

Request for Proposal

Implementation of Internet Banking Solution

Published Date:

15 October 2016

FWBL\HO\IT\KK\2016\34

Proposals Submission Dead line Date: 31 October 2016 10:00 am

First Women Bank Limited

Proprietary Notice: This document contains information proprietary to First Women Bank Limited (FWBL) may not be reproduced, copied or used for purposes other than its intended use without the prior written consent of FWBL.

Submission Details 4

 Submission Deadline 4

 Submission Questions & Clarifications 4

Introduction 5

Deliverables..... 5

Eligibility Criteria 5

Proposal 6

Submission Timeline & Location 7

Proposals Evaluation Criteria 8

 Technical Score 8

 Financial Score 8

Terms of Reference 9

 Introduction to FWBL ADC Environment..... 9

 Technical Requirements for Internet Banking Solution 9

 FUNCTIONAL REQUIREMENTS FOR Internet Banking Solution 10

 Contents of Technical Proposal 10

FORMAT FOR FINANCIAL BID 11

 Bid Currency and Validity..... 11

 Bid Security 11

 Payment Terms 11

 Pre-award Presentations 11

 Complete Pricing..... 11

SUPPORT & MAINTENANCE 12

Annexure A..... 13

 Part 1 - Organization and Team Evaluation 13

 Part 2 – Application Functional and Technical Evaluation..... 15

Annexure B – Technical Bid Documentation 20

 TECHNICAL BID COVER LETTER..... 20

 BID PARTICULARS 21

 BIDDER / PRINCIPAL OWNER / AUTHORIZED PARTNER / OTHER CONSORTIUM MEMBER PROFILE: 22

 DETAILS OF PRIOR EXPERIENCE 23

Annexure C – Financial Bid Documentation 24

COMMERCIAL BID COVER LETTER 24

COMMERCIAL BID FOR INTERNET BANKING SOLUTION:..... 25

Submission Details

Submission Deadline

All proposal submissions for responding to this request must be submitted on or before 31 October 2016 10:00 am in a single sealed envelope containing two separate sealed envelopes distinctly marked as Technical and Financial Proposal.

Submission will be valid if:

- Responses to RFP are submitted no later than 31 October 2016 10:00 am at FWBL, Head Office GF-2 Reception Area, S.T.S.M Foundation Building, CL-10/20/2, Beaumont Road, Civil Line, Karachi.
- Bids are submitted in a Single sealed envelope containing two separate sealed envelopes with separate marking "Technical Proposal" & "Financial Proposal".
- All separate copies of Proposals and attachments must be provided in a sealed envelope marked as " Technical Proposal"

Submission Questions & Clarifications

You may contact the following person if you have any questions or require clarification on any topics covered in this Request For Proposal:

Name: Samina Saleem
Position: Project Manager
Email: samina.saleem@fwbl.com.pk

Introduction

First Women Bank Ltd. a commercial bank caters to public at large, especially women, at all levels of economic services and activities such as: - Micro, SME and Corporate, Treasury Operations, Trade and Finance, and Investment Banking thereby enable them to transcend their status from passive beneficiaries to dynamic agents of change.

The request for proposal document is solely for the purpose of selecting a vendor that can provide an Internet Banking Solution for deployment in FWBL data center.

Deliverables

The deliverables of the assignment as required by the FWBL are mentioned below:

- 1) Design Document - Internet Banking Solution
- 2) Proposed Project Plan along with total-man days
- 3) Project Implementation Status (ongoing)
- 4) Blue Print Document for FWBL review and sign-off
- 5) Delivery of the proposed Solution
- 6) Test Cases along with systems testing results for testing completed by vendor
- 7) End User and Application Administration Guide
- 8) Installation/Deployment Guide

Eligibility Criteria

Bidders of this RFP will be eligible only if they fulfill the following criteria at minimum:

- The bidder should be registered with Federal / Provincial Tax authorities in Pakistan.
- Submission of audited financial statements for last three years.
- The bidder must have completed at-least three projects with similar solution for Commercial Banks in Pakistan.
- Bidder's annual revenue must be at-least PKR 20 million during each of the last three years.

