

Request for Proposal

PROCUREMENT OF SERVERS

Published Date: 10 August 2017

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Proposals Submission Dead line Date: 25 August 2017 12:00 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 25 August 2017 12:00 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 12:00 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 Raza Lakhani
Position: IT Manager
Email: Mudassar.lakhani@fwbl.com.pk
Phone: 0213-565-7762

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.

This Request for Proposal (RFP) solicits proposals from vendors who can provide the required servers and support service(s). The bidder must provide basic information on the proposer and any partners or subcontractors participating in the tender. This information should include, but not limited to, the history of the organization, its experience, financials, technical capabilities, experience for providing similar architecture equipment and success stories.

The later sections of the document provide additional information that will allow a vendor 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 currently undergoing significant up gradation in IT service management and infrastructure. The Bank desires the engagement and support, of an independent experienced vendor for the procurement of the servers, compatibility with NetApp & Enterprise Storage, Nexus 5548UP Switch with VMware Hosts servers running VMware 5.5 and onsite back to back support from OEM which are mentioned in the Annexure B of this RFP.

Following section provides a high level requirement for Server Hardware. Details are specified in Annexure B.

- 03 Rack Mount Entry Level Servers Hardware Required
- Each Server Hardware will be equipped with Single 16 Core Processor which have provisioning to update addition Processor
- Required RAM is 32 GB Per Server, with provisioning to update to 256 GB
- Required HDD is 1 TB in RAID 1 Mode provisioning required to add minimum 4 HDD in empty slots
- 3 Years back to back OEM warranty with principal with NBD Onsite Support
- Server hardware must have Licensed Standard Software to manage hardware remotely
- Server hardware must have Redundant Power Supply (1+1)
- Each Server have HBA Card installed with SFP which can Integrate with our Nexus Switch (5548UP)
- Vendor will be responsible to deliver, Install Rackmount and configure Server hardware in FWBL Premises and FWBL DR Site
- Vendor will be responsible to configure NIC Partitioning in Servers Hardware

The selected vendor will be responsible to deliver this equipment / servers within the committed deadline to FWBL.

Deliverables

The deliverables of the assignment based on the technical specification and bill of materials, the bidder should provide a detailed plan for supply & delivery of the servers, compatibility with NetApp & Enterprise Storage, Nexus 5548UP Switch along with VMware Hosts servers running VMware 5.5 and to provide maintenance onsite back to back support from OEM along with administration manual(s).

Eligibility Criteria

The bidder MUST comply with the following minimum criteria. The bid document shall be rejected if the vendor fails to meet the following minimum criteria and submission of the require documents.

- The bidder should be **NTN** and **Sales Tax** registered company in Pakistan.
- The bidder should have minimum turnover of Rs. 200 M per year during the last three years and are required to submit the audited financial statements for this period.
- The bidder should have executed at least one similar job of not less than Rs 5M per year during the last three financial years. As a proof, purchase order or work order or work completion report(s) shall be submitted by the bidder.
- The bidder must have been in operation for at least five years in related to Supply and commissioning of rack mounted servers.
- The bidder should be OEM or authorized partner for sales and service of a reputable OEM and should provide back to back on site support from OEM during warranty and AMC (annual maintenance contract) period.
- The bidder must be able to deliver the required hardware (as per BOQ) within 10 weeks.

Proposal

This is single stage two envelope 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 who qualifies with the combined evaluation, a meeting with the FWBL’s management will be held 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 12:00 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 & Time
RFP Released	10 August 2017
RFP Bid Submission Date and Time	25 August 2017 12:00 pm
Opening of Technical Bids	25 August 2017 12:30 pm
Opening of Financial Bids	To be decided

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

- Evaluation of the firms shall be based on information provided in Proposals.
- As a part of evaluation, bidders may be asked to conduct presentation / demonstration.
- On the basis of technical evaluation, the financial proposal of only technically responsive bidders (qualified bidders) will be opened in the presence of their Representatives who choose to attend.
- Financial proposals of technically non-responsive vendors will be returned unopened.
- Proposals will be evaluated on the basis of 30 – 70 i-e
 - 30% of the proposal strength will be measured in Technical evaluation
 - 70% 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.

