

Request for Proposal

**Procurement to hire Third Party Vendor to provide Support Staff
(Non Core Banking Staff) for
Head office & Regional Offices
South, Central & North**

Tender published:(Ref# TS383515E)

Proposal Submission deadline: **Tuesday, March 26, 2019 by 10:30AM**
Opening of Technical Bid : **Tuesday, March 26, 2019 by 11:00AM**

FIRST WOMEN BANK LIMITED

HUMAN RESOUCRE DIVISION

**HEAD OFFICE: S.T.S.M. FOUNDATION BUILDING,
CL/10/20/2, BEAUMONT ROAD, CIVIL LINES, KARACHI**

TEL: 021-35657682; FAX: 021-35657682

Tender Enquiry # FWBL/HO/MAI/HRD/2019-

Issued to: -----

Human Resource Division

Stamp & Signature of Bidder

Tender documents for Support & Non Core Banking Staff Services – First Women Bank Limited.

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Page 1

CONTENTS

Tender Submission Details.....	3
Submission Timeline & Location.....	3
Submission Questions & Clarification.....	3
Introduction	4
Eligibility Criteria.....	4
Scope of Work.....	5
Instruction for Bidders	6
Term & Conditions	7
Proposal	8
Proposals Evaluation Criteria.....	8
Format for Technical Bid.....	8
Payment Terms.....	8
Annexure A - Bid Application Form	9
Annexure B - Bidder / Owner Profile	10
Annexure Evidence	11
Financial Bid	12
Affidavit Form	13

Tender Submission Details

Submission Deadline

All proposal submissions for responding to this request must be submitted on or before Tuesday, March 26, 2019 by 10:30AM 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 Tuesday, March 26, 2019 by 10:30AM at FWBL, Head Office, GF-2, Reception Area, S.T.S.M Foundation Building, CL-10/20/2, Beaumont Road, Civil Line, and 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 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 Tuesday, March 26, 2019 by 10:30AM 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	Tuesday, March 26, 2019
RFP Bid Submission Date and Time	Tuesday, March 26, 2019 by 10:30AM
Opening of Technical Bids	Tuesday, March 26, 2019 by 11:00AM
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 prior to acceptance of a bid or 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: Muhammad Aamir Iqbal
Email: aamir.iqbal@fwbl.com.pk
UAN: 111-676-767 Ext: 367

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.

Third party hiring services are aimed to add business value and enabling us to overcome our organizational challenges in the most cost effective and quality efficient manner. It also help to transform the bank's businesses wanted to be leaders in their industry.

The purpose of this document is to delineate the requirements for a potential third-party service provider to provide services of support staff and non core banking staff to FWBL with surety to comply with Bank's regulatory requirements and leading practices including SBP 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 & Documents Submission

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.

1. The firm should provide NTN/GST/Provincial bodies certificates.
2. The firm having minimum 05 years experience of in Support Staff Services and past experience with well reputed employers in Pakistan.
3. At least 02 financial institutions as active clients with minimum 50 staff placed per client.
4. ECIB Status/ report should be clear.
5. The bidders or any of its associated parent/affiliated / subsidiary companies should not have been black listed from participating in any public sector bid / RFP / tender.
6. That firm's who have dispute with FWBL in the past; they are not allowed to participate.
7. The firm must have capacity of handling 5,000 outsourced staff.
8. Must have strong financial standing with annual revenue of at least PKR 100 million generated from their business.
9. The firm must have well maintained HRIS application for maintaining staff database and payroll related matters.
10. The firm must have (at minimum) regional offices in Karachi, Lahore and Islamabad.

Scope of Work

The work under this contract shall be using support staff (Non core banking staff) services for FWBL Head Office & Regional Offices South, Central & North i.e. doing in and out door works, cleaning utensils, using telephone PABX(for telephone operators), looking after the records.

The vendor has to maintain;

- Management of TPC staff database and personal files/record.
- Management of TPC staff payroll through HRIS application.
- Management of staff benefits e.g. insurance, gratuity etc.
- Payment and record keeping of Govt. taxes / levies.
- Employee verification (e.g. Background, Educational, previous employment and police/law enforcement agencies)

Financial proposal should be based on percentage (%) of fee to be charged by bidder on actual amounts to be paid by selected vendor.

1. Timing:

FWBL follows a 43-hour workweek for all staff based at Head office, Regional Offices and Branches. This requirement is equally applicable on employees working in any department, specific work shifts / duty roaster etc. The standard official timing for general shift (standard working hours) will be:

Monday till Tuesday: 9:00 am to 5:30 pm (inclusive of 45 minutes lunch break)

Fridays: 9:00 am to 6:00 pm (with a 1.5 hour lunch and Namaz break)

2. Deployment of Staff:

Skilled/ experienced workers in proper uniform with label cards showing their identity shall be deployed. List of all staff along with their CNIC shall be provided to FWBL Human Resource Division before deployment. Any replacement shall be intimated in advance with consent of the FWBL Human Recourse Division.

