Financial Accounting hub R12.1</li> </ul>	Sole Contractor	100%	Not able to disclose due to NDA	P.O Box 30063 Lilongwe 3	2015	Due to confidentiality obligations with our client, we are unable to

No	Number and object of the contract/ Type of services provided	Purposes of providing services	The role in the fulfilment of the contract	Share fulfilled by the Tenderer (%)	Performance indicators of the project (measurable)	Name, headquarter/address of the Beneficiary /Client/ website	Period of contract	Total contract price/value of goods/services/delivered /performed in EUR
	<b>-Reserve Bank of Malawi</b>	<ul style="list-style-type: none"> <li>Maintenance of Oracle E-Business Suite R12.1 Financial Accounting hub module</li> </ul>			signed with customer			disclose the contract value

Copies of recommendations of the Beneficiary, according to Annex no.11 to the Participation Notice

Date: **15/06/2026**



JMR INFOTECH MIDDLE EAST (FZC)  
LICENSE NO. 02-04-04605  
P.O. BOX 120894  
SAIFZ, SHARJAH - U.A.E

Name: **Naman Jain**

Title: **EVP & Global Head – Sales and Business Development**

as legal representative / authorized to submit the tender for and on behalf of JMR Infotech Middle East FZC.

## 1. Contract agreement - Eastern Caribbean Central Bank (ECCB)

IT OUTSOURCE LIMITED

- and -

JMR Infotech Middle East FZC

AGREEMENT FOR PROVISION OF  
SERVICES

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**THIS AGREEMENT** is made **BETWEEN**

(1) **IT OUTSOURCE LIMITED** ("ITO") incorporated in the Cayman Islands and having its principal offices at One Technology Square, 19 Eastern Avenue, George Town, Grand Cayman and PO Box 293 Grand Cayman, KY1-1105, Cayman Islands and

(2) **JMR Infotech Middle East FCZ LTD** (the "**Supplier**"), registered in the United Arab Emirates having its principal offices at Q3-219, P.O. BOX 120894 SAIFZ, Sharjah, UAE.

**INTRODUCTION**

A. ITO requires that the Supplier provide ITO and/or its Affiliates with services and deliverables and the Supplier agrees to provide such services and deliverables, all in accordance with the terms and conditions contained herein and pursuant to one or more Statement of Work(s) subject to the Parties' or its Affiliate(s)' further agreement on the scope and terms of each such Statement of Work(s).

B. This Agreement incorporates the following documents:

(i) **Terms and Conditions:** these are the terms and conditions set out in the main body of this Agreement; and

(ii) **Statement of Work:** this sets out a description of the Services and Deliverables (and specific obligations of the Supplier relating to delivery of them) that the Supplier is to provide pursuant to this Agreement together with the pricing to apply to the Services as set out in **Schedule 1** in this Agreement. Multiple Statements of Work may be agreed under this Agreement, each of which will be a binding stand alone Agreement incorporating the terms of this Agreement.

C. Each Supplier Affiliate shall be severally liable for its obligations pursuant to the relevant Statement of Work.

**NOW, THEREFORE**, in consideration of the premises and obligations contained herein, and for other good and valuable consideration, the receipt and sufficiency of which the Parties do hereby acknowledge, the Parties agree as follows:

**1. DEFINITIONS AND INTERPRETATION**

**1.1** Words and phrases in this Agreement that start with a capital letter will have the following meanings:

"**Affiliate**" with respect to any entity, any other entity controlling, controlled by or under common Control with such entity;

"**Agreement**" is all of the documents described in paragraph B of the Introduction, taken together;

"**Confidential Information**" is all information (whether written or oral) which comes into a Party's possession under or in connection with this Agreement and each Statement of Work that:

(a) is of a confidential nature (whether identified as confidential or not); or

IN WITNESS whereof, the parties have caused their duly authorised representatives to execute this Agreement as of the date set out at the head of this Agreement.

**JMR Infotech Middle East FZC**

**IT Outsource Limited**

Signed by: Vijay Raina

Signed by: Garry Southway

Duly authorised to sign  
for and on behalf of JMR Infotech Middle East  
FZC

Duly authorised to sign  
for and on behalf of IT Outsource Limited

Name: Vijay Raina



Title: Group COO

Name: Garry Southway

Title: General Manager

Date: 12 Sep 2022

Date: 9/15/2022

**Pricing and payment profile:**

	Sep-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	May-23	Jul-23	Total
On Prem									
On Prem									
Cloud									
Cloud									
Cloud									
Cloud									
Cloud									
<b>Total</b>	1260000	89955	295860	101199	134932	352082	198516	87456	<b>2520000</b>

**JMR Infotech Middle East FZC**

**IT Outsource Limited**

Signature: Vijay Raina

Signature:

Name: Vijay Raina



Name: Garry Southway

Position: Group COO

Position: General Manager

## 2. Testimony Letter from Bank and purchase order - Zanaco Commercial Bank

DocuSign Envelope ID: 139F7C3C-A0F5-4E73-B576-E8781F2E0A30



20<sup>th</sup> January, 2026

**TO WHOM IT MAY CONCERN**

RE: REFERENCE LETTER – JMR INFOTECH

Reference is made to the above captioned subject.

This serves to confirm that JMR INFOTECH have business dealings with Zanaco Bank Plc for the provision of ERP managed services support. The project has been executed within the agreed timelines and in line with the expected quality standards. The service provider also successfully implemented & upgraded of Oracle FLEXCUBE Core Banking Solution in July 2025.

Please note that this recommendation is given without liability or responsibility on the part of Zanaco Bank Plc or any of its officers.