Proposal

This is single stage two envelop bidding procedure as per PPRA rules the bidders shall submit their proposals in one sealed envelope containing two different separate sealed envelopes marked as “Technical Proposal” and “Financial Proposal” Only Technical envelop will be opened in the presence of bidders and Financial proposal envelops will stay in FWBL custody till the opening of Financial bids.

Financial proposals from bidders that met the minimum technical score will be opened in front of bidders. Final date of opening of Financial Bids which will be communicated to all the bidders in advance.

Further final evaluation reports containing the combination of marks including technical and financials will be published on FWBL website and PPRA as well.

Successful bidder which qualifies the combined evaluation will hold a meeting with the management of the Bank to discuss in details the exact requirements and procedures to be followed in conducting this assignment.

After the finalization of combined evaluation the qualifying organization will be issued “Letter of Intent” which will be followed by the Service agreement and Service order.

Submission Timeline & Location

FWBL reserves the right to modify below timeline at any time. Should the due date for proposals be changed, all prospective respondents shall be notified. The proposal must follow as per the following high level schedule.

Location and Timing

Bids/Proposals must be delivered to the FWBL, on or before, **31 October 2016 10:00 am** and only technical proposals will be opened on the same date at FWBL, Head Office GF-2 Reception Area, S.T.S.M Foundation Building, CL-10/20/2, Beaumont Road, Civil Lines, Karachi.

Milestone	Date
RFP Released	15 October 2016
Last Date to receive letter of Intent from Prospective Bidders and Deadline for Submission of Questions for Clarifications on RFP	20 October 2016
Meeting with Vendors for Clarifications on Questions submitted by Prospective Bidders	24 October 2016
RFP Bid Submission Date and Time	31 October 2016 10:00 am
Opening of Technical Bids	31 October 2016 10:30 am
Opening of Financial Bids	To be Announced by FWBL

As a result of this Request for Proposal, FWBL may do one of the following at its discretion:

1. Award a contract for this Request for Proposal on the basis of prescribed evaluation criteria.
2. Cancel the whole process.

Proposals Evaluation Criteria

Proposals will be evaluated on the basis of 60 – 40 i-e

- 60% of the proposal strength will be measured in Technical evaluation
- 40% of the proposal strength will be measured in Financial evaluation

Technical Score

Technical evaluation of the proposals will be given weight through the below mentioned factors based on the below formula.

$$\frac{\text{Bidders Technical Score}}{\text{Total Technical Score}} \times \text{Weight}$$

Total Technical Score

Minimum score of 70% on evaluation criteria specified in Annexure A is required to qualify for financial evaluation.

Financial Score

Financial evaluation of the proposals will be given weight through the below mentioned factors based on the below formula.

$$\frac{\text{Lowest Bid Price}}{\text{Bidder's Price}} \times \text{Weight}$$

Bidder's Price

Combined Evaluation will be calculated by adding the Technical and Financial Evaluation as below:

$$\left[\frac{\text{Bidders Technical Score}}{\text{Total Technical Score}} \times \text{Weight} \right] + \left[\frac{\text{Lowest Bid Price}}{\text{Bidder's Price}} \times \text{Weight} \right]$$

Terms of Reference

Introduction to FWBL ADC Environment

FWBL has deployed an ATM switch Phoenix (by TPS) at its Data Center. Furthermore. The bank also has a dedicated SMS Gateway (by M3Tech), used for SMS Banking Solution.

FWBL is presently issuing FWBL proprietary ATM cards to its nationwide customers (Accountholders) via availing the services of 1LINK (Guarantee) Limited as third party processor. Phoenix is also connected with 1 LINK (Guarantee) Limited for local ATM switching services and has services such as IBFT (Inter-Bank Funds Transfer) and UBPS (Utility Bills Payment Services).

On the Core Banking side, the bank has by deployed a centralized solution - AB-II (AutoSoft Dynamics).