Instructions for Bidder

1. Bidding documents can be obtained from Human Resource Division Department, FWBL Head Office (S.T.S.M. Foundation Building, CL-10/20/2, Beaumont Road, Civil Line, Karachi). Firm's profile should include detail of office, contact numbers and list of clients along with address & their contact numbers.
2. Sealed bids should be dropped in the Tender Box placed at reception area FWBL Head Office, GF-II (detailed address also mentioned above) on or before **Tuesday, March 26, 2019 by 10:30 AM**.
3. Technical Bids will be opened on same day i.e. **Tuesday, March 26, 2019 by 11:00 AM** in the presence of the Tender Committee & those contractors or their representatives who wish to attend. Only one individual per firm/company can attend.
4. Bidder should be submitted the bid security not exceeding 5% of the bid price.
5. The bid should be valid for a period of 180 days from the date of opening. FWBL will not responsible for any delays in submission of bids sent via mail or courier.
6. The rates quoted by the bidder in Pak rupee and shall be inclusive of all admissible taxes, levies which also include service charges at prevailing rate on the date of contract, levied by the Government on company letter head (format attached on page 12). Non compliance will be treated as cancellation of entire bid. Once tender will be opened bidders cannot change or modify his quoted amount.
7. Proposal shall contain no interlineations or overwriting and submitted accordingly. Any alteration & modification in tender documents will not be allowed.
8. The offers will be scrutinized by the Tender Committee and decision of the committee will be final.
9. Firm/ contractor having Head Office or a major office in Karachi will be preferred.
10. The bidders shall bear all costs associated with the bid preparation & submission. FWBL in no case will be responsible for not costs incurred regardless of the conduct or outcome of the bidding process.
11. FWBL sent contract agreement to successful bidder incorporating all terms of agreement between the parties for acceptance. Qualifying/ selected contractor/ bidder will be required to sign a written contract agreement with FWBL to execute the task.
12. In the case of any tender where unit rate of any item/items appear unrealistic, such tender offer will be considered as unbalanced and in case the tenderer is unable to provide satisfactory explanation such a tender is liable to be disqualified and rejected.
13. The tender is also uploaded on PPRA & FWBL web sites: www.fwbl.com.pk , www.ppra.org.pk. FWBL reserves the right to accept/reject any or all bids as per PPRA rules.

Terms & Conditions

1. On the basis of evaluation, the successful bidder will be informed accordingly. Letter of acceptance/ Intent will be issued only to successful bidder including terms & conditions. Once accepted, the parties shall enter into a contract by signing agreement.
2. The contract shall be made initially for a period of one year which shall be extendable for the next two years subject to satisfactory performance of the contractor and approval of the competent authority.
3. The contract can be terminated by serving two months advance notice by FWBL only. However, FWBL reserves the right to terminate contract immediately, if, any serious default is noted on the part of contractor. In this way, no advance notice shall be required.
4. Successful/ appointed bidder cannot terminate his services before one year, if appointed/ selected bidder want to terminate his services, FWBL reserve to right withheld Security Deposit i.e. 5% of the total annual quoted amount.
5. The rates quoted by the bidder shall be inclusive of all admissible taxes, levies which also include service charges at prevailing rate on the date of contract, levied by the Government. Once tender will be opened, bidders cannot change or modify the quoted amount.
6. Corrupt and fraudulent practices” includes the offering, giving, receiving, or soliciting, directly or indirectly of anything of value to influence the act of another party for wrongful gain or any act or omission ,including misrepresentation, that knowingly or recklessly misleads or attempt mislead a party to obtain a financial or other benefit or to avoid an obligation.
7. Payment to the contractor against monthly invoice shall be made within 20 Days; deduction shall be made for any losses to the assets of authority if proved to have been occurred due to negligence of contractor staff.
8. Incomplete/ fake documentation and wrong information shall make in firm liable for debarring from this as well as future contracts in FWBL even after award of work.
9. Hospitalization coverage to employees and its dependants i.e. Spouse and dependent children (below the age of 26 years) divorced / Separated /Widowed daughter(s) dependent on the employee are covered without any age limit.
 - Entitlement limits: Room Entitlement’s PKR 5,000/-. Hospitalization Coverage PKR 200,000/-.
 - Maternity Normal PKR 40,000/- and Maternity Caesarian PKR 50,000/-.
 - Newborn babies are to be covered from the day they born as dependent insured.
 - Reimbursement of hospitalization expenses, in case of non-panel hospital at actual without any deduction or cost comparison.
 - Emergency Room Treatment for Accidental Emergencies is also covered.
 - Specialized investigation & Day Care Surgeries are covered i.e. (Dialysis, MRI, CT-Scan, Thallium Scan, Angiography, Cataract & Endoscopy treatment for fractures & Lacerated wound, emergency dental treatment due to accidental injuries (within 48 hours for pain relief only).
 - Pre & Post hospitalization test i.e. Diagnostic test, Consultation Charges & Prescribed Medicines within 30 days prior or after hospitalization is covered.
 - Maternity Benefit (Normal, Forceps, Cesarean / multiple birth) are also covered.
10. Group Life Insurance: The sum insured would be Rs 500,000/ (or as government announcement if revised) for employees ,the coverage is doubled in case of accidental death.
11. EOBI /ESSI: Will be claimed & deposited with the concerned authorities on a monthly basis. However Education Cess will be claimed annually at the beginning of the contract as appropriate.
12. Overtime: Additional payment for work in excess of 08 hours in a day or 48 hours in a week will be paid to the employees as per FWBL rule.
13. ID card, Uniform or any other items / benefits e.g. Bonus; Medical Insurance etc. can be arranged as per FWBL Policy at actual cost.