Yours faithfully,  
 For and on behalf of Zanaco Bank Plc

DocuSigned by:  
  
 Vincent Chuunga  
 Chief Operations Officer

CC: Head- Supply Chain Management

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Zambia National Commercial Bank Plc (Registered Commercial Bank)

Head Office, Sapele Road/Cairo Road, Chanda Place | Plot No. 2118/2119. P.O Box 33611 Lusaka, Zambia.  
 Tel: +260 211 228979 | +260 211 425650-99 | +260 211 425683-4 | www.zanaco.co.zm

Prof Oliver Sawa Board Chairman; Regina Mulenga Non-Executive Director; Cecilia Zimba, Non-Executive Director; David Mwasiga, Non-Executive Director; Devali Melli, Non-Executive Director; Leslie Horne, Non-Executive Director; Musata Ndlovu, Non-Executive Director; Robin Miller, Non-Executive Director; Owen Silewa, Non-Executive Director and Mulwandu Chibwekunda, Chief Executive Officer.

Internal Use



Supply Chain Management Department  
 HEAD OFFICE  
 P O Box 33611  
 Lusaka-Zambia  
 Tel: 260 211 236 998 / 221380 / 226828

**ZANACO PURCHASE ORDER**

DATE:	03-NOV-2025	TO:	JMR_INFOTECH.P.O BOX 120894
PAGE:	1	ADDRESS:	. 125 M2 WAREHOUSE, AE.
PO No:	24017	CURRENCY:	USD

Provision of ERP Managed services support for a period of three months.

ITEM CODE	ITEM DESCRIPTION	QTY	UNIT PRICE	TOTAL PRICE
PCS 30000.CT	PROFESSIONAL CONSULTANCY	1		


Delivery Period:	01-NOV-25	Sub Total:	
Payment Terms:	30 Days after delivery	Discount:	
Warrant Period:		VAT @16%	
Validity Period Of the Order:		Grand Total:	

All invoices must be accompanied by the latest supplier statement  
 All invoices must indicate the PO number  
 Terms and conditions apply

Page 1 of 3

**Purchase Order- 2 for Zanaco Commercial Bank**

Classification: Company Confidential



**ZAMBIA NATIONAL COMMERCIAL BANK PLC**

AND

**JMR INFOTECH**

CONTRACT FOR THE UPGRADE OF THE ORACLE ERP SYSTEM FROM VERSION R12.1.3 TO 12.2.9 AND DATABASE FROM 11.2.0.4 TO 19C FOR THE ZAMBIA NATIONAL COMMERCIAL BANK PLC FOR A PERIOD OF SIXTEEN WEEKS

CONTRACT NO. ZNCB/AGMT/IT//2022  
 MTC PAPER NO.063/2022  
 APPROVED: 06.05.2022

Page 1 of 65 *mbm*

Zambia National Commercial Bank PLC  
 Contract for I.T Services [2022]

Classification: Company Confidential

3. In consideration of the payments to be made by the Purchaser to the Service Provider as hereinafter mentioned, the Service Provider hereby covenants with the Purchaser to provide the Services in all respects with the provisions of the Contract.

4. **CORPORATE AUTHORITY AND STANDING**

The Parties have full power and authority to enter into and perform this Contract and this Contract when executed will constitute a valid and binding obligation on the Parties in accordance with its terms. The Parties are corporations in good standing, duly organized and validly existing and have all corporate power and legal authority to carry on their business as now being conducted.


AS WITNESS the hands of the parties hereto or their duly authorized agents the day and year first before written

SIGNED for and on behalf of )  
**ZAMBIA NATIONAL COMMERCIAL BANK PLC** ) Signature *Mankani*  
 Name : *Mukwandi Chibesakhe*  
 Designation : *CEO*  
 Date : *27/6/2022*

WITNESS:  
 Name : *Milimo Moonga* *24.06.2022*  
 Address : *C/O Zanaco Head Office, Cairo Road, Lusaka*

SIGNED for and on behalf of )  
**JMR INFOTECH** ) Signature *Raina*  
 Name : *Vijay Raina*  
 Designation : *Group Chief Operating Officer*  
 Date : *23-June-2022*


WITNESS:  
 Name : *Sudev Kombilath*  
 Address : *JMR Infotech*



Page 3 of 65 *mbm*

Zambia National Commercial Bank PLC  
 Contract for I.T Services [2022]

### 3. Purchase Order – FabMisr



بنك أبوظبي الأول مصر  
 Head Office  
 84, 90th Street, Fifth Settlement, New Cairo  
 Cairo 11835, P.O. Box 278  
 New Cairo – Egypt

#### Purchase Order

PO Ref.		For Bank Ref. Only	
Order No	120007848, 1	Requisition No	
Issue Date	17-APR-25	Category	IT

Vendor Details	
Name	JMR INFOTECH INDIA PVT. LTD
Address	4TH FLOOR, BETA BUILDING BANGALORE-560066 INDIA India
Tel	
Fax	
Contact	
Email	
Mob	

Ship To	
Location	Abu Rawash warehouse and Haram warehouse Abu Rawash warehouse and Haram warehouse KM42 Cairo-Alexandria Desert Road 6th of October City Giza Egypt
Address	
Attention	El Sayed, Khaled 3488- 3488-
Tel	
Mob	
Need By Date	
More Details	COO-ITD00017CAPEX

Sl.	Item Description	Code / PN	Branch/Dept.	Unit	Qty.	Unit Price (USD)	Total (USD)
1	Senior Technical Consultant – Oracle ERP			Each			
2	Senior Technical Consultant – Oracle ERP			Each			