Technical Requirements for Internet Banking Solution

- Proposed solution will be deployed in FWBL Primary and DR data center. Bidder to provide deployment support for both the environment with “Disaster Recovery” failover capability.
- Proposed solution must support MS SQL Server 2008 and above.
- Proposed solution must have at-least three tiers i.e. web based presentation layer, middle/business logic layer and data base layer. Web presentation layer will be deployed within FWBL DMZ, whereas business and database layer will be behind data center firewall. FWBL infrastructure team will provide networking support, but proposed solution must meet the technical architecture requirements.
- Passwords stored in database and configuration file must be in encrypted format.
- Proposed solution must support SSL for secure transmission of data.
- Audit log must be available for configuration changes, including but not limited user administration, product configuration, and customer profile and transaction information.
- Database layer must support SAN based replication of data.
- Proposed solution will require Integration with FWBL ATM Controller (TPS Phoenix) and SMS gateway (WebService Integration) provided by M3Tech.
- Bidder will be required to customize the User Interface as per FWBL public website.
- Bidder must propose the website using responsive layout that would be compatible with desktop based browsers and mobile devices with at-least 320px in width.
- Proposed solution must support minimum of “Two Way Authentication” (with provision for a second factor like transaction OTP, transaction password, debit card grid panel etc.) for transaction requested by customers.

FUNCTIONAL REQUIREMENTS FOR Internet Banking Solution

The solution proposed by the Bidder should provide the below mentioned functionalities for FWBL Internet Banking Application. Following list provides the minimum requirements of FWBL. Bidder's may propose additional requirement in their technical proposal documents, if available.

- Account Summary and Inquiries (data based search)
- Funds Transfer
- Bill Payments
- Customer Service Requests (Contact Us Form)
- Customer Profile Update
- User Administration for FWBL Back Office

Please refer to Annexure A – Part 2 for details on functional requirements FORMAT FOR TECHNICAL BID

Contents of Technical Proposal

Technical Bids must be made in an organized and structured manner in the following form. All claims made by the bidder in response will have to be backed by documentary evidence.

- Table of Contents
- Technical Bid Cover Letter
- Technical Bid / Bid Particular for Tenders
- Bidder / Consortium Member's Profile
- Methodology and detailed project plan.
 - Project Implementation
 - Annual Support
- Functional features of proposed solution
- Specification of Hardware & other licensing requirement
- Technical Bid / Technical and Functional Requirement
 - Completed Evaluation Forms in Annexure A. Please provide hard copy (signed with company seal) and soft copy in MS Excel format on a CD/DVD (enclosed in technical proposal envelope)
- Proposed Team CV's and Certifications
- Technical Bid - Details of Prior Experience
- Annexure
 - GST and NTN Certificate
 - Audited Financial Statements for last three years
 - Bank Statements for last three months
 - Affidavit that bidder is not blacklisted
 - Affidavit that bidder will not subcontract any part of the project to any other vendor.

FORMAT FOR FINANCIAL BID

The financial bid should be quoted as per the format. The financial bid should be accompanied by Financial bid cover letter. The Bidder shall bear all costs associated with the preparation and submission of its bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the Bank. The Bank will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.

- Financial Bid - Commercial Bid Cover Letter
- Financial Bid - Commercial Bid For FWBL Internet Banking Solution
- Bid Security
- Payment Terms

Bid Currency and Validity

- All prices must be quoted in Pak Rupees including all applicable taxes.
- Bid validity will be 180 days after the submission of proposals

Bid Security

All bids must be accompanied by a pay order of Five percent (5%) of total bid amount in Favor of First Women Bank Ltd enclosed in the sealed financial envelope and must be delivered to Information Technology Division, GF-2 Reception Area S.T.S.M. Foundation Building, CL/10/20/2, Beaumont Road Civil Lines, Karachi – 75530 on or before 31 October 2016 10:00 am.

Payment Terms

Payment schedules is as below

Project Phase	Payment Plan (%age of Contract Value)
Advance	20%
Blue print sign-off	20%
Delivery of solution in Test Environment	20%
Go Live Sign-off	25%
Completion of warranty Support	15%

Pre-award Presentations

The FWBL reserves the right to require presentations and/or demonstrations/ Interview from any or all of the bidders, in which they may be asked to provide additional information.

