

# Request for Proposal

For Procurement of 2nd Level Network Support, Renewal of Cisco Smart Net Total Care and Cisco Software License subscriptions on Existing Cisco Equipment at FWBL

Published Date: 23 August 2017

FWBL\HO\IT\KK\2017\09

Proposals Submission Dead line Date: 12 September 2017 4:00 pm

**First Women Bank Limited**

Proprietary Notice: This document contains information proprietary to First Women Bank Limited (FWBL) may not be reproduced, copied or used for purposes other than its intended use without the prior written consent of FWBL.

---

Submission Details .....	3
Submission Deadline .....	3
Submission Questions & Clarifications .....	3
Introduction .....	4
Eligibility Criteria .....	4
Terms of Reference .....	5
Submission Timeline & Location .....	8
Proposals Evaluation Criteria .....	9
Technical Score .....	9
Financial Score .....	10
FORMAT FOR TECHNICAL BID .....	11
FORMAT FOR FINANCIAL BID .....	12
Bid Currency and Validity .....	12
Bid Security .....	12
Payment Terms .....	12
Pre-award Presentations .....	13
Complete Pricing .....	13
Annexure A: Evaluation Score Criteria .....	14
Annexure B– Technical Bid Documentation .....	16
TECHNICAL BID COVER LETTER .....	16
BID PARTICULARS .....	17
BIDDER / PRINCIPAL OWNER / AUTHORIZED PARTNER / OTHER CONSORTIUM MEMBER PROFILE: .....	18
Annexure C– Financial Bid Documentation .....	19
COMMERCIAL BID COVER LETTER .....	19
COMMERCIAL BID .....	20

## Submission Details

### Submission Deadline

All proposal submissions for responding to this request must be submitted on or before 12 September 2017 4:00 pm in a single sealed envelope containing one sealed envelope.

Submission will be valid if:

- Responses to RFP are submitted no later than 12 September 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 shall be submitted in a Single sealed envelope containing one sealed envelope containing "Technical& Financial 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

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.

This tender is for procurement of Cisco Smart Net Total Care for hardware that is currently owned by First Women Bank Limited. In addition, renewal of IPS subscription is also required for existing Cisco Next Generation Firewall currently deployed at FWBL.

## Eligibility Criteria

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

- The bidder should be **NTN** and **Sales Tax** registered company in Pakistan.
- The bidder must be an authorized reseller of the required product and must include a certificate from Cisco or Authorized Distributor confirming bidder's reseller status.
- The bidder must have an annual turnover of PKR 300 million, and must include audited financial statements in the proposal.
- The Bidder should have experience of supplying, deploying and maintaining networking component for at least 2 clients, as on the date of submission of the bid. Relevant Purchase order or copy of signed contract must be submitted
- The bidder must have been in operation for at least five years in related to supply, configuration and commissioning of network equipment.
- Those bidders who conform to technical specifications & requirements including terms & conditions of the contract shall be eligible for award of contract.
- Submission of bid bond equivalent of 5% of the commercial bid (inclusive of applicable taxes).

**Any proposal that do not include above mentioned documents, evidence and/or reports may not qualify for further evaluation.**

## Terms of Reference

This RFP has following two components for delivery:

- Delivery of Cisco Smart Net (Renewal) and Cisco Software License subscriptions (Renewal) as per BoQ specified in this RFP.
- 2<sup>nd</sup> Level Support for FWBL Network Infrastructure at Primary and DR Site. This includes all network routing, switching, security software implementation with the exception of Enterprise Storage configuration and Server Configuration.

The successful bidder will be required to sign a contract for three years, renewable on an annual basis with mutual consent. Financial quotations provided by successful bidder will be used for renewal of contract on annual basis. In case, if the successful bidder is procuring services in foreign currency from international vendor, bidder may provide terms and conditions with respect to ceiling on Exchange Rate for specific currency.