Only Two Hundred Eighty Two Thousand Nine Hundred Twelve USD

**Terms and Conditions:**

Payment Terms	Several payments
Terms and condition	<ul style="list-style-type: none"> <li>This Purchase Order is subject to FABMISR's standard Terms &amp; Conditions which are available upon request.</li> <li>If any clarification is required, please email to the id mentioned in this purchase order.</li> <li>FABMISR is a trademark of First Abu Dhabi Bank.</li> </ul>
Delivery Date	
Delivery Terms	
LG Number/Bank	
LG dates	Start date:      Expiry date:
Warranty	
Penalty	In case of delivery delays, the applied penalties will be 1% per each delayed week with maximum 5% of total order
Additional Notes	This PO is subject to 20% WHT - FabMisr shall issue Withholding Tax certificate within Ninety (90) days from the date of payment


*Handwritten Signature*

Head of Business Development  
 Approved Date: 17-APR-25

Authorized Signatures:

*Handwritten Signature*

Head of SVM & Corporate services  
 Approved Date: 17-APR-25





*Handwritten Signature*

COO  
 Approved Date: 17-APR-25

**Confidential Agreement:**  
 From time to time information may be given by one party ("First Abu Dhabi Bank Misr") to the other party ("the Supplier"). The receiving party will treat and keep all information as secret and confidential and will not, without the disclosing party's written consent, directly or indirectly, Communicate or disclose (whether in writing or orally or in any other manner) such information to any other person.

Page 1 of 1

## 4. Work Order copy- Amret PLC

**WORK ORDER-02**

**(Ref: Master Service Agreement executed between AMRET PLC and JMR INFOTECH MIDDLE EAST FZC)**


**1. Overall Scope**

JMR shall provide Level 2 support to Amret for the existing Enterprise Resource Planning (ERP) and Enterprise Performance Management (EPM) systems covering -


1. Financial management – general ledger, sub ledgers (including account payable, account receivable, fixed asset and cash management), Fusion Transactional Business Intelligence, Fusion Financial Reports Center and all other related modules in production pertaining to Oracle stack.
2. Procurement management – supplier management, purchasing, supplier performance management, self-service procurement etc.
3. Fixed asset management - asset additions, depreciations, disposal and transfer
4. FAH integration and accounting hub – integration with T24 CBS, technical issues etc.
5. ERP Self-Service –, Transactional BI & Digital Dashboards
6. Financial Close and Financial Consolidation.
7. Reporting – support of current reports for regulatory, operational and financial.
8. Planning and budgeting – flexible case scenarios workaround that are linked top-down targets with bottom-up budget.
9. Allocation – Revenues/ costs allocation based drivers set up.
10. Integration and automation – seamless integration from T24 CBS and ERP sub ledgers to EPM for budgeting control.
11. Smart historical and future data analysis and interpretation.
12. Reports, dashboard, and KPI enhancement.
13. Oracle cloud upgrades – full cycle from impact analysis, testing and execution
14. Work with Oracle support and product development to support and enhance Amret's ERP solution
15. Assessment of current EPR solution to identify functional and technical improvements and needs for training.
16. Improve current EPM Smartview input forms to be able to mass data upload for multiple dimensions at once.
17. Recommend better solution to minimize hard coded configuration to allow more flexible planning & budgeting in EPM.
18. Key user training on new development / upgrades / configuration
19. System and Reporting Configuration
20. Reports Development
21. Database Structure understanding

The support shall be provided by JMR for the above-mentioned modules and jobs implemented at Amret's Cambodia Head Office, for the features implemented and live in production as on the date of signing this Work Order 2.

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to the date of such termination and Amret shall have no further obligations to JMR hereunder.

3. If a dispute or difference shall arise between the Parties as to the interpretation of this Work Order - 2 or as to any matter or thing of whatsoever nature arising under or in connection with this Work Order - 2, such dispute or controversy shall be finally resolved by arbitration in Singapore in accordance with the Arbitration Rules of the Singapore International Arbitration Centre ("SIAC Rules") for the time being in force, which rules are deemed to be incorporated by reference into this clause. There shall be one arbitrator appointed by the President of the Singapore International Arbitration Centre, the seat and venue of arbitration shall be Singapore, and the language of arbitration shall be English. The Parties agree that the arbitration award shall be final and binding on the Parties.
4. This Work Order - 2 shall be governed by and construed in accordance with the laws and regulations of Singapore.

**11. Resources**

Changes to team resources will be subject to mutual agreement to ensure minimum operational impact to Amret.

**12. IT SECURITY CONTROL**

JMR warrants that its IT security control is in line with the industry standard and complies with law and regulatory requirements where appropriate. JMR shall be accountable to provide and support for IT security assessment and/or auditing on corporate services/products which is stated in this Agreement and shall be responsible to take any action as appropriate on IT security control matter.

**IN WITNESS WHEREOF**, the Parties hereto acknowledge and agree to the terms and conditions of this Agreement and have affixed their signatures and seals below on the date first mentioned above.

**For JMR Infotech Middle East**  
**Group Chief Operating Officer**

Designation  
Vijay Raina  
Signature  
  
Date: 30 Jan 2022



**For Amret PLC**

Designation  
[Signature]  
Signature  
  
Date: 30 Jan 2022





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## 5. Work Order copy- Housing Finance Bank

**WORK ORDER-I**

**Whereas**, Housing Finance Bank Limited (herein after referred to as "the Bank") executed a Master Service Agreement with JMR Infotech Middle East FZC (herein after referred to as "JMR ME") dated **October 3, 2022**

**Whereas**, JMR ME requested to assign part of their obligations stipulated in the Master Services Agreement to JMR Infotech India Pvt (herein after referred to as "JMR India").

**Whereas**, the Bank granted a no objection to JMR ME to assign the obligations as per the Work Order.

**Whereas**, JMR ME represents and warrants that JMR India has both the Financial and Technical capacity to perform the obligations assigned to JMR India.