Complete Pricing

The respondent should include all incidental expenses in the project pricing. This includes travel expenses, printing or reproduction, communications, etc. Any invoices for expenses beyond those **itemized (listed)** in the RFP response will not be entertained by FWBL.

SUPPORT & MAINTENANCE

After the completion of implementation of the solution, the contractor should arrange for support for the LIVE solutions as per Bank's requirements. The contractor should enter into an SLA (Service Level Agreement) for the same with the Bank at the time of contracting. Annual Services Contract contracts will be applicable after successful completion of **three months pilot launch period**.

Annexure A

This section includes vendor evaluation criteria with the following sections:

- Organization and Team Evaluation
- Application Functional and Technical Evaluation

Bidder must score at-least 70% in “Part 1 – Organization and Team Evaluation” to be eligible for any further evaluation.

Part 1 - Organization and Team Evaluation

No	Evaluation Factors and Description	Total Marks	Max Marks	Total Marks and Distribution ranking
	Organization Financial Strength	25	25	Firm has more than Rs. 50 million annual Turnover for last Three (03) years and Audit Report is provided confirming company sound financial Position.
15			Firm has more than Rs. 30 million annual Turnover for last Three (03) years and Audit Report is provided confirming company sound financial Position.	
5			Firm has more than Rs. 20 million annual Turnover for last Three (03) years and Audit Report is provided confirming company sound financial Position.	
	Similar Internet Banking solution Projects Completed along with proof and reference within last 5 years	20	20	Firm has completed more than or equal to Eight similar projects.
12			Firm has completed more than or equal to Five similar projects.	
5			Firm has completed more than or equal to Three similar projects.	
	Firm Experience in IT		10	Ten or More Years of Experience
8			Eight Years of Experience	

	implementations with certificates and proofs.	10	5	Five Years of Experience
			3	Three or less Years of Experience
	Allocated Project Manager Experience in related projects with proofs and certificates.	10	10	To be assigned by Technical Evaluation Committee by providing CVs, completed projects, experience and even with interview
	Experience of proposed Technical Team	15	15	To be assigned by Technical Evaluation Committee
	Technical Bid Completeness(documentary proof, brochures, diagrams, non-deviation material, relativity etc.)	15	15	To be assigned by Technical Evaluation Committee

Please note that proposed Project Manager and Technical team members cannot be replaced by the successful bidder after award of the contract, by FWBL. Changes in proposed team can only be made in cases where human resource is no longer employee of the consulting firm. Replacement of human resources will have to be approved by FWBL team. In case of non-compliance, FWBL reserves the right to forfeit the Bid Security.

Part 2 – Application Functional and Technical Evaluation

Please complete the Functional and Technical Specifications evaluation form (below) using the following:

Column “Availability of Feature”

- Scoring will be based on the FWBL requirement for a given feature.
- Value of “M” indicates mandatory requirement
- Value of “D” indicates desired feature but not critical

Column “Vendor Compliance”:

- O – Out of the Box solution in proposed system.
- C – Can be implemented in proposed system via customization. Price included in financial quotation.
- NA – Not available in the proposed system and cannot be implemented via customization.

Following will be used to calculate bidders score for this section:

- Out of the box availability of feature – 100% of Max Marks
- Customization required for availability of feature – 50% of Max Marks
- Cannot be made available in system – 0 point

