

# Request for Proposal

## PROCUREMENT OF Data Connectivity for Branches

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Proposals Submission Dead line Date: 25 August 2017 3:00 pm

## First Women Bank Limited

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- Submission Details ..... 3
  - Submission Deadline ..... 3
  - Submission Questions & Clarifications ..... 3
- Introduction ..... 4
- Eligibility Criteria ..... 4
- Terms of Reference ..... 5
- Proposal ..... 7
- Submission Timeline & Location ..... 8
- Proposals Evaluation Criteria ..... 9
  - Technical Score ..... 9
  - Financial Score ..... 9
  - Contents of Technical Proposal ..... 10
- FORMAT FOR FINANCIAL BID ..... 11
  - Bid Currency and Validity ..... 11
  - Bid Security ..... 11
  - Pre-award Presentations ..... 11
  - Complete Pricing ..... 11
- Annexure A ..... 12
  - Part 1 - Organization and Team Evaluation ..... 12
- Annexure B – Technical Bid Documentation ..... 14
  - TECHNICAL BID COVER LETTER ..... 14
  - BID PARTICULARS ..... 15
  - BIDDER / PRINCIPAL OWNER / AUTHORIZED PARTNER / OTHER CONSORTIUM MEMBER PROFILE: ..... 16
  - DETAILS OF PRIOR EXPERIENCE ..... 17
- Annexure C – Financial Bid Documentation ..... 18
  - COMMERCIAL BID COVER LETTER ..... 18
- COMMERCIAL BID FOR Data Connectivity for Branches: ..... 19

## Submission Details

### Submission Deadline

All proposal submissions for responding to this request must be submitted on or before 25 August 2017 3:00 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 25 August 2017 3:00 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: Mudassar Lakhani  
Email: mudassar.lakhani@fwbl.com.pk  
Phone: 0213-565-7762

## 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 data circuit based connectivity from FWBL branches to FWBL data centers.

## Eligibility Criteria

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

- 1) Bidder should be registered with Federal / Provincial Tax authorities in Pakistan.
- 2) Bidder must be a Major Nationwide Data connectivity Distributor – along with license holder, having Own Fiber Optic Cable. (Attach Proof)
- 3) Bidder must have centralized 24x7 trouble ticketing tool for call logging, monitoring and troubleshooting purpose. (Attach Proof)
- 4) Bidder must have main NOCs available in at least 03 Major Cities of Pakistan (Attach Proof)
- 5) Bidder must propose “Own Fiber” based connectivity. Third party Fiber based connectivity will not be acceptable.
- 6) FWBL maintains redundant links from two providers at it’s branch sites. Bidder must not be one of the existing providers at respective site. In case, if the bidder is providing service at any of the site, then the proposed link must terminate from different media. In such situations, FWBL management will decide if proposed link will be included in scope or not.
- 7) Bidder should have more than 1000 operational fiber circuits countrywide maintained by its NOC of its own infrastructure.
- 8) Bidder’s Core network should be self-healing ring based on 99.9% uptime. Service provider must provide the mechanism.
- 9) Bidder’s annual revenue must be at-least PKR 200 million during last financial year.
- 10) Bidder not have been blacklisted from participating in any public sector bids / RFPs / tenders.

## Terms of Reference

- 1) Fiber based connectivity required at the following FWBL sites:

S.No.	Branch Name	Address
1	Mardan	503/2, The Mall, Mardan.
2	FJ University	Fatima Jinnah Women University, The Mall, Rawalpindi.
3	International Islamic Uni.	International Islamic University, Female Campus, H-10 Sector, Islamabad.
4	Wah Cantt	B-82, Lala Rukh Colony, Wah Cantt.
5	Khairpur	First Women Bank Limited Court Road, Opposite NBP Main Branch Khairpur.
6	Malir Branch	Salman Tower, Shop # 8-11, Opp. Raza Residencies, NADRA Office, Near Malir Court, Karachi.