THEREFORE, the parties agree to the terms and conditions stated herein;

**1. Scope of Services**

JMR India undertakes to Implement the following Solutions-

- i. Oracle FLEXCUBE Universal Banking (FC UBS) Version 14.5
- ii. Oracle Financial Services Analytical Applications (OFSA) Version 8.1.2
- iii. Fiorano ESB Suite of Products Version 13

Please refer the subsequent sections for the detailed scope of Work, Module List etc.

**1.1 Activities in Scope**

**1.1.1 Oracle FLEXCUBE Universal Banking Solution**

- a. Installation of the Oracle FCUBS modules as set out in the Module Lists- Section 3.
- b. Conduct familiarisation training along with Product walkthrough on Oracle Flexcube UBS base product for the Core Project team.
- c. Business Requirement Mapping.
- d. Parameterization and Configurations of Products and other static Data.
- e. Customisation of the system for the high-level requirements identified in JMR India' Technical and Functional responses given in the Annexure to this Work Order. In case if any customization requirements identified in the JMR India' Technical & Functional responses becomes invalid for the scope of this Work Order due to change in Bank' business priorities during product walkthrough, then JMR India shall take up additional Change Requests (CRs), if any identified as part of Product walkthrough to the extent that JMR India' cumulative effort for such additional CRs not exceeding the estimated effort for the invalid customization requirements.
- f. User Training for the Bank's Core users using "Train the Trainer" approach and provide certificates of attendance before the start of UAT

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IN WITNESS WHEREOF, the Parties hereto have executed this Work Order under their corporate seals as of the date and year set forth below.



<p><b>For JMR Infotech India Pvt. Ltd</b></p> <p>Director _____</p> <p>Designation _____</p> <p>Signature  _____</p> <p>03-Nov-2022 _____</p> <p>Date _____</p> <p><b>For JMR Infotech India Pvt. Ltd</b></p> <p>Director _____</p> <p>Designation _____</p> <p>Signature  _____</p> <p>03-Nov-2022 _____</p> <p>Date _____</p> <p><b>For JMR Infotech Middle East FZC</b></p> <p>Director _____</p> <p>Designation _____</p> <p>Signature  _____</p> <p>03-Nov-2022 _____</p> <p>Date _____</p>	<p><b>For Housing Finance Bank Limited</b></p> <p> Michael K Mwachy Director</p> <p>Designation _____</p> <p>Signature  _____</p> <p>07/11/2022 _____</p> <p>Date _____</p> <p><b>For Housing Finance Bank Limited</b></p> <p> Company Secretary</p> <p>Designation _____</p> <p>Signature  _____</p> <p>07.11.22 _____</p> <p>Date _____</p> <p><b>For JMR Infotech Middle East FZC</b></p> <p>Director _____</p> <p>Designation _____</p> <p>Signature  _____</p> <p>03-Nov-2022 _____</p> <p>Date _____</p> <p> MICHAEL OPIRA</p> <p>3/NOV/2022</p>
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Confidential

Nahamya Brenda Ejiku  
ADVOCATE  
Email: bnahamya@gmail.com

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Public

**WORK ORDER-IV**

(Ref: Master Service Agreement ('MSA') executed between JMR Infotech Middle East FZC ("JMR") and Housing Finance Bank ("Bank"), dated 03-Oct-2022)

**1. Overall Scope**

**1.1 Services in Scope**

JMR shall provide support services by executing the engagement using Hybrid (Onsite – Offshore) model fully aligned as per the Bank's requirement for the following:

- Oracle FLEXCUBE Universal Banking Solution (FCUBS) Version 14.5.
- Oracle Financial Services Analytical Application (OFSAA) Version 8.1.2.
- Fiorano ESB suite of Products Version 13.

**1.2 Detailed Activity in Scope**

**1.2.1 Regular Business Hour Support**

As part of Regular Business Hour Support, JMR will perform the following activities:

- Handling day-to-day support issues and business user queries.
- JMR will create a mechanism and potential approaches to identify and track the issues. Any End-of-Day (EOD) issues will be triaged by JMR during the Bank's standard business hours.
  - Bank will identify and log the issues in JMR's defect management tool (Bugzilla).
  - JMR will analyse and triage Incidents to identify the business criticality and urgency of the incidents and accordingly prioritize them, if required.
  - JMR will facilitate issue tracking status till resolution with all parties concerned.
- Highlight the findings to Oracle Support for issues that need fixes on the product.
- Assist Bank in performing the necessary parameterization changes in the existing Products, to resolve the issues raised by the end user.
- Provide alternate solution/ work around (if available) for issues affecting day to day operations.
- Support for deployments on Production which are tested and approved in UAT.
- Manage L2 Support.
- Status Reporting: Weekly and Monthly.

**1.2.4 OFSAA Support**



JMR proposes to offer the following services as part of OFSAA.

- Investigating and fixing of technical issues encountered during OFSAA Batch run.
- Review the issues reported and explore solutions and work-around in the non-production environment.
- Assist Bank team in deploying fixes and patches in the Production environment.
- Assisting in filing SRs with respect to product issues or bugs observed in MOS system.
- Following up with Oracle support team for an expeditious resolution of such identified issues for which SR was raised.
- Trouble shooting and reviewing of batch progress.
- Providing clarifications to Bank team on the product related aspects.
- Assist in modification to Threshold sets.
- Provide Support on AML – Scenarios.