S. No.	Functional Specification In Detail			
	Account Summary & Inquires	Availability of Feature	Max Marks	Vendor Compliance (O/C/NA)
	Solution to allow the application user to be linked to multiple accounts	M	10	
	Balance Inquiry for all Linked Accounts for a given customer	M	10	
	Account summary for all types of accounts. (Savings accounts, current accounts, term deposits, foreign currency deposits & others).	M	10	
	Account activity search based on last n number of transactions, date range, amount range	M	20	
	Funds Transfer			
	Register Payees for Transfer of Funds (FT, 3PFT & IBFT)	M	10	
	Manage Payees (Add/Delete/Edit)	M	10	
	Funds Transfers (FT, & IBFT) with Two Way Authentication Factor	M	20	
	BILL PAYMENTS			
	Bills Payment Services as provided by 1Link via FWBL ATM Controller	M	20	
	Register Bill/s for Payments	M	10	
	Standing Instructions for Bill Payments	D	5	
	CUSTOMER SERVICES REQUESTS			
	Internet Banking PIN/Password change or Reset	M	10	
	Deactivate and Block User ID	M	5	
	Customer Feedback and Complain form	M	10	
	History of Customer Feedback and Complains	D	5	
	Register/Un-Register for SMS based Notification for financial and non-financial Requests	D	10	
	Cheque Book Request	D	10	
	New ATM PIN Request	D	10	
	Customer Registration for Internet Banking Services via FWBL Phone Banking System.	M	20	

TECHNICAL REQUIREMENTS FOR FWBL Internet Banking Application In Detail				
	TECHNICAL REQUIREMENTS	Availability of Feature	Max Marks	Vendor Compliance (O/C/NA)
	Interface to ATM switch in ISO 8583 or any other applicable message format.	M	25	
	Data backup and archiving (Financial Proposal should cover the setup cost).	M	10	
	Solution should have a separate test environment (Financial Proposal should cover the setup cost).	M	10	
	Supports levying transaction / registration charges such as; Registration fee, Annual fee, per transaction fee etc.	M	10	
	The solution should support the following security features:			
	Auto blocking/locking of user application portal upon reaching maximum number of tries with invalid/incorrect User ID & Password. The maximum number of incorrect tries should be configurable by the Bank.	M	10	
	Virtual Keyboard for Login and entry of financial PIN or OTP			
	Termination of Application session and log off after lapse of configurable time period; Pop-up alert intimating customer that session is about to expire.	M	10	
	End to End encryption of data transmission.	M	15	
	The solution to support following platform security & reliability:			
	Access control administration	M	10	
	Supports strong passwords	M	15	
	Confidential Data stored is encrypted in the platform database	M	10	
	Audit trails and logging features available in Web Server, application server and database server.	M	10	
	It should be possible to assign specific rights to platform administrators for secure and restricted access.	M	10	
	Platform to be able to support external certifying authority.	M	10	
	To have secure interfaces to various hosts systems according to prevailing security standards.	M	20	
	Standard algorithms like 3DES, AES with RSA should be supported.	M	10	
	Minimum encryption strength of 128 bit for end to end transaction.	M	10	
	The transactions through the system should be reliable and auditable - The platform should have the intelligence to handle cases like:			
	Session connection drops during transaction.	M	5	
	Back-end host system down.	M	5	

	The system should provide the following functionalities with respect to transaction Logs:			
	Should maintain detailed transaction logs to enable processing audit trails to be reconstructed in the event of any disputes or errors.	M	10	
	The retention period of logs should be parameterized.	M	5	
	Access to logs should be restricted by role based permissions		10	
	Security safeguards should also be implemented to protect the information from unauthorized modification or destruction.	M	10	
	System should facilitate maintaining a log of the reasons for unsuccessful transactions.	M	10	
	Application to support activation such as:			
	An audit trail of all the registrations done with details of the mode of request, who activated, date, time, etc., should be stored in the Database.	M	10	
	Provision for setting limits on per transaction basis.	M	20	
	Provision to generate detailed & summery reports, logs; audit trails, regarding all transactions.	M	10	
	The platform should provide the functionality for the administrator to create and modify different end-user and administrator-user groups with different set of rights/permissions (through the administrator portal).	M	10	
	The administrator portal should have the capability for:			
	Creating and Approving users.	M	10	
	Blocking users.	M	10	
	Enable or disable functionalities.	M	10	
	Terminate the users.	M	10	
	All administrator activities shall be logged to indicate the creation, modification and deletion of data.	M	10	
	The capability to define the frequency of reports as per bank's need.	M	10	
	Detailed audit logs. There should be support for storing the logs in a detachable WORM device. The audit logs should be capable of being used for forensic evidence.	M	10	
	Reports should have export provision into excel/PDF format.	M	20	
	Complete MIS Reporting with graphs and Relevant Charts.	M	10	
	Reports should have provision of filters for detailed, summery and both.	M	10	
	The administrative portal to have various reporting capabilities such as:			

