

# Request for Proposal

FOR PROCUREMENT OF Enterprise Backup Solution

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Proposals Submission Dead line Date: 18 October 2016 02:00 pm

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 18 October 2016 02:00 pm in a single sealed envelope containing one sealed envelope.

Submission will be valid if:

- Responses to RFP are submitted no later than 18 October 2016 02:00 pm 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: Taha Jafri  
Position: Project Manager  
Email: taha.jafri@fwbl.com.pk

All queries for the subject tender (if any) should be sent to above mentioned email address at least 05 working days prior to bid opening date.

## 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 providing interested parties with sufficient information to enable them to prepare and submit a proposal for providing Enterprise Backup Solution.

## 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 propose End to End solution for Enterprise Backup including but not limited to Software and Tape Library hardware. Proposal with incomplete solution will not be considered by FWBL.
- Proposed solution must meet minimum technical specifications of all items requested in this RFP.
- Bidder must be OEM or at least Silver Level/ equivalent Partner for Backup Software.
- Company must be OEM or at least Authorized Reseller for Tape Library Hardware.
- Proposed Tape Library Hardware must have at-least three years of repair and replacement warranty.
- Submission of bid bond equivalent of 5% of the commercial bid (inclusive of applicable taxes)

## Terms of Reference

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

- The bidder must provide “DETAILS OF PRIOR EXPERIENCE”. If available, please provide a copy of either work order or work completion certificate.
- The bidder should provide relevant references (along with contact information) for similar work completed by the bidder.
- The Bidder should provide “Next Business Day” (NBD) repair and replacement support for proposed Tape Library hardware.
- The Bidder should provide a commitment to provide production support on “implementation services” (i.e. configuration of solution in FWBL environment) during the three month warranty support on as follows:

Severity Level	Support Site	Response Time	Availability
<b>Critical</b> <ul style="list-style-type: none"> <li>• Complete Backup Solution not functional</li> <li>• Need to restore systems using backup solution in case of disaster</li> </ul>	On-Site	2 Hours	24*7
<b>High</b> <ul style="list-style-type: none"> <li>• Functional or technical errors impacting backup or restore functionality of critical systems i.e. Core Banking, Treasury, and Financial Management Solutions.</li> </ul>	On-Site	2 Hours	24x7
<b>Medium</b> <ul style="list-style-type: none"> <li>• Functional or technical errors impacting backup or restore functionality of non-critical systems.</li> </ul>	On-Site/Remote	8 Hours	08:00 to 06:00 Pm Monday - Friday
<b>Low</b> <ul style="list-style-type: none"> <li>• Functional or technical errors with no impact on backup or restore functions of the proposed solution.</li> </ul>	On-Site/Remote	16 Hours	08:00 to 06:00 Pm Monday - Friday

- The bidder must provide a “Low Level Design Document” before implementation of the proposed solution in FWBL environment.
- The Bidder must propose at-least two certified technical resources (1 in back up software and 1 in Tape Library Hardware) assigned to FWBL project (as primary and backup technical resource) with expertise and certification in proposed solution. These resources must have worked on at-least three projects with similar scope. Client References must be provided along with their credentials. Bidder must ensure that proposed resources will be assigned to this project until successful completion. In case, a change in technical resource is required, FWBL must approve this change in writing. In case of non-compliance, FWBL reserves the right to forfeit Bid Bond submitted by the successful bidder.
- The bidder should have the expertise to design/propose a future proof highly available backup solution to FWBL and the consultants may possess the following technical certifications:
  - Authorized Symantec Consultant (Data Protection Specialization/NetBackup)
  - Authorized Symantec Consultant ((High Availability Specialization/InfoScale)

- STS Veritas Cluster Server 6.0 for Unix/Windows
  - STS NetBackup 7.5 for UNIX
  - STS NetBackup 7.5 for Windows
  - The following VMware certified resources are required by FWBL to work in conjunction with Veritas backup/HA resources and FWBL VMware team to seamlessly incorporate VMware infrastructure into the backup solution.
    - VMware Certified Associate – Data Center Virtualization
  - The Bidder should provide in-house hands-on training to FWBL staff on proposed solution.
  - Bill of Quantity
    - Backup Software – (Quantity - 1)
      - Backup Software - VERITAS NetBackup or similar
      - Backup Software supports features, such as Accelerator for fast backups and the Open Storage Technology (OST) interface to backup disk devices, enabling better management of backup storage devices, are major product differentiators.
      - Backup Software must integrate with VMware to improve efficiency and has advanced integration features to allow for easy restores and reduced storage requirements.
      - Backup Software must have capability to backup different platforms like Windows, Linux & other OS
      - Licenses are required for backup up to 1 TB without any limitation on the number of “backup client”.
    - Tape Library – (Quantity - 1)
      - Tape Library must have 2 drives (LTO 6)
      - At least 24 slots for LTO 6
      - Must have Fiber Channel (FC) connectivity.
      - Must include minimum three years standard warranty with parts.
  - The successful bidder is required to perform the following tasks:
    - Design Document of Backup Solution Infrastructure
    - Installation and configuration of Tape Library
    - Installation and configuration of Symantec NetBackup or Equivalent
    - Configuration & Deployment of complete NetBackup solution or equivalent
    - Design & Implement complete Backup Policies as per FWBL business requirements
    - Complete configuration of Backup Clients (All OS which are operational in FWBL)
    - In-house Training and support
  - Bidder must provide at-least three months of warranty support (on implementation services) post Go-Live.
  - Bidder must all provide the financial cost for:
    - Software Annual License Renewal cost, if applicable
- Above information should only be provided in Bidder’s Financial Proposal.