Confidential Page 1 of 6

*[Signature]*  
C.O

Public






on the Service. The applicability of liquidated damages shall be limited to scenarios directly and conclusively linked to the Service Provider deliverables and shall explicitly exclude any issues related to hardware, hardware scalability, dependent systems, or network-related factors. To encourage resolution with mutual respect on both sides, both parties shall engage in good-faith discussions to address the issue. Furthermore, the total liquidated damages shall not exceed an amount equivalent to two months of the prorated annual managed services work order amount per annual support year, ensuring that the Service Provider is not subjected to any financial impact beyond this defined limit. In the event this clause is exercised, the Bank shall provide a formal email notification with a minimum of 30 days' advance notice to the Service Provider.

**9. Other Terms**

This Work Order has effect on and from **01<sup>st</sup> January 2025 ("Effective Date")** and continues for a period of Five Years, unless terminate in accordance with the terms of the Master Agreement.

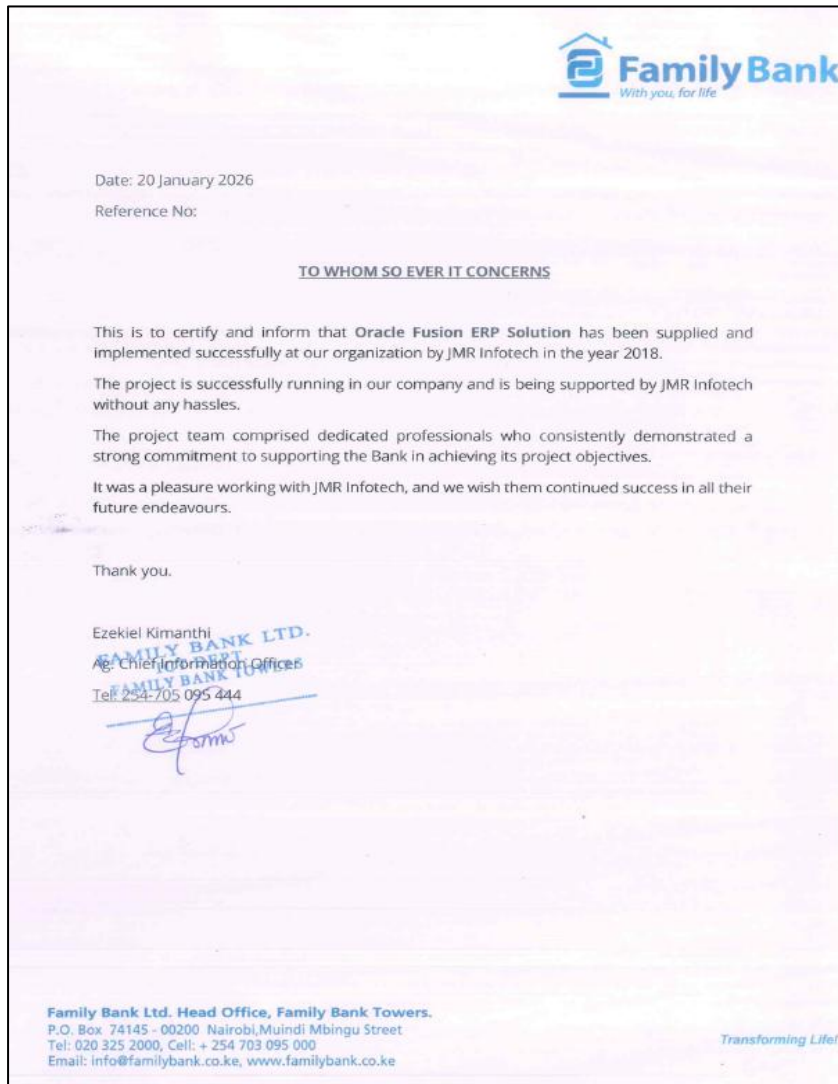
IN WITNESS WHEREOF, the Parties hereto have executed this Work Order under their corporate seals as of the date and year set forth below


<p><b>For JMR Infotech Middle East FZC</b></p> <p>Q3-219, P.O. BOX 120894, SAIKZ, Sharjah, UAE.</p> <p>_____ Jayafar Moidu Name Chief Executive Officer Designation</p> <p>_____ Signature</p> <p>19-Feb-2025 Date</p> 	<p><b>For Housing Finance Bank</b></p> <p>Investment House, 4 Wampewo Avenue, Kololo, Uganda</p> <p>_____ <b>MICHAEL K. MUGABI</b> Name <b>MANAGING DIRECTOR</b> Designation</p> <p>_____ Signature</p> <p>24/02/2025 Date</p>
<p><b>For JMR Infotech India Private Limited</b></p> <p>Vijay Raina Name Group Chief Operating Officer Designation</p> <p>_____ Signature</p> <p>19-Feb-2025 Date</p> 	<p><b>For Housing Finance Bank</b></p> <p><b>ANNE ABGIZA</b> Name <b>COMPANY SECRETARY</b> Designation</p> <p>_____ Signature</p> <p>24.02.25 Date</p>

Private and Confidential Page 6 of 6

*[Signature]*

## 6. Reference Letter and Contract Agreement – Family Bank



  
With you, for life

Date: 20 January 2026  
Reference No:

TO WHOM SO EVER IT CONCERNS

This is to certify and inform that Oracle Fusion ERP Solution has been supplied and implemented successfully at our organization by JMR Infotech in the year 2018.

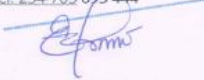
The project is successfully running in our company and is being supported by JMR Infotech without any hassles.

The project team comprised dedicated professionals who consistently demonstrated a strong commitment to supporting the Bank in achieving its project objectives.

It was a pleasure working with JMR Infotech, and we wish them continued success in all their future endeavours.

Thank you.

