

# Request for Proposal

Procurement of Consultancy Services for Enterprise Technology Governance, Information Security Risk Management Framework and Road Map Development

Published Date: 31 August 2018

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Proposals Submission Dead line Date: 17<sup>th</sup> September 2018 2:00 pm

First Women Bank Limited

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## Submission Details

### Submission Deadline

All proposal submissions for responding to this request must be submitted on or before 13 September 2017 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 17th September 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: Syed Muhammad Ahmed  
Email: syed.ahmed@fwbl.com.pk  
Phone: (021) 111-676-767

## 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.

SBP has issued security guidelines vide BPRD Circular No: 5 of 2017 dated 30th May. IT Governance and Risk Management Framework. These instruction require banks to carry out independent assessment of Risk and perform Gap analysis w.r.t to the above circulars. Third party assessors shall submit their report to the bank along with a recommended corrective action plan to address the identified gaps.

The purpose of this document is to delineate the requirements for a potential third-party service provider to conduct a comprehensive Information Security Assessment of Bank to ensure compliance with Bank's regulatory requirements and Leading Practices including IT / IS policies and procedures.

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 bidder should have minimum turnover of Rs. 500 M during the last three years and are required to submit the audited financial statements for this period.
- The bidder should submit the last three years balance sheet, cash flow, profit and loss account duly attested by an independent chartered accountant / audit firm.
- The bidder must be in Approved Panel of SBP Auditors.
- The bidder should have completed at least three consulting projects with similar scope for a commercial bank in Pakistan. 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 consultancy services for Information Security Audit.
- The project manager of the engagement shall be a certified Project Management Professional (PMP).
- The core team shall be well versed with network infrastructure and security components and shall at least have industry Professional level certification of networks like CCNA, CCNP, CEH (Certified Ethical Hacker), OSCP and ISO 27001.

## Terms of Reference

The required IT Security Assessment services will be expected to cover the under mentioned areas for all critical Bank's applications and their relevant / dependent infrastructure.

The following domains would be covered in phases for bank's overall IT Infrastructure:

### Technology Risk Assessment

- IT Governance and Risk Management
- Gap assessment of IT Risk Management policy and relevant procedures (if any) to identify the gaps related to Information / Cyber Security controls as referred in SBP circulars.
- Information Security risk assessment of all IT assets. The major areas covered will be:

Access Control	Traceability	Detection Processes
Network Access Control	Training	Response Planning
Operation System Access Control	Asset Management	Communications
Application Access	Business Management	Analysis
Remote Access	Governance	Migration & Improvement
Access Rights Management	Risk Assessment	Recovery Planning
Operating System Control	Risk Management Strategy	Communications
IT Network Security	Awareness and Training	Data Security
Firewall	Change Management	BCP Plans
IDS/IPS	Protective Technology	Incident Reporting
Identify Theft Prevention	Anomalies and Events	
Physical Access	Security Continuous Monitoring	
Encryption	Information Protection Processes and Procedures	
Cyber Security Action Plan	Cyber Security Management Framework	
Patch Management	System Development & Acquisition	
System Migration & Testing		

### Develop / Update Policies and Procedures and Cyber Security Roadmap

Based on the guidelines provided in SBP circulars and gaps identified in the "Gap Analysis" reports, Bank's IT policies and related procedures will be updated accordingly and to incorporate Information / Cyber Security controls. The cyber security action plan or policy roadmap shall provide the details of the step that has to be taken by Bank's management to ensure compliance with the SBP circulars. The bidders shall provide details of the methodology that would be used for risk identification, assessment and Gap analysis.

With reference to the captioned subject, quotations are being solicited to finalize sourcing of services as per the above stated requirements. The methodology of risk identification and assessment should be in-line with any international standard for example ISO 27005:2011, ISO 31010.

## 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, 17 September 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	31 August 2018
RFP Bid Submission Date and Time	17 September 2018 2:00 pm
Opening of Technical Bids	17 September 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

- 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 50 – 50 i-e
  - 50% of the proposal strength will be measured in Technical evaluation
  - 50% 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 consultancy services.

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 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 17 September 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
6. Timelines
7. Technical Team Composition
8. Annexure – Evidences
  - a. GST/NTN Certificate
  - b. Organization's establishment
  - c. Similar Assignments and References
  - d. Team 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 (%age of Contract Value)
Advance	20%
Gap assessment of IT Risk Management policy and relevant procedures	15%
Information Security Risk Assessment (As per TOR)	20%
Develop/Update Policy/Procedures and Cyber Security Road Map	25%
Project Completion	10%
3 months after Completion of Project	10%

## 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 with proofs and certificates.	50	50	To be assigned by Technical Evaluation Committee
2	Organization Financial Strength	20	20	Firm has more than Rs. 900 million annual Turnover for last Three (03) years and Audit Report is provided confirming company sound financial Position.
			15	Firm has more than Rs. 700 million annual Turnover for last Three (03) years and Audit Report is provided confirming company sound financial Position.
			10	Firm has more than Rs. 500 million annual Turnover for last Three (03) years and Audit Report is provided confirming company sound financial Position.
			0	Firm has less than Rs. 500 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 within last 5 years.	30	30	Firm has completed s equal to Ten similar projects.
			20	Firm has completed more than or equal to Seven similar projects.
			10	Firm has completed more than or equal to Five similar projects.

7	Allocated Project Manager Experience in related projects with proofs and certificates.	15	15	To be assigned by Technical Evaluation Committee by providing CVs, completed projects, experience and even with interview
6	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 Project Manager and Technical team members cannot be replaced by the successful bidder after award of the contract, by FWBL. Changes in proposed team can only be made in cases where human resource is no longer employee of the consulting firm. Replacement of human resources will have to be approved by FWBL team. In case of non-compliance, FWBL reserves the right to forfeit the Bid Security.

## **Annexure B – Technical Bid Documentation**

### **TECHNICAL BID COVER LETTER**

Tender Reference No:

Date:

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

Dear Sir,

**Sub: your RFP for “Consultancy Services for Information Security Risk Assessment and Road Map Development” 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 “Consultancy Services for Information Security Risk Assessment and Road Map Development” as mentioned in the RFP documents.

In the event of acceptance of our bid by The Bank (FWBL) we undertake the Consultancy Services for Information Security Risk Assessment and Road Map Development 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)	<b>FY 2015:</b> <b>FY 2016:</b> <b>FY 2017:</b>
04.	Profit After Tax (in PKR)	<b>FY 2015:</b> <b>FY 2016:</b> <b>FY 2017:</b>
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 Consultancy Services for Information Security Risk Assessment and Road Map Development.

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 “Consultancy Services for Information Security Risk Assessment and Road Map Development” 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 Consultancy Services for Information Security Risk Assessment and Road Map Development 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)
Consultancy Services 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