	Number of registered users.	M	5	
	Reports based on filters such as user activity, customer status, range of date/time etc.	M	5	
	Provision to search for customers based on different search filters like name, CNIC, Account No. and branch name, mobile number, address, age, status etc.	M	5	
	Other MIS reports: - Banking transactions (Intra-bank funds transfer, inter-bank funds transfer, bill payments, others) - Service requests - Biller wise payment reports - Registration reports (biller registration, intra-bank payee registration, inter-bank payee registration) - Branch wise summary reports - Any other report that the bank identifies as mandatory before start of implementation.	M	5	
	Activity log reports.	M	5	

Name: _____

Location: _____

Date: _____

Company Seal & Bidder's Signature

Annexure B – Technical Bid Documentation

TECHNICAL BID COVER LETTER

Tender Reference No:

Date:

The ADC Manager,
IT Division, FWBL.
Head Office, Mezzanine Floor,
STSM Foundation Building,
Civil Lines, Dr Zia-ud-Din Ahmed Road,
Karachi.

Dear Sir,

Sub: your RFP for “Design & Implementation of FWBL Internet Banking Application” dated DD-MM-YYYY.

With reference to your subject RFP, we have examined and understood the instructions including all annexure, terms and conditions, project scope forming part of the RFP, we hereby enclose our Technical Bid for Design and Implementation of Internet Banking Application as mentioned in the RFP documents.

In the event of acceptance of our bid by The Bank we undertake to design and implement the Internet Banking Application as per your purchase orders.

We agree to abide by the terms and conditions of this bid offer till 180 days from the date of opening of bids and our offer shall remain binding upon us which may be accepted by the Bank any time before expiry of 180 days.

Until a formal contract is executed, this tender offer, together with The Bank’s written acceptance thereof and Bank’s notification of award, shall constitute a binding contract between us.

Dated this day of _____ 2016

Signature: (In the Capacity of) _____

Duly authorized to sign the tender offer for and on behalf of

BID PARTICULARS

Name of the Bidder.	
Is the Bidder the Principal Owner of the solution or an Authorized Partner / Re-seller.	
Registered Address of the Bidder.	
Name of the person to whom all references shall be made regarding this tender.	
Designation of the person to whom all references shall be made regarding this tender.	
Address of the person to whom all references shall be made regarding this tender.	
Telephone No. (With country and area code).	
E-Mail of the contact person:	
Fax No. (With country and area code).	

Name: _____

Location: _____

Date: _____

Company Seal & Bidder's Signature

BIDDER / PRINCIPAL OWNER / AUTHORIZED PARTNER / OTHER CONSORTIUM MEMBER PROFILE:

S. No.	Name of the Company	
01.	Indicate whether the Company is the lead Bidder and whether the Company is the Principal Owner, Authorized Partner or Other consortium member	
02.	Year Established	
03.	Turnover (in PKR)	FY 2013: FY 2014: FY 2015:
04.	Profit After Tax (in PKR)	FY 2013: FY 2014: FY 2015:
05.	Proposed role of the member in the project	
06.	Proposed role of the member in the project	
07.	Head Office Address	
08.	Telephone No. (with country and area code)	
09.	Fax No. (with country and area code)	
10.	E-mail Address	
11.	Name of the Key representative for this project	
12.	Any accreditations / Certifications (e.g. CMM, ISO, ITIL etc.)	
13.	Previous experience in implementation of FWBL Internet Banking Application digital banking multichannel solutions at commercial banks.	Implementations in the last 5 years and before last five years:

The Bidder should fill this Annexure for the Bidder and any other member of the consortium separately (including the Principal Owner, Authorized Reseller / Partner and any other member of the consortium)

As of this Date, the information furnished in all parts of this form is accurate and true to the best of my knowledge.