Ezekiel Kimanhi  
Ag. Chief Information Officer  
Tel: 254-705 095 444



Family Bank Ltd. Head Office, Family Bank Towers.  
P.O. Box 74145 - 00200 Nairobi, Muindi Mbingu Street  
Tel: 020 325 2000, Cell: + 254 703 095 000  
Email: info@familybank.co.ke, www.familybank.co.ke

*Transforming Life!*



  
BANK ALONG

### Contract Agreement

This contract agreement is made on 11<sup>th</sup> June 2018 by and between **Family Bank, Kenya** is limited company, incorporated and duly existing under the Laws of Kenya, having its registered principle office at **Family Bank Towers, Muindy Mbingu Street P.O Box: 74145, Nairobi-00200** represented by **David Thuku** is empowered and authorized to sign relevant documentation in connection to this Agreement as stated hereof (hereinafter called "Bank"); And

**JMR Infotech** is a limited company, incorporated and duly existing under the Laws of United Arab Emirates, having its registered principle office at **Q3-219, P.O Box 120894 SAIFZ, Sharjah UAE**, represented by **Vijay Raina** is empowered and authorized to sign relevant documentation in connection to this Agreement as stated hereof (hereinafter called "JMR").

Bank and JMR in this Agreement hereinafter collectively referred to as "Parties or individually called as any Party or Party".

This Agreement constitutes the entire understanding and Agreement between the parties hereto and supersedes all prior and contemporaneous written and oral Agreements between the parties and their Predecessors in interest, regarding the subject matter of this Agreement.

**WITNESETH:**

**WHEREAS**, BANK wishes to contract JMR for Implementation of ERP Solution as listed out in **Scope of the Agreement, Section 4**

**WHEREAS**, JMR has represented to BANK that their company is qualified and authorized to provide the Products and services required in this agreement in a professional, timely manner;

**WHEREAS**, BANK has relied upon the above representations by JMR,

**WHEREAS**, JMR desires to provide the aforesaid Products and services pursuant to the terms and conditions below,

**NOW, THEREFORE**, in consideration of these commitments and of the mutual covenants herein set forth, it is agreed by and between the parties hereto as follows:

### 1. Definitions

Unless expressly provided otherwise, the following terms as used in this Agreement shall bear the meaning ascribed to them:

"**Agreement**" refers to this document and all the attachments (Exhibits) thereto as well as any and all schedules, attachments, addendum, variations and supplements to the same as may be agreed in writing between the parties from time to time.

"**Business Day**" refers to a standard workday in Kenya: 0900 hours to 1700 hours for Monday through Friday. Saturdays, Sundays and public holidays are excluded.

"**Calendar Day**" refers to normal Mondays through to Sundays.

"**Contract Price**" refers to the commercial terms in **Section 7** of this agreement.

"**DC an-d DR**" refers to BANK data center and disaster recovery sites.

"**Effective Date**" refers the date upon which this Agreement shall commence.



## 2. Contract Documents

In the event of any conflict, discrepancy, or inconsistency among any of the documents shared prior to this document between the parties, **this agreement shall prevail.**

## 3. Agreement Title

This Contract is referred by the name Implementation of ERP Solution

## 4. Scope of the Agreement

### 4.1 Overall Scope

JMR will provide BANK the following services as part of the agreed scope –

- The broad level scope of our engagement is to implement Oracle Fusion modules on Cloud at Bank from Central Office Location in Kenya.

Please refer [Annexure](#) documents for further details on scope of work

#### 4.1.1 High level activities covered as part of implementation

- Project Planning
- Implementation of Oracle Fusion Modules on Cloud as mentioned in the Module Scope as per [Annexure A](#)
- Functional & Technical Design Documents
- Build (Configuration of Modules).
- Data Migration.
- Testing (Unit Testing, System Integration Testing, Support for User Acceptance Testing).
- Training -Train-the-trainer approach. A group of Bank's trainers would be trained on the implementation from a single location and as a single team. These trainers would train the other teams needing the training
- Production Cutover, Go-Live.
- Post Go-Live Support.



## 4.2 Project Timelines

The project shall be completed within the timelines contained below from the commencement date;

Oracle Fusion ERP Implementation Project														
Duration in Months & Weeks	M1				M2				M3				M4	
Activity Name	W1	W2	W3	W4	W5	W6	W7	W8	W9	W10	W11	W12	W13	W14
Planning														
Environment Setup														
System Configurations - Delivered Process														
CRP Validations														
Design, Build & Testing														
Training & UAT														
Deployment & Go-Live														
Post Go-Live Support														

The commencement date shall in no event be later than **16-Jul-2018** and the completion date shall be no later than **31-Oct-2018**. JMR shall notify the bank in writing of any delays or anticipated delays and how they will mitigate against the delays so as to ensure the project is completed as per the terms of the contract.

Above mentioned project start and completion date are tentative and are based on the assumption that the PO will be received on or before 11-Jun-2018.

## 4.3 Project Deliverables

Phase	Deliverables
	Project Schedule
Project Planning , Monitoring & Control	Weekly Status Reports
Requirement Analysis	Requirement/Gap Analysis Document
	Test Cases for System Integration Test
Transition (Environment Set up)	Support for User Acceptance Test
	Support for Installation on UAT server
Production (Go Live)	Support for Installation on production server
	Project Hand over document

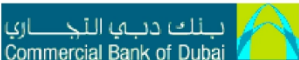
## 4.4 Sign off Milestones

- Sign off on Detailed Project Schedule
- UAT sign off
- Production- Go live

## 4.5 Assumptions

- 4.5.1 JMR shall implement standard Vanilla Oracle Fusion Application from Single Central Location at Bank Office Premises, Kenya.
- 4.5.2 A lead time of 4 to 6 weeks is required for JMR to on-board the project resources after Contract signing /PO issuance. The Project Manager/Coordinator and Lead Consultant will be available within 1 week of PO issuance.

