

Request for Proposal

Database (MS SQL Server) Consultancy Service

Published Date: 21 March 2018

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Proposals Submission Dead line Date: 5 April 2018 2:00 PM

Technical Bids Opening: 5 April 2018 2:30 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 5 April 2018 2:00 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 5 April 2018 2:00 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
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.

The purpose of this document is to delineate the requirements for a potential third-party service provider to provide Database Consultancy Services as per Terms of Reference

The later sections of the document provide additional information that will allow a firm to understand the scope of the effort and develop a proposal in the format required by FWBL.

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 proposed DBA consultant should have completed at least two consulting projects with similar scope for a commercial bank. As a proof, purchase order or work order or work completion certificate(s) shall be submitted by the bidder.
- The bidder must have been in operation for at least two years in related to consultancy services for MS SQL Database Consultancy services.
- Bidder must propose at-least two resources for this consultancy engagement that must have intermediate MS SQL Server certification in related area (with reference to ToR's of this RFP). Bidders to submit resource profile along with copy of their certifications

Terms of Reference

FWBL is currently using MS SQL Server as the database system for business applications. FWBL is seeking proposals from consulting companies that can provide services as per the following requirements:

- Review of MS SQL Server User Access setup and provide recommendations for implementation after approval from FWBL management. This will include, but not limited, auditing of User Access, audit log permissions, default account management, user account policies.
- Implementation of Instance level configuration/setup based on CISE benchmark best practices. The consultant to provide recommendations based on benchmark controls for review and approval from FWBL management. This may include, but not limited to Memory allocation, size and growth of data storage, port definition, named pipes, remote access, indexing of DB objects, CLR Enabled, Database Mail XPs, Encryption

- Review of all SQL Server instances to identify if MDF and LDF are on separate partitions. If not, consultant to work with infra team for implementation of this best practice.
- Review and Implement Audit policy in MS SQL Server
- Enable and Configure Audit Logs as per CISE best practice.
- Consolidation of DB instances, if required
- Configuration of Transaction logs.
- Provide recommendations on Log shipping to enable data replicate at DR site. If approved, implement it in FWBL Live instances.
- Review MS SQL Server backup processes and provide recommendation for implementation after approval from FWBL management.
- Latest SQL Server Service Packs and Hotfixes installation
- All changes will be first tested in UAT environment, for migration live necessary management approval will be taken.

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, **5 April 2018 2:00 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	21 March 2018
RFP Bid Submission Date and Time	5 April 2018 2:00 PM
Opening of Technical Bids	5 April 2018 2:30 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

FWBL will evaluate the technical proposal using the following criteria:

- Prior experience of the bidder in projects similar to scope defined by FWBL
- Feedback from the references provided by the bidder. Reference information should include the following, at minimum:
 - Name of the Person
 - Organization
 - Designation & Department
 - Office Telephone Number
 - Mobile Telephone Number
 - Email Address (Office)
- Bidders to provide Resume/CV of the proposed consultant for this project. Please note that the consultant cannot be replaced during the duration of the project. FWBL may interview the proposed consultant before award of the contract for technical evaluation.
- 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.
- The bidders must score at-least 75% in technical evaluation (Refer to Appendix A) to qualify for Financial Proposal Evaluation.
- Contract will be awarded to the lowest financial bidder

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 Consultancy Services
- 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 5 April 2018 2:00 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 Consultancy Services and Approach
4. Project Management Approach
5. Deliverables
 - a. As-Is Implementation Design Documentation
 - b. Proposed Design Changes
 - c. To-Be Design Documentation
 - d. UAT Readiness
 - e. Go Live Migration
6. Timelines
7. Technical Team Composition
8. Annexure – Evidences
 - a. GST/NTN Certificate
 - b. Organization's establishment
 - c. Similar Assignments and References
 - d. Professional Certificates
 - e. Organizational Financial Strength
 - f. Audited Statement (Profit and Loss, Balance Sheet and Cash Flow Statements)

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.

Payment schedules

Project Phase	Payment Plan
Advance	20%
Design Document	20%
Completion of Project	40%
3 month Warranty	20%

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.

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 members with proofs and certificates.	20	20	To be assigned by Technical Evaluation Committee
2	Interview based assessments of Proposed DB Consultants	15	15	To be assigned by Technical Evaluation Committee
3	Organization Financial Strength	15	15	Firm has more than Rs. 25 million annual Turnover for last Three (03) year
			10	Firm has more than Rs. 15 million annual Turnover for last Three (03) years
			5	Firm has more than Rs. 5 million annual Turnover for last Three (03) years
4	Similar projects completed along with proof and reference within last 5 years.	15	15	Firm has completed or equal to Five similar projects.
			10	Firm has completed more than or equal to Three similar projects.
			5	Firm has completed more than or equal to two similar projects.
5	Technical Bid Completeness (documentary proof, brochures, diagrams, non-deviation material, relativity etc)	15	15	To be assigned by Technical Evaluation Committee

Please note that proposed 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 “Database (MS SQL Server) Consultancy Service” 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 “Database Consultancy Services” as mentioned in the RFP documents.

In the event of acceptance of our bid by The Bank (FWBL) we undertake the Database Consultancy Services 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 _____ 2018

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 2015: FY 2016: FY 2017:
04.	Profit After Tax (in PKR)	FY 2015: FY 2016: FY 2017:
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.

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 “Database (MS SQL Server) Consultancy Service” 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 Database Consultancy Services 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 _____ 2018

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)
“Database (MS SQL Server) Consultancy Service” As per TOR specified in RFP		

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