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

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

Financial Score

Bid Price will be calculated as:

One time delivery cost of proposed servers plus the sum of First Three years of Annual Recurring Charges.

Please note that Annual Recurring Charge must include all charges including but not limited to service based recurring charges and support fees.

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

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 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, the financial bid shall include the following:

- Financial Bid - Commercial Bid Cover Letter
- Financial Bid - Commercial Bid For FWBL PROCUREMENT OF SERVERS
- 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 25 August 2017 12:00 pm.

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.

FORMAT FOR TECHNICAL BID

The bidders are requested to submit the technical proposal, which at least shall include the following sections in the format provided in Annexure C and D.

1. Executive Summary
2. Company Profile
3. Proposed Server and support service
4. Project Management Approach
5. Deliverables
6. Timelines
7. Technical Team Composition
8. Annexure – Evidences
 - a. Relevant Sales Tax Registration Certificates
 - b. Membership / Partnership Certificate
 - c. Organization's establishment
 - d. Similar Assignments and References
 - e. Team Certificates
 - f. Organizational Financial Strength
 - g. Audited Statement (Profit and Loss, Balance Sheet and Cash Flow Statements)

Payment Terms

- If the bidder is unable to deliver the required hardware (as per BOQ), then FWBL reserves the right to forfeit the Bid Security.
- Invoices will be cleared upon receiving the invoice along with necessary documentations and project milestones. Incomplete claims shall be returned to vendor.
- All payments shall be made through cross cheque in the Pak Rupees.
- Taxes will be deducted at source as per government rules at the time of payment.
- If the progress of the work is not to the satisfaction of the FWBL Management, FWBL Management has the right to cancel the order, get the work done from third party selected accordance with the PPRA rules.

Payment schedules

Project Phase	Payment Plan (%age of Contract Value)
Advance	20%
Delivery of the equipment	40%
Completion of the engagement	30%

Completion of 3 Months in Live Environment	10%
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Complete Pricing

The respondent / bidder should mention all the charges in financial bid deem necessary to complete the scope of work, 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 & WARRANTY

- Complete details of support, including escalation procedure for the hardware issues, during the period of warranty must be specified.
- Three years comprehensive on-site back to back warranty (from OEM) for all servers and related components must be ensured
- Failed components must be replaced within 24x7xNBD of our reporting the same to your customer service center.
- A letter of guarantee from the vendor that they will support the hardware components for a period of 3 years from the date of delivery.

LIQUIDATION

If the Contractor or his agents shall become bankrupt or insolvent or have a receiving order made against him or compound with his creditors or being a Corporation commence to be wound up, not being a member's voluntary winding up for the purpose of amalgamation or reconstruction or carry on its business under receiver for the benefit of his creditors, or any of them, the Bank shall be at liberty.

a. To terminate the contract forthwith by notice in writing to the Contractor or to the Receiver, or Liquidator or any person, in whom the Contract may become vested, or

b. To give such Receiver or Liquidator or other person the option of carrying out the Contract subject to his providing a guarantee for the due and faithful performance of the contract at the contract value.

WARRANTY AGAINST BENEFITS

The Contractor shall warrant that he has not given or promised to give any money or gift to any official or employee of the Bank or any Government institution or employee thereof with the intent or objective of securing the contract or undue favor. Any violation of this warranty shall be sufficient grounds for cancellation or revocation of the contract without any claims against the Bank.

DEFAULT

In the event of failure or default on the part of the Contractor to execute the Contract at the time and place required by the authorized representative of the Bank, or in the event of his failure or default to execute the contract or part of it in any other respect, the Bank reserves to itself the right (without prejudice to any other right) to engage at the risk and expense of the Contractor, the services of any other person to execute the contract, or any part thereof, and the Bank shall be entitled to recover from the Contractor all losses, costs and damages, which it may sustain in consequence of such failure or default.