## 7. Purchase Order copy- Commercial Bank of Dubai



بنك دبي التجاري  
Commercial Bank of Dubai

PO BOX 2668, Al Ittihad St.,  
Port Saeed, Dubai, UAE  
TRN: 100252062300003

<b>Purchase Order</b>	
<b>Purchase Order No.</b>	IT15151
<b>Date</b>	16/08/2020
<b>Memo/Ref</b>	

Exchange Rate 3.6730000

**Vendor:**  
JMR INFOTECH

**Contract Number:**

^ Changed Since the Previous Revision

Shipping Method	Payment Terms	Confirm With	Page
			1

L/N	Item Number	Description	Req. Date	U/M	Ordered	Unit Price	Ext. Price
1	IT-SW-00427	HRMS Onboarding Module Implementation					
		IT-SW-00427	HOF				

Deliver To:

VAT AMOUNT TO BE ADDED TO INVOICE AS PER UAE LAW.

\_\_\_\_\_  
Authorized Signature

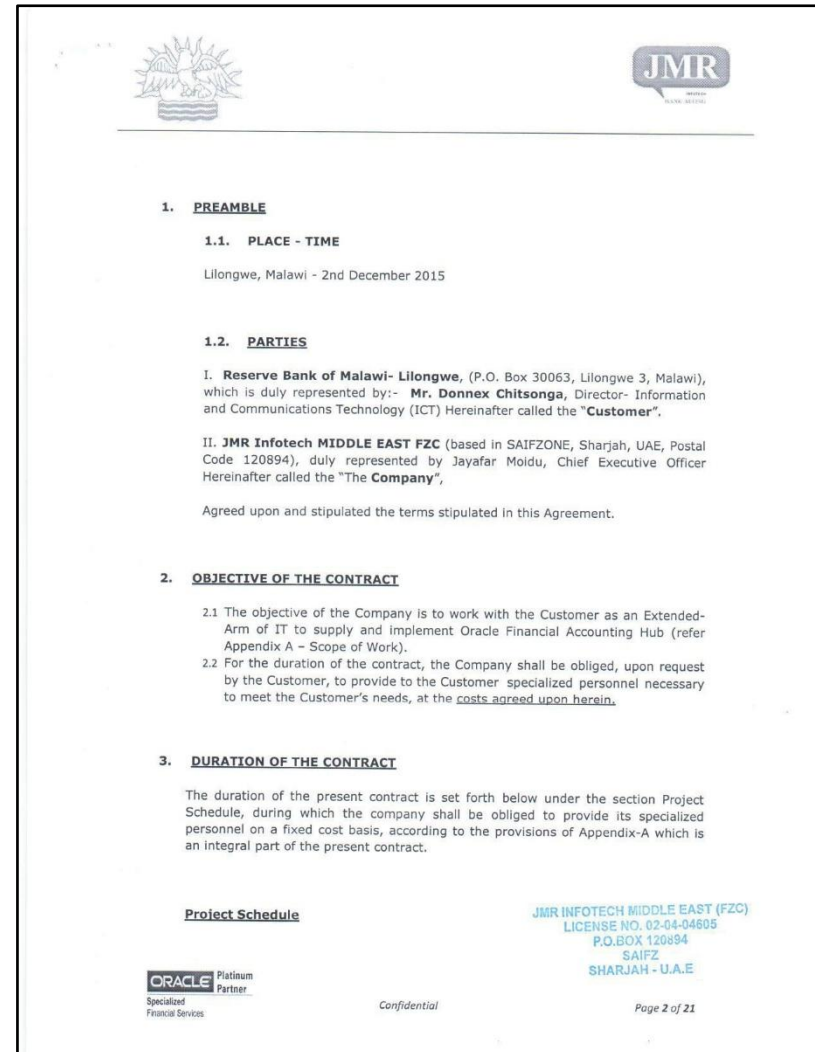
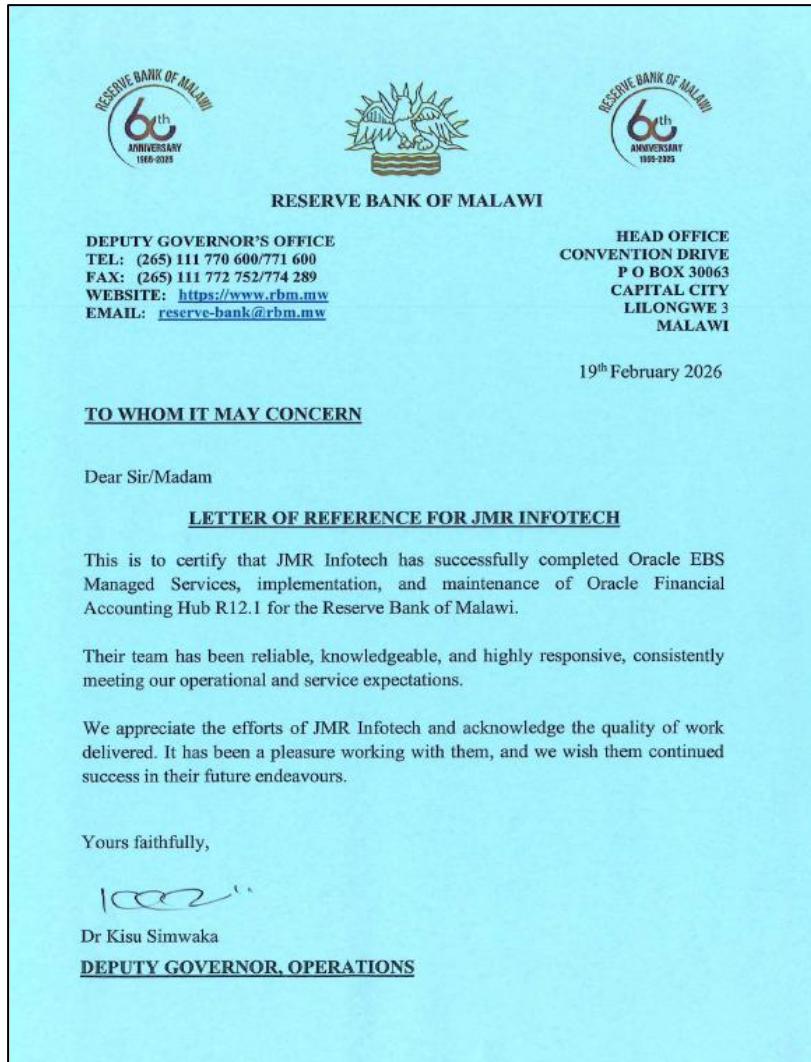
Subtotal	
Trade Discou	
Freight	
Miscellaneous	
Tax	
Order Total	

