

Request for Proposal

For Implementation of Treasury Front and Back Office Application

Published Date: 7 October 2016

FWBL\HO\IT\KK\2016\33

Proposals Submission Dead line Date: 24 October 2016 11:00 am

First Women Bank Limited

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Submission Details

Submission Deadline

All proposal submissions for responding to this request must be submitted on or before 24 October 2016 11:00 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 24 October 2016 11:00 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 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 treasury solution for FWBL front and back office. The Bank invites proposals from qualified bidders to participate in the bidding process for selecting a partner for implementing a robust and integrated Treasury solution for the Bank. The solution should be following

- Money Market
- Foreign Exchange (Interbank and TMU)
- Equity Market
- Treasury Accounting
- Integration with Core Banking and/or General Ledger System
- Integration with customer payments initiated via FWBL's RTGS from the perspective of liquidity maintenance
- Data Migration from Existing Treasury System to Proposed Solution

The later sections of the document provide additional information that will allow a firm to understand the scope of the effort and develop a proposal in the format required by FWBL to fulfill the business and market needs.

Scope

FWBL is in the process of acquiring Treasury solution in order to align its Information Technology department with growing business needs. The bidders of this Request for Proposal are required to provide the solution as mention in Annexure B & C. The bidder would be responsible to propose the design and project plan to FWBL management for approval prior to the implementation of said solution.

The selected vendor will be responsible to implement this project within the committed deadline to FWBL.

Deliverables

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

- 1) Project Plan along with total-man days
- 2) Project Implementation Status (ongoing)
- 3) Blue Print Document for FWBL review and sign-off

- 4) Delivery of Software in FWBL data center (Test and Live)
- 5) User (Functional) and Administration Guide
- 6) Project completion assessment and certification.

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.
- Bidder must have implemented similar solution in at-least five commercial banks within Pakistan.
- The bidder must have been in operation for at least five years in related to implementation of the proposed solution.
- Bidder's annual revenue must be at-least PKR 20 million for the last one year.

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, **24 October 2016 11:00** 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	7 October 2016
Last Date to receive letter of Intent from Prospective Bidders and Deadline for Submission of Questions (via e-mail) for Clarifications on RFP	17 October 2016
Meeting with Vendors for Clarifications on Questions submitted by Prospective Bidders	19 October 2016
RFP Bid Submission Date and Time	24 October 2016 11:00 am
Opening of Technical Bids	24 October 2016 11:30 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

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

Bidder's Price

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

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

FUNCTIONAL REQUIREMENTS FOR TREASURY SOLUTION

The solution proposed by the Bidder should provide the below mentioned functionalities for FWBL Treasury solution. The list below is not exhaustive and Bidders who offer additional functionalities over and above the list mentioned below can indicate the same in the list.

S. No	Functional Requirement of FWBL
1	Money Market (Front, Back and Middle Office)
2	Foreign Exchange (Front, Back and Middle Office)
3	Equity Market (Front, Back and Middle Office)
4	Treasury Accounting
5	Including accounting for equity markets based on average cost/FIFO
6	Integration with Core banking and/or General Ledger including interfaces to and from customer accounts in PKR as well as FC (whenever possible) or deal translation capability at a given exchange rate
7	Availability of Regulatory Reports, and MIS related to transactions/activities performed in the system, including NOP for equity and FX
8	Blotter for Financial Transactions / Deal register
9	Limit definition with added functionality (interchangeability, alert)
10	Dashboard view and P/L report
11	Integration of STP with treasury module for liquidity management.
12	Value at Risk (VAR) –Back tested
13	Auto update of price and corporate action
14	NOSTRO a/c handling at treasury books on b/o branches
15	Consolidated position of FE 25 Deposit [CCY wise]based on branch balances
16	Mark to Market for all asset classes in proposed system.