## 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 **18 October 2016 02:00** pm 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	03 October 2016
Proposal Submission Due Date	18 October 2016 02:00 pm
Opening of Technical Bids	18 October 2016 02:30 pm
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 50 – 50 i.e.

- 50% of the proposal strength will be measured in Technical evaluation
- 50% 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:**

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



## **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 / Bid Particular for Tenders
- Bidder / Consortium Member's Profile
- Documentation indicating that bidder is an Authorized reseller of the proposed hardware and software
- Methodology and detailed project plan.
  - Project Implementation
  - Annual Support
- Proposed Team CV's and Certifications (Signed copy of certificates must be included in technical proposal)
- List of functional and technical features in proposed solution
- Specification of Hardware & other licensing requirement
- Technical Bid - Details of Prior Experience
- Annexure
  - GST and NTN Certificate
  - 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 for proposed hardware and software
  - FWBL Implementation Services Cost by successful bidder
  - Annual Software License renewal cost
- Bid Security
- Payment Terms

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

$$\begin{aligned} & \text{Cost of Back-up software (including support cost for first year)} \\ & \quad + \\ & \quad \text{Cost of Tape Library Hardware} \\ & \quad + \\ & \text{FWBL Implementation Services Cost by successful bidder} \\ & \quad = \\ & \quad \text{Total Bid} \end{aligned}$$

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

### **Bid Currency and Validity**

- All prices must be quoted in Pak Rupees including all applicable taxes.
- Bid validity will be 90 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 (inclusive of applicable taxes) 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 18 October 2016 02:00 pm.

## Payment Terms

Payment schedules is as below

Project Phase	Payment Plan (%age of Contract Value)
Advance – Due to Agreement Signing	25%
Delivery of Hardware and Software licenses	30%
Approval of Design Document and Implementation of proposed solution in FWBL environment	35%
Successful completion of 3 month warranty period	10%

## 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.

## Annexure B – Technical Evaluation Criteria

Bidder must score at-least 70% in Organizational and Technical Evaluation to be eligible for financial bid opening.

No	Evaluation Factors and Description	Total Marks	Max Marks	Total Marks and Distribution ranking
1	Experience of proposed Technical Team	30	30	To be assigned by Technical Evaluation Committee
2	Certifications of proposed Technical Team	15	15	To be assigned by Technical Evaluation Committee
3	Organization Financial Strength	10	10	Firm has more than Rs. 10 million annual Turnover for last Three (03) years
07			Firm has more than Rs. 5 million annual Turnover for last Three(03) years	
5			Firm has more than Rs.3 million annual Turnover for last Three(03) years	
4	Enterprise Backup Solution Projects Completed along with proof and reference	25	25	Firm has completed more than or equal to Five similar projects.
15			Firm has completed more than or equal to Three similar projects.	
5			Firm has completed more than or equal to One similar projects.	
5	Evaluation of the proposed software solution and Tape Library Hardware	75	75	To be assigned by Technical Evaluation Committee
6	Technical Bid Completeness(documentary proof, brochures, diagrams, non-deviation material, relativity etc.)	25	25	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.

**Annexure B – Technical Bid Documentation**

**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)	<b>FY 2013:</b> <b>FY 2014:</b> <b>FY 2015:</b>
04.	Profit After Tax (in PKR)	<b>FY 2013:</b> <b>FY 2014:</b> <b>FY 2015:</b>
05.	Proposed role of the member in the project	
08.	Head Office Address	
09	Telephone No. (with country and area code)	
10	Fax No. (with country and area code)	
11	E-mail Address	
12	Name of the Key representative for this project	
13	Any accreditations / Certifications (e.g. CMM, ISO, ITIL etc.)	
14	Previous experience in implementation, Installation and maintenance of related storage solution at local & Foreign 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

**Annexure C – Financial Bid Documentation**

**COMMERCIAL BID**

Item DESCRIPTION	COST (PKR)COST (PKR)	APPLICABLE TAX (PKR)	Total Cost (PKR)
Back-up Software (Inclusive of production support from principal)			
Tape Library Hardware			
Annual Software License Renewal Cost (Applicable from second year)			
Annual Implementation Support Cost provided by the implementation partner			

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.

Name: \_\_\_\_\_

Location: \_\_\_\_\_

\_\_\_\_\_  
Company Seal & Bidder's Signature & Date