Following section provides the details on the above mentioned requirements:

### **Second Level Network Support Scope**

- The Bidder shall provide second level support for configuration of switch, router and firewall as and when needed to FWBL during the contract period.
- The Bidder shall co-ordinate with OEM to support for configuration issues and, hardware repair/replacement.
- The Bidder shall provide patches/ upgrades of IOS during warranty period without any extra cost to FWBL.
- The bidder shall provide 24x7x365 second level support for any technical issue for all the supplied products through this RFP.
- The vendor will arrange resources with 24x7 support and conduct periodic (3 monthly) preventive maintenance visit to ascertain any error or fault until the completion of stabilization period.
- Maintenance of the equipment / system shall be carried out in FWBL premises.
- Failed components must be replaced within 24-hours of our reporting the same to your customer service center.
- The vendor will provide backup equipment (must be in 24 hrs. of Complaint escalation). The equipment is of equivalent or superior performance in case problem is not resolved immediately after issue is reported, but parts / spares replacement should be same as per existing specification.
- The bidder must fill in “DETAILS OF PRIOR EXPERIENCE “form for all purchase order or work order or work completion report(s) submitted of all relevant past experiences submitted

- The bidder should provide relevant references for all the similar work experience submitted
- The bidder should provide only the CVs of relevant team members that have been involved in similar project (as mentioned in our scope) and will be deployed on FWBL. CVs of team members at minimum should include information regarding their total years of experience, employment history, work experience and certifications.
- The bidder should submit copies of relevant certifications of proposed team members only. Any certification provided other than the team members will not be accounted for.
- Bidder (if required) can visit FWBL site to fully acquaint himself of all circumstances pertaining to the work. No claim will be entertained from the bidder, attributable to lack of knowledge of local, site and other conditions.
- The bidder will maintain the required technical team as deemed as suited based on the requirements. FWBL expects that the bidder would have allocated a team having skill sets and professional experience of configuring/troubleshooting network equipment.
- This scope of this agreement does not cover network design change requests initiated by FWBL. But in case, a change is required due to issues identified during resolution of an incident would be considered part of the support agreement under this RFP.
- Bidders can request FWBL to provide serial number or related information of BoQ items specified in this email to obtain pricing from Cisco. It will be the responsibility of the bidder to verify FWBL hardware inventory with Cisco before including the items in technical and financial proposal.

**Delivery of Cisco Smart Net**

- Delivery of Cisco Smart Net Total Care Service Contract (8X5XNBD).
- Associating the Cisco Smart Net service contracts with Cisco profile.
- Expected time frame for the delivery of Cisco Smart Net Total Care should be within 45 calendar days after agreed upon advance payment by FWBL.

Following is the BoQ for delivery of SmartNet and Software subscriptions

Product	Cisco Part Number	Product Description	Quantity
Cisco 3925-SEC/K9 Router	CON-SNT-3925SEC	SMART NET 8X5XNBD Cisco 3925 Security Bundle w/SEC license	3
Cisco 2901-SEC/K9 Router	CON-SNT-2901SEC	SMART NET 8X5XNBD Cisco 2901 Security Bundle w/SEC license	2
Cisco WS-C4507R+E Core	CON-SNT-C4507R+E	SMART NET 8X5XNBD Catalyst4500E 7 slot chassis	1