- 2) The private connectivity should be provided between A-END (Aggregation Site) i.e. at Data Center FWBL Head Office Karachi, and at the B-ENDs (Branch sites) i.e. one (01) link per site. A backup of A-End is additionally required at DR site Multinet Datacenter Korangi Karachi as C-END.
- 3) Preferred media for connectivity should be Fiber Optic/GPON Technology (Gigabit Passive Optical Network) at the A-END, B-END and C-END. Proposed solution should be on fiber media. However, proposed solution must cover 100% connectivity for all give sites.
- 4) To ensure that no IP conflicts, IP addressing scheme for all FWBL Sites will be mutually worked upon & decided by FWBL& service provider technical teams. Service provider should have technical skill set for designing, configuring network and routing. Bidder must submit the design document.
- 5) Bandwidth for A-End and C-End (Aggregation Sites) should suffice the aggregate traffic peaks. It should be capable of upgrading periodically to ensure that a NO PACKET LOSS and LATENCY issue occurs.
- 6) In case of fault, bidder shall immediately replace faulty equipment with equipment of same capacity or higher. In case faulty equipment can't be repaired, bidder shall provide new equipment of same capacity or higher without any charges.
- 7) Ethernet interface shall be provided at A-END, B-END and C-END, using ONT (Optical Network Terminal)/Media Connector (RJ 45 interface)
- 8) All cabling done during deployment must be properly tagged/numbered and there should not be any hanging or undercover wire.
- 9) A minimum of 1-Mbps dedicated bandwidth should be provided at B-Ends.
- 10) Implementation plan containing the fiber layout plan. Resource deployment, task detail with time line to complete the project should be submitted.
- 11) Bidder's core sites should have support staff on 24x7x365, along with active helpdesk number.
- 12) Bidder must provide confirmation to have its own Field/support team and dedicated workforce for fiber repair works. Provide documentary evidences.

- 13) The rate contract shall be valid for one year from the date of issue of the order however; it can be extended subject to performance of the Data service provider for next years.
- 14) Invoicing will be on quarterly basis in PKR.
- 15) Bank may add more sites, during the validity period of the contract on same terms and conditions. Bank will pay the charges for commissioned circuits of, as and when installed.

### **SLA (Service Level Agreement)**

1. Bidder to ensure SLA of minimum 99.9% uptime per calendar month.
2. Bidder agrees to pay penalty as per schedule below in accordance.

Uptime	Penalty
99.9 % or above	0 %
98% to below 99.9%	5 % penalty of per month charges
95% to below 98%	10 % penalty of per month charges
below 95%	15 % penalty of per month charges (nonperformance)

3. If uptime < 95% for 3 consecutive months (for a particular circuit), FWBL reserves the right to terminate that circuit. Bidder will provide alternate connectivity at its own cost.
4. Bidder will be offered minimum 1-years contract which may be extended/ renewed on same terms and conditions at bank's discretion for same or less period, in case of satisfactory services and mutual consents.

## 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, **25 August 2017 3:00 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	10 August 2017
RFP Bid Submission Date and Time	25 August 2017 3:00 pm
Opening of Technical Bids	25 August 2017 3:30 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 10 – 90 i-e

- 10% of the proposal strength will be measured in Technical evaluation
- 90% 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
- Proposed Team CV's and Certifications
- Technical Bid - Details of Prior Experience
- Annexure
  - Relevant Sales Tax Certificates
  - Audited Financial Statements for last three years
  - 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 Connectivity Links
- Bid Security
- Payment Terms

### Bid Currency and Validity

- All prices must be quoted in PKR 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 25 August 2017 3:00 pm.

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

### 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.

### 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. 500 million annual Turnover during last financial year And Audit Report is provided confirming company sound financial Position.
			15	Firm has more than Rs. 350 million annual Turnover during last financial year and Audit Report is provided confirming company sound financial Position.
			10	Firm has more than Rs. 200 million annual Turnover during last financial year and Audit Report is provided confirming company sound financial Position.
	Number of Total connectivity circuits deployed nationwide	30	30	Bidder has deployed at-least 200 nodes
			15	Bidder has deployed at-least 100 nodes
			5	Bidder has deployed at-least 50 nodes
	Numbers of Corporate Customers with at least 30 nodes nationwide Please provide reference in	30	30	At-least 10 customers
			15	At-least 05 customers

	technical proposal		5	At-least 03 customers
	Compliance with TOR's specified in this RFP.	50	50	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

## 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 Data Connectivity for Branches” 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 120 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 120 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)	<b>FY 2014:</b> <b>FY 2015:</b> <b>FY 2016:</b>
04.	Profit After Tax (in PKR)	<b>FY 2014:</b> <b>FY 2015:</b> <b>FY 2016:</b>
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.

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 (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 Data Connectivity for Branches” 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 120 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 Data Connectivity for Branches:

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 Data Connectivity for Branches
- Bid Security
- Payment Terms

S.No	Branch Name	One Time Cost (in PKR) If Any	Applicable Taxes On OTC (PKR)	Monthly Recurring Cost (PKR)	Applicable Taxes on MRC (PKR)
1	Mardan Branch				
2	FJ University Branch				
3	International Islamic Uni				
4	Wah Cantt				
5	Khairpur				
6	Malir Branch				
7	<b>Total Cost</b>		PKR		PKR

Note: - **Financial Bid** will be calculated as → Total One Time Cost (inclusive of Taxes) and Total Monthly Recurring Cost (Inclusive of Taxes) as in line 7 above.

Bid Security will be calculated using the above mentioned Financial Bid Calculation formula.

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