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**” in bold and legible letters. Only Technical envelope will be opened in the presence of bidders and Financial proposal envelopes will stay in FWBL custody till the opening of Financial bids.

Financial Proposals from bidders that met the minimum technical criteria will be opened in front of bidders. All the technical qualified bidders will be informed in advance the final date of opening of Financial Bids.

Further final evaluation reports containing the technical eligibility 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.

Proposals Evaluation Criteria

Should be lowest bidder as long as bidder qualifies the eligibility criteria.

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. Contract Management Approach
5. Deliverables
6. Annexure – Evidences
 - a. GST/NTN Certificate/Provincial bodies.
 - b. Organization's establishment.
 - c. Similar Assignments and References.
 - d. Organizational Financial Strength.
 - e. 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 contract/project milestones. Incomplete claims shall be returned to vendor.
- All payments shall be made through cheque/PO/DD in the Pak Rupees.
- Taxes will be deducted at source as per government rules at the time of payment.
- If the deliverable of contract is not satisfactory, FWBL Management has the right to cancel the contract accordance with the PPRA rules.

FIRST WOMEN BANK LIMITED
Human Resource Division
Bid Application Form

A. Bidders Particulars:

1. Name of the Firm / Bidder: _____
2. Name of the Owner: _____
3. Address of the Bidder: _____
4. Contact Numbers: _____
5. CNIC Number of the Bidder: _____

B. Bid Particulars:

6. GST Registration Number: _____
7. NTN Registration Number: _____
8. Cheque, PO, DD Number: _____
9. Name of the Bank: _____
10. Cheque, PO, DD Number: _____
11. Name of the Bank: _____

C. Bidding Information:

12. Last Date of Submission of Bid: Tuesday, March 26, 2019 at 10:30 AM
13. Date of Technical Bid Opening: Tuesday, March 26, 2019 at 11:00 AM
14. Place of Opening of Bid: FWBL Head Office, GF-2, Reception Area, S.T.S.M.
Foundation Building, CL-10/20/2, Beaumont Road, Civil
Lines, Karachi

D. Undertaking:

Terms & Conditions prescribed in the Tender Documents are fully understood and expected.
I/We hereby agree to abide by all and fulfill the terms & conditions of contract.

Date

Company Seal & Bidder's Signature

BIDDER /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 Bidder/Owner/ Authorized Partner or Other consortium member	
02.	Year Established	
03.	Turnover (in PKR)	FY 2016: FY 2017: FY 2018:
04.	Profit After Tax (in PKR)	FY 2016: FY 2017: FY 2018:
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	
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 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 / Owner / Authorized Partner / other Consortium members in TPC services to provide Support and Non Core Banking Staff for Head Office and Regional Offices South, Central & North.

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 contract/assignment and the scope of services delivered by the Bidder to the clients	
Description of the service provided. Also indicate whether it is the same as the services proposed to the bank	
Contract Duration (in months)	
Contract Start Date (Month & Year)	
Contract End Date (Month & Year)	
Total No. of outsourced staff	
Approximate value of contract (PKR)	PKR
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

FINANCIAL BID:

Bidders are to provide their financial quotation on a percentage basis of actual payroll amounts that will be “administration fee”. In addition, specified expenses (as per TORs) and government levies are to be reimbursed on actual basis .

Payroll Cost = Total amount of wages paid to the employee

For the purpose of calculation of Financial Bid, FWBL will use the following heads/items to calculate the Total Financial Bid. This will be used to compare bids provided by the bidders for transparent comparison. For this purpose, FWBL will use headcount of 50 with payroll cost of PKR 2m per month (actual headcount and payroll amount may be different). