

Request for Proposal

Procurement of Office365 Licenses or Similar Solution

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Proposals Submission Dead line Date: 13 March 2017 4:00 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 13 March 2017 4:00 pm 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 13 March 2017 4:00 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: Talha Vohra
Position: Project Manager
Email: talha.vohra@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 procuring licenses for Office365 (or similar 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.
- Submission of audited financial statements for last three years.
- Bidder's annual revenue must be at-least PKR 10 million during last financial year.
- Bidder must have the following Microsoft (or equivalent) partnership levels:
 - CSP Partner (Tier 1 or 2)
 - Cloud Productivity Partner (Gold Or Silver)
- The bidder must have completed at-least three Exchange Online projects with similar solution Implementations with a minimum of 50 seats will be considered for eligibility
- Implementation experience must include at-least one (1) migration from Mailer Daemon to Exchange Online with at least 50 users
- Implementation experience must include at-least one (1) implementation with at-least 300 seats.
- Bidder must have a registered office in Karachi. Proposed team members for implementation of the solution must be from the same office as well.
- Bidder not have been blacklisted from participating in any public sector bids / RFPs / tenders.

Terms of Reference

- Following is required Bill of Quantity. For reference FWBL has provided Microsoft Licensing Structure. Bidders may propose equivalent of the following, in case if bidder is proposing solution other than Office365
 - Enterprise E3 Plan – 50 Users
 - Business Premium Plan – 225 Users
 - Exchange Online Plan 1 – 185 Users

Email solution to be deployed on Microsoft Cloud or equivalent.

- Deliverables must include the following:
 - Licenses as per BoQ
 - Proposed Project Plan along with total-man days
 - Design Documentation of complete Pre-Migration and Post-Migration (Step by Step). This should include deployment procedure and script design
 - Administration Guide
 - Migration of email accounts and emails on servers to proposed solution.
 - End User Guide
- Proposed design must ensure Seamless Mail Routing and Transition from existing mail server to proposed solution.
- Security Certificates, if required, will be provided by FWBL, but it will be the responsibility of the vendor to deploy and configure the certificate.
- FWBL Network routing configuration will be the responsibility of FWBL IT.
- Proposed design must include a “UAT Environment” to test deployment and migration process before the solution can be deployed in Live environment
- Successful bidder will work with FWBL IT for deployment of Office and Exchange solution. If and when required, vendor will provide deployment, migration (or similar scripts) to FWBL. FWBL IT will be responsible to execute the scripts based on the administration guide provided by the vendor. In case of reported issues, FWBL IT will coordinate with vendor for resolution. If required vendor will be required to open a ticket with Microsoft for identification and resolution. Please refer to SLA for resolution compliance.
- Bidder to provide three months of Warranty support to FWBL on configuration and scripts provided during project execution phase.
- Bidder to implement security controls as per fwbl and regulatory guidelines.

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, **13 March 2017 4:00 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	25 February 2017
Last Date to receive letter of Intent from Prospective Bidders and Deadline for Submission of Questions for Clarifications on RFP	6 March 2017
Meeting with Vendors for Clarifications on Questions submitted by Prospective Bidders	8 March 2017
RFP Bid Submission Date and Time	13 March 2017 4:00 pm
Opening of Technical Bids	13 March 2017 4:30 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 20 – 80 i-e

- 20% of the proposal strength will be measured in Technical evaluation
- 80% 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 Ais 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:

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

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 including secure transmission of data
- Information Security Features and Controls of Proposed Cloud Environment
- 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 Office365 or Similar solution
- Bid Security
- Payment Terms

Bid Currency and Validity

- All prices must be quoted in USD including all applicable taxes.
- Bid validity will be 120 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 13 March 2017 4:00 pm.

Bid Security submitted by bidders will be released after issuance of PO.

Payment Terms

Payment schedules is as below

Project Phase	Payment Plan (%age of Contract Value)
Advance	40%
Design Document sign-off and Delivery of Licenses	20%
Go Live Sign-off	30%
Completion of three month warranty Support	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 A

This section includes vendor evaluation criteria with the following sections:

- Organization and Team Evaluation

Bidder must score at-least 70% to be eligible for any further evaluation.

- The bidder must have completed at-least three Exchange Online projects with similar solution Implementations with a minimum of 50 seats will be considered for eligibility
- Implementation experience must include at-least one (1) migration from Mailer Daemon to Exchange Online with at least 50 users
- Implementation experience must include at-least one (1) implementation with at-least 300 seats.

Part 1 - Organization and Team Evaluation

No	Evaluation Factors and Description	Total Marks	Max Marks	Total Marks and Distribution ranking
	Organization Financial Strength	20	20	Firm has more than Rs. 20 million annual Turnover during last financial year And Audit Report is provided confirming company sound financial Position.
15			Firm has more than Rs. 15 million annual Turnover during last financial year and Audit Report is provided confirming company sound financial Position.	
10			Firm has more than Rs. 10 million annual Turnover during last financial year and Audit Report is provided confirming company sound financial Position.	
	Similar solution Projects Completed along with proof and reference within last 5 years	30	30	Bidder has completed at-least five projects with similar scope, which includes at-least one project with over 300 seats
			15	Bidder has completed at-least four projects with similar scope, which includes at-least one project with over 150 seats

			5	Bidder has completed at-least three projects with similar scope
	Features of Proposed Solution	50	50	To be assigned by technical evaluation committee
	Information Security Assessment of the proposed solution along with Network Security of the proposed cloud environment	50	50	To be assigned by technical evaluation committee
	Experience of proposed Technical Team	20	20	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
	Competency/Certification/Partner Level of Proposed solution or provider	20	20	Tier 1 or equivalent status
			10	Tier 2 or equivalent status

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 “Procurement of Office365 Licenses or Similar 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 required 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 required 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 _____ 2017

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 required solution in 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 Office365 or similar solution.

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 (Office365 or similar 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 “Procurement of Office365 Licenses or Similar 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 required 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 _____ 2017

Signature: (In the Capacity of) _____

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

Seal: _____

Location: _____

Address: _____

COMMERCIAL BID FOR OFFICE365 or Similar 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 Procurement of Office365 Licenses or Similar Solution
- Bid Security
- Payment Terms

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

Item DESCRIPTION	Quantity	Annual Subscription Unit Cost	COST (USD)	APPLICABLE TAX (USD)	Total Cost (USD)
Enterprise E3 Plan	50				
Business Premium Plan	225				
Exchange Online Plan 1	185				

Rates should be quoted in US Dollars and strictly as per the format illustrated above. Prices quoted and applicable discounts to be valid for a minimum of three years. FWBL will use Open Market USD Selling rate available on Forex.pk (on date of PO issuance) to determine PO or Invoice amount. 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