JMR INFOTECH

*Naman*

JMR INFOTECH MIDDLE EAST (FZC)  
 LICENSE NO. 02-04-04605  
 P.O. BOX 120894  
 SAIFZ, SHARJAH - U.A.E

## 8. Reference letter and contract copy- Reserve Bank of Malawi



JMR Infotech will provide Oracle Financial Accounting Hub Services, in line with the services included in Scope of Work, 20 Weeks from commencement of the project at Reserve Bank of Malawi premises in Malawi.

Phase	Project/Task Name	Start/End	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	
1	Oracle User Training	11/11/2015 - 11/11/2015																					
2	Oracle User Training	11/11/2015 - 11/11/2015																					
3	Oracle User Training	11/11/2015 - 11/11/2015																					
4	Oracle User Training	11/11/2015 - 11/11/2015																					
5	Oracle User Training	11/11/2015 - 11/11/2015																					
6	Oracle User Training	11/11/2015 - 11/11/2015																					
7	Oracle User Training	11/11/2015 - 11/11/2015																					
8	Oracle User Training	11/11/2015 - 11/11/2015																					
9	Oracle User Training	11/11/2015 - 11/11/2015																					
10	Oracle User Training	11/11/2015 - 11/11/2015																					
11	Oracle User Training	11/11/2015 - 11/11/2015																					
12	Oracle User Training	11/11/2015 - 11/11/2015																					
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14	Oracle User Training	11/11/2015 - 11/11/2015																					
15	Oracle User Training	11/11/2015 - 11/11/2015																					
16	Oracle User Training	11/11/2015 - 11/11/2015																					
17	Oracle User Training	11/11/2015 - 11/11/2015																					
18	Oracle User Training	11/11/2015 - 11/11/2015																					
19	Oracle User Training	11/11/2015 - 11/11/2015																					
20	Oracle User Training	11/11/2015 - 11/11/2015																					

**Assumptions**

- Project Governance requires active participation from the Bank in the form of a Core Project Team. The testing exercise will need to have bank's representation from each business and technology areas.
- Project Management control points and escalation measures will be put in place as part of the regular project review process.
- Should there be a delay beyond the above project plan duration for reasons not attributable to JMRI or if there are any project breaks; bank and JMRI shall mutually work towards setting revised completion timeframes and replanning for cost and schedule will be worked out
- Bank's Project Core Team representatives will be responsible for coordination within bank's business, coordination between various vendors during System Integration testing, and for infrastructure maintenance.
- Our Onsite team will have a detail discussion on the scope and timeline of the deliverables with the Bank Project team. Any changes, as agreed between JMRI and RBM, will be added as an addendum on this contract document and will follow a change control mechanism.
- All project milestones need to be signed off on completion by the bank. Delay in providing the sign-offs could impact subsequent delivery / tasks.
- Bank will provide the necessary hardware/ software environment, preinstalled with all the environmental software and the application - Oracle FAH.
- Installation of environment software including the application servers, database servers etc. and the application is outside the scope of JMRI. Management of servers is not included in the project estimates and thereby out of scope of JMRI responsibilities
- It is assumed that the Implementation team will physically work out of Bank's offices at Malawi. Bank will provide the required access and infrastructure for JMRI consultants to work at this location. Infrastructure required for Onsite resources includes but is not limited to desktops/ laptops with required software installed.

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SAIFZ  
SHARJAH - U.A.E  
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26. **IN WITNESS WHEREOF** the parties hereto or their duly authorised representatives have hereunto set their respective hands and seals the day and year above first written.

FOR CUSTOMER	FOR COMPANY
<b>RESERVE BANK OF MALAWI</b> <b>Name : MEG KAJIYANIKE</b> <b>Designation : DEPUTY GOVERNOR OPERATIONS</b> <b>Signature : [Signature]</b> <b>Date : 21 DECEMBER 2015</b>	<b>JMR INFOTECH MIDDLE EAST (FZC)</b> <b>Name : Jayafar Moidu</b> <b>Designation : Chief Executive Officer</b> <b>Signature : [Signature]</b> <b>Date : 22-Dec-2015</b>
<b>WITNESSED BY:</b> <b>Name : Samuel C. Malitoni</b> <b>Designation : General Counsel &amp; Bank Secretary Reserve Bank of Malawi Lilongwe 3</b> <b>Signature : [Signature]</b> <b>Date : 21/12/2015</b>	<b>WITNESSED BY:</b> <b>Name :</b> <b>Designation :</b> <b>Signature :</b> <b>Date :</b>

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