S.No	TECHNICAL SPECIFICATION
1.	Events and Logs Interface
2.	The administrator/Supervisor portal should have the separate capability rights and permissions.
3.	The administrative/Supervisor portal to have various reporting capabilities of viewing complete audit trail and all reporting in detail
4.	Compatibility with MS SQL Server 2008 R2 and 2012 R2 (Standard & Enterprise Edition)
5.	Supports MS SQL Server Based Replication preferably “Log Shipping”
6.	Support MS Windows Server environment
7.	Compatible with VMWare based virtualized server environment

FORMAT FOR TECHNICAL BID

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 – Scope and Service Level Agreement
- Proposed Team CV's and Certifications
- List of functional features in proposed solution
- 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)
- Specification of Hardware & other licensing requirement
- 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 Treasury Solution as per scope defined in this RFP
- 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 24 October 2016 11:00 am.

Payment Terms

Payment schedules is as below

Project Phase	Payment Plan (%age of Contract Value)
Advance – Due at Issuance of Purchase Order	25%
Design (Blue Print) Sign-off	20%
UAT Sign-off	25%
Go Live	15%
Completion of Warranty Period	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 onsite and offsite 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 warranty period**.

Following is a high level scope of work for support and maintenance contract:

1. Provide software release with new functionalities developed by the vendor as part of product upgrade road map. This will be limited to the modules that are purchased by FWBL.
2. Resolution of reported bugs or incidents within the agreed upon Service Level Agreement.
3. Implementation of mandatory regulatory changes up to a total of 60 hours per year. This is based on the assumption that vendor will be required to develop such changes for all client's using their software.
4. For issues that have a widespread impact on business functionality or availability, vendor must arrange for on-site visit within 3 hours for resolution of the issue.

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 Organizational and Technical Evaluation to be eligible for financial bid opening.

Part 1 - Organization and Team Evaluation

No	Evaluation Factors and Description	Total Marks	Max Marks	Total Marks and Distribution ranking
	Experience of proposed Technical Team	25	25	To be assigned by Technical Evaluation Committee
	Organization Financial Strength	10	10	Firm has more than Rs. 40million annual Turnover for last Three (03) years and Audit Report is provided confirming company sound financial Position.
			07	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.
	Treasury Solution Projects Completed along with proof and reference	25	25	Firm has completed more than or equal to Ten similar projects.
			15	Firm has completed more than or equal to Seven similar projects.
			5	Firm has completed more than or equal to Three similar projects.

Firm Experience in IT implementations with certificates and proofs	20	20	Ten Years of Experience
		10	Five Years of Experience
		5	Three or less Years of Experience
Allocated Project Manager Experience in related projects with proofs and certificates.	20	20	To be assigned by Technical Evaluation Committee by providing CVs, completed projects, experience and even with interview
Technical Bid Completeness(documentary proof, brochures, diagrams, non deviation material, relativity etc)	25	25	To be assigned by Technical Evaluation Committee
Evaluation of Functional Features in the proposed solution	175	175	FWBL technical team to assign marks based on "live" demo of the proposed solution

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.

Annexure B – Technical Bid Documentation

TECHNICAL BID COVER LETTER

Tender Reference No:

Date:

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 Treasury Solution” 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 Treasury Solution as mentioned in the RFP documents.

In the event of acceptance of our bid by The Bank we undertake to design and implement the Treasury Solution 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 Treasury Solutions.	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 Treasury 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 (Treasury 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:

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 “Design & Implementation of Treasury 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 Design & Implementation of Treasury 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 TREASURY SOLUTION:
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Item DESCRIPTION	COST (PKR)COST (PKR)	APPLICABLE TAX (PKR)
One Time Application License (including Runtime Licenses) for Production, DR & UAT machines		
One Time Cost for Implementation, Configuration, and Integration& Training for Operating System, Database & Application Server (Production, DR & UAT machines)		
Annual Support and Maintenance Service charges for the Treasury Solution (applicable after completion of warranty period)		

Financial Bid will be calculated using the following formula during financial bid evaluation process:

$$\begin{aligned}
 &\text{Financial Bid} \\
 &= \\
 &\quad \text{One Time Application License} \\
 &\quad + \\
 &\quad \text{One Time Cost for Implementation, Configuration, and Integration\& Training for Operating System, Database \& Application Server} \\
 &\quad + \\
 &\quad \text{Annual Support and Maintenance Service charges}
 \end{aligned}$$

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 Treasury Solution Project in case any ad hoc upgrade/enhancement/modification is required after closure of scope. _____

Name: _____

Location: _____

Company Seal & Bidder's Signature & Date