Switch		48Gbps	
Cisco N5K-C5548 Switch	CON-SNT-C5548UPB	SMART NET 8X5XNBD Nexus 5548 UP Chassis, 32 10GbE Ports, 2 PS, 2 Fans	3
Cisco UCS-C220-M3S Server	CON-SNT-C220M3SF	SMART NET 8X5XNBD UCS C220 M3 SFF w/o CPU, mem, HDD, PCIe, PSU, w/ rail kit	2
Cisco C887VA-V-K9 Router	CON-SNT-C887VAVK	SMART NET 8X5XNBD Cisco887, V/ADSL2 WAN, 4 BRI,1ISD	42
Cisco 2960 12 Port Switch	CON-SNT-C296012P	SMARTNET 8X5XNBD Catalyst 2960C Switch 12 FE PoE, 2 x Dual	40
Cisco ASA5525-X Firewall	CON-SNT-A25FPK9	SMART NET 8X5XNBD ASA 5525-X with Fire Power Svcs, 8GE Data, 1GE Mgmt.	1
Cisco C887VA-K9 Router	CON-SNT-C887VK9	SMART NET 8X5XNBD Cisco 887 VDSL/ADSL over POTS Multi-mode Router	2
Cisco Catalyst 2960 Switch	WS-C2960+48TC-S WS-2960-48TT-S	SMART NET 8X5XNBD Cisco Catalyst 2960-Plus 48TC-S - switch - 48 ports - managed - rack-mountable	3
Cisco Catalyst 2960 Switch	WS-2960-24TCS	SMART NET 8X5XNBD Cisco Catalyst WS-2960-24TCS switch – 24 ports - managed - rack-mountable	1
Cisco ASA 5520 Firewall	ASA5520-BUN-K9	SMART NET 8X5XNBD ASA 5520-K9	2
IPS Subscription	L-ASA5525-TA-1Y	5525X Firepower IPS 1Y subscription (Renewal)	2
IPS Subscription	L-ASA5508-TA-1Y	5508X Firepower IPS 1Y subscription (Renewal)	2

## 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 FWBL, on or before, **12 September 2017 4:00 pm**. **Technical and Financial** 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	23 August 2017
Proposal Submission Due Date	12 September 2017 4:00 pm
Opening of Technical and Financial Bids	12 September 2017 4:30 pm
Publishing of Combined Evaluation Report	To be decided later

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 60 – 40 i-e
  - 60% of the proposal strength will be measured in Technical evaluation
  - 40% of the proposal strength will be measured in Financial evaluation

### Technical Score

Technical evaluation of the proposals will be given weight through the below mentioned factors based on the below formula.

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

**Minimum score of 70% on evaluation criteria specified in “Annexure A” is required to qualify for financial evaluation.** This applies to bidders that have met minimum eligibility criteria.

## Financial Score

Bid Price will be calculated as:

One time delivery cost of proposed network equipment 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 TECHNICAL BID**

Technical Bids must be made in an organized and structured manner in the following form. All claims made by the bidder in response will have to be backed by documentary evidence.

- Table of Contents
- Technical Bid Cover Letter
- Technical Bid / Bid Particular for Tenders
- Bidder / Consortium Member's Profile
- Details of required Cisco Smart Net Total care services
- Technical Team Composition and their level of on-site involvement. Please specify the role of each proposed resource during the implementation of the project.
- Annexure – Evidences
  - Sales Tax and NTN Certificate
  - Membership / Partnership Certificate
  - Organization's establishment
  - Organizational Financial Strength
  - Audited Statement (Profit and Loss, Balance Sheet, Cash Flow Statements and Audit Reports)
  - Similar Assignments and References
  - Team Certificates
  - 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 Network Support and Cisco Smart Net Total care
- Bid Security
- Payment Terms

### **Bid Currency and Validity**

- All prices must be quoted in Pak Rupees 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 12 September 2017 4:00 pm.

### **Payment Terms**

- 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.
- Assignment will be treated as incomplete in one/all of the following situations:
  - Non-delivery of warranty or software licenses mentioned in this RFP document.
  - Non-delivery of the supporting documents.
  - Delivery, but no installation of the components and/or software.

**Payment schedules is as below**

<b>Project Phase</b>	<b>Payment Plan (%age of Contract Value)</b>
<b>Advance – Agreement Signing</b>	50%
<b>Delivery of Cisco Smart Net Total Care as per TOR</b>	50%