Name: _____

Location: _____

Date: _____

Company Seal & Bidder's Signature

DETAILS OF PRIOR EXPERIENCE

Please provide details of prior experience of the Bidder / Principal Owner / Authorized Partner / other Consortium members in design and implementation of (FWBL Internet Banking Application, digital banking) platform solutions.

For each prior experience reference that the Bidder wants to highlight, one sheet in the below template should be submitted in the proposal and should be supported by a copy of the purchase order as documentary evidence.

Name of the client bank:	
Country:	
Client address:	
Assignment Type (Internet Banking Solution)	
Description of the assignment and the scope of services delivered by the Bidder to the clients	
Description of the solution implemented. Also indicate whether it is the same as the solution proposed to the bank	
Assignment Duration (in months)	
Assignment Start Date (Month & Year)	
Assignment End Date (Month & Year)	
Total No. of staff months in the assignment	
Approximate value of contract (PKR or USD)	PKR / USD
Client Reference 1	Name: Designation: Address: Phone No. Mobile No. Email Address:
Client Reference 2	Name: Designation: Address: Phone No. Mobile No. Email Address:

Name: _____

Location: _____

Date: _____

Company Seal & Bidder's Signature

Annexure C – Financial Bid Documentation

COMMERCIAL BID COVER LETTER

Tender Reference No:

Date:

The ADC Manager,
IT Division, FWBL.
Head Office, Mezzanine Floor,
STSM Foundation Building,
Civil Lines, Dr Zia-ud-Din Ahmed Road,
Karachi, Pakistan

Dear Sir,

Sub: your RFP for “Implementation of Internet Banking Solution” dated DD -MM-YYYY.

Having examined the RFP including all mention requirements, we, the undersigned, offer to deliver services in conformity with the said RFP and in accordance with our proposal and total cost indicated in the enclosed Commercial Bid for Implementation of Internet Banking Solution as mentioned in the in the RFP document.

All the prices mentioned in our bid are in accordance with the terms as specified in the bidding documents. We agree to abide by this bid for the period of 180 days from the date of bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in bidding documents.

If our bid is accepted, we will submit the BID Security (in the format prescribed by the Bank) for a sum equivalent to 5% of the value of the contract to the Bank valid for a period of one year in favor of First Women Bank Ltd. for the due performance of the Contract.

Until a formal contract is prepared and executed, this bid, together with the bank’s written acceptance thereof and bank’s notification of award, shall constitute a binding Contract between us.

Dated this day of _____ 2016
Signature: (In the Capacity of) _____

Duly authorized to sign the tender offer for and on behalf of

Seal: _____

Location: _____

Address: _____

COMMERCIAL BID FOR INTERNET BANKING SOLUTION:

The financial bid should be quoted as per the format. The financial bid should be accompanied by Financial bid cover letter. The Bidder shall bear all costs associated with the preparation and submission of its bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the Bank. The Bank will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.

- Financial Bid
 - Commercial Bid for development of public website
 - Annual Software Support Cost (Post warranty completion period)
- Bid Security
- Payment Terms

For the purpose of calculating the financial bid, following formula will be used:

$$\begin{array}{r}
 \text{Implementation Cost for Internet Banking Solution} \\
 + \\
 \text{Annual Software Support Cost} \\
 + \\
 = \\
 \text{Total Bid}
 \end{array}$$

Note: - FWBL will use cost inclusive of applicable taxes to calculate the financial bid

Item DESCRIPTION	COST (PKR)	APPLICABLE TAX (PKR)	Total Cost (PKR)
One Time Cost for Implementation, and Integration of the proposed solution (including licensing cost of the software, if applicable)			
Annual Software Support Cost			

Rates should be quoted in Pak Rupees and strictly as per the format illustrated above. Bids quoted in formats other than the illustrated format will be rejected. Applicable local taxes shall be paid over and above on actual basis on production of documentary evidence. Bank will not be making any other payment except those mentioned in the commercial bid.

Please also indicate the number of Free Man-days for FWBL Internet Banking Application Project in case any ad hoc upgrade/enhancement/modification is required after closure of scope. _____

Name: _____

Location: _____

Company Seal & Bidder's Signature & Date