Any sum of money which the Contractor or his agent is liable to pay to the Bank will be deducted by the Bank from the amount due to the Contractor or his agent or set off against the bid security furnished to the Bank, without prejudice to any other right of the Bank.

The balance of such monies, less such deductions will be paid to the Contractor on satisfactory execution of the Contract.

If the Contractor or his agents fail to execute the Contract in a satisfactory manner, or if his conduct is considered improper or if he contravenes any of the laws and conditions of the contract, his name will be placed on the list of defaulting Contractors.

The Contractor and/or his duly appointed agent shall be responsible for the prompt supply, delivery and commissioning of the servers for FWBL.

In the event of a delay in delivery and commissioning, the Contractor will be liable to pay to the Bank by way of penalty a sum calculated at 0.25% of the total cost of contract value for each day of delay in deliveries.

The penalty would be capped at a maximum of 10% of the contract value. The bank reserves the right to terminate the contract if the delivery and commissioning is delayed by more than 100 days.

If the delivery is delayed due to an explicit instruction from the Bank to the same effect or after a mutual agreement has been arrived at between the Contractor and the Bank to revise implementation timelines, no penalties shall be levied until the newly agreed delivery date.

Final decision on penalties for delayed delivery shall rest with the bank.

SETTLEMENT OF DISPUTES

If any dispute or difference shall arise between the parties as to the construction of this Agreement or as to any matter or thing of whatsoever nature arising there under or in connection therewith, then either party shall forthwith give to the other notice in writing of such dispute or difference which notice shall

specify the matters which are in dispute and such dispute or difference of which such notice has been given and no other shall be and is hereby referred to a single Arbitrator in case the parties agreed upon one, otherwise to two (2) Arbitrators, one to be appointed by each party or in the event of disagreement between the Arbitrators, then to an Umpire to be appointed by the Arbitrators in writing before commencing the business of the reference and if either party shall refuse or neglect to appoint an Arbitrator within twenty days (20) after the other party shall have appointed an Arbitrator on its part and shall have given notice to the party in default requiring it to make such appointment, then the Arbitrator appointed as aforesaid shall at the request of the party appointing him proceed to hear and determine the matter in difference as if he were an Arbitrator appointed by both the parties in dispute. The decision or award of the Arbitrator, Arbitrators or Umpire (as the case may be) shall be binding upon the parties in dispute and each of them and the cost of the reference and award shall be in the discretion of the Arbitrator, Arbitrators or Umpire who may direct to any, by whom and in what manner same or any part thereof shall be borne and paid and the submission of the parties in dispute to the award of the Arbitrator.

Annexure A: Evaluation Score Criteria

This section includes vendor evaluation criteria. The bidder must score at-least 70% in the following evaluation criteria to be eligible for successful bidding:

No	Evaluation Factors and Description	Total Marks	Max Marks	Total Marks and Distribution ranking
1	Organization Financial Strength	20	20	Firm has more than Rs. 500 million annual Turnover for last Three (03) years and Audit Report is provided confirming company sound financial Position.
			15	Firm has more than Rs. 350 million annual Turnover for last Three (03) years and Audit Report is provided confirming company sound financial Position.
			10	Firm has more than Rs. 200 million annual Turnover for last Three (03) years and Audit Report is provided confirming company sound financial Position.
			0	Firm has less than Rs. 200 million annual Turnover for last Three (03) years and Audit Report is provided confirming company sound financial Position.
2	Similar projects completed along with proof and reference within last 5 years.	20	20	Firm has completed s equal to Ten similar projects.
			10	Firm has completed more than or equal to Five similar projects.
			0	Firm has completed less than Five similar projects.
3	Authorized & registered partner of a OEM (documentary proof, certificates etc are required)	15	15	To be assessed by Evaluation Committee

4	Technical Bid Completeness (documentary proof, brochures, diagrams, non-deviation material, relativity etc)	15	15	To be assigned by Technical Evaluation Committee
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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 Specification & List of Hardware for the Procurement

Note:

- Vendor has to submit their detail quotation including all accessories with part # and any software / service / support contract recurring price along with BOQ
- Prices are including of all Taxes.
- Bidders may propose a solution with higher specification, provided it meets the minimum requirement of Hardware as specified in this RFP
- Warranty should include the OEM back to back on-site and hardware replacement and software support.

Item No.	Item Name	Description	Qty	Warranty
#1	Rack mounted Servers		03	3 Years
	CPU	Intel Xeon E5-2683 v4 or Above		
	CPU Speed	2.1 GHz		
	CPU Cache	40MB		
	Cores Per CPU	16		
	Miscellaneous	DIMM Blanks for system 1 Processor, Universal Media Bay Kit, Integrated RAID Controller. Standard Software to Manage Server Hardware e.g. iDRAC or ILO. 3 Yrs. Comprehensive Support NBD On-Site.		
	Memory	32GB (2*16GB) registered RDIMMs		
	Memory Expansion slots	Up to 10 PCIe slots		
	Internal storage	2 X 1 TB 12G SAS 10K RPM or Equivalent		
	Additional Drive Bays	Minimum 4 Slots		
	Power supply	2 X AC Power Supply (200 - 240V) hot-swappable		
	Storage Controller	12 Gbps Modular SAS HBA with internal SAS connectivity		
	Embedded NIC	2 GbE ports		
	Modular LAN on Motherboard (mLOM) slot OR Similar	Dual Port 10Gb Direct Attach/SFP+ Low Profile Network Adapter. 2 x SFP+, Short Range, Optical Transceiver, LC Connector, 10Gb		
	Fans	Up to four hot-swappable fans for front-to-rear cooling		
	Essential Accessories	Standard Rack Mount Kit with ready rails Cable Management Arm & Ethernet Cables		
	Optical Drive	SATA DVD-ROM		
	Interfaces	1 X DB15 VGA connector, 1 X RJ45 serial port connector, 2 X USB port connectors, 1 X RJ-45 10/100/1000 Ethernet management port, 2 X Intel i350 embedded (on the motherboard) GbE LOM ports, 1 X modular LAN on motherboard (mLOM) slot, Converged Network Adapter (CNA) ports, 1 X KVM console connector, 1 X serial port (RS232) RJ45 connector.		

Annexure C – 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 SERVERS” 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 “FWBL PROCUREMENT OF SERVERS” as mentioned in the RFP documents.

In the event of acceptance of our bid by The Bank (FWBL) we undertake the PROCUREMENT OF SERVERS for FWBL 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 OEM of the solution or an Authorized Partner / Re-seller.	
Registered Address of the Bidder.	
Name and 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 / OEM 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 OEM Owner, Authorized Partner or Other consortium member	
02.	Year Established	
03.	Turnover (in PKR)	FY 2014: FY 2015: FY 2016:
04.	Profit After Tax (in PKR)	FY 2014: FY 2015: FY 2016:
05.	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 of organization and resources	

The Bidder should fill this Annexure for the Bidder and any other member of the consortium separately (including the OEM Owner, 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 / OEM Owner / Authorized Partner / other Consortium members in PROCUREMENT OF SERVERS.

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 in **“Annexure – Evidences”** of the proposal.

Name of the client bank:	
Country:	
Client address:	
Assignment Type	
Description of the assignment and the scope of services delivered by the Bidder to the clients	
Description of the solution. 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 D – Financial Bid Documentation

FINANCIAL 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 SERVERS” 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 FWBL PROCUREMENT OF SERVERS 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

Name: _____

Location: _____

Company Seal & Bidder’s Signature & Date

FINANCIAL BID:

Item DESCRIPTION	COST (PKR) COST (PKR)	APPLICABLE TAX (PKR)
One time delivery cost of proposed servers including Cost of Warranty as required by FWBL.		

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 PROCUREMENT OF SERVERS project in case any ad hoc upgrade/enhancement/modification is required after closure of scope. _____

Name: _____

Location: _____

Company Seal & Bidder's Signature & Date