### **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: 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	Experience of proposed Technical Team (representative with experience in related projects with proofs and certificates)	50	50	To be assigned by Technical Evaluation Committee on the basis of provided CV, completed projects, experience and even with interview.
2	Organization Financial Strength	25	25	Firm has more than Rs. 500 million annual Turnover per year for last Three (03) years and Audit Report is provided confirming company sound financial Position.
			15	Firm has more than Rs. 400 million annual Turnover for last Three (03) years and Audit Report is provided confirming company sound financial Position.
			5	Firm has more than Rs. 300 million annual Turnover for last Three (03) years and Audit Report is provided confirming company sound financial Position.
			0	Firm has less than Rs. 300 million annual Turnover for last Three (03) years and Audit Report is provided confirming company sound financial Position.
3	Similar projects completed along with proof and reference for all quoted projects within last 5 years. Project References without proof will not be considered during evaluation of this line item.	40	40	Firm has completed s equal to Ten similar projects.
			20	Firm has completed more than or equal to Five similar projects.
			10	Firm has completed more than or equal to Two similar projects
	Authorized & registered partner of a principle (documentary	20	20	1 <sup>st</sup> Level e.g. Gold or equivalent Partnership

4	proof, certificates etc. are required) and association level with principle		10	2 <sup>nd</sup> Level e.g. Silver or equivalent Partnership
			0	3 <sup>rd</sup> Level Partnership
5	The bidder must be in business for at-least 5 years or more than that (documentary proof e.g. company registration info is required)	10	10	To be evaluated on the basis of company profile (additional information / documents might be needed if required by the evaluation committee)
6	Technical Bid Completeness (documentary proof, brochures, diagrams, non-deviation material, relativity etc)	30	30	To be assigned by Technical Evaluation Committee

## **Annexure B- Technical Bid Documentation**

### **TECHNICAL BID COVER LETTER**

Tender Reference:

Date:

Project Manager  
IT Division, FWBL.  
Head Office, Mezzanine Floor,  
STSM Foundation Building,  
Civil Lines, Dr Zia-ud-Din Ahmed Road,  
Karachi.

Dear Sir,

**Sub: RFP for “Procurement of 2<sup>nd</sup> Level Network Support, Renewal of Cisco Smart Net Total Care and Renewal of Cisco Software License subscriptions”.**

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 Procurement as per TOR’s in RFP documents.

In the event of acceptance of our bid by The Bank we undertake the responsibility of delivery of services and associating the Cisco Smart Net service contracts to Cisco profile as per First Women Bank purchase order.

We agree to abide by the terms and conditions of this bid offer till 90 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 90 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, 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 COVER LETTER

Tender Reference:

Date:

Project Manager,  
IT Division, FWBL.  
Head Office, Mezzanine Floor,  
STSM Foundation Building,  
Civil Lines, Dr Zia-ud-Din Ahmed Road,  
Karachi, Pakistan

Dear Sir,

**Sub: RFP for “Procurement of 2<sup>nd</sup> Level Network Support, Renewal of Cisco Smart Net Total Care and Renewal of Cisco Software License subscriptions”.**

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 delivery of items as per TOR’s mentioned 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 90 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.

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**

Bidder to provide financial quotation in the following format:

Item DESCRIPTION		Qty	Total COST (PKR)	APPLICABLE TAX (PKR)
Cisco 3925-SEC/K9 Router	CON-SNT-3925SEC	3		
Cisco 2901-SEC/K9 Router	CON-SNT-2901SEC	2		
Cisco WS-C4507R+E Core Switch	CON-SNT-C4507R+E	1		
Cisco N5K-C5548 Switch	CON-SNT-C5548UPB	3		
Cisco UCS-C220-M3S Server	CON-SNT-C220M3SF	2		
Cisco C887VA-V-K9 Router	CON-SNT-C887VAVK	42		
Cisco 2960 12 Port Switch	CON-SNT-C296012P	40		
Cisco ASA5525-X Firewall	CON-SNT-A25FPK9	1		
Cisco C887VA-K9 Router	CON-SNT-C887VK9	2		
Cisco Catalyst 2960 Switch	WS-C2960+48TC-S WS-2960-48TT-S	3		
Cisco Catalyst 2960 Switch	WS-2960-24TCS	1		
Cisco ASA 5520 Firewall	ASA5520-BUN-K9	2		
IPS Subscription	L-ASA5525-TA-1Y	2		
IPS Subscription	L-ASA5508-TA-1Y	2		
<b>Total Bid Amount (Inclusive of Taxes)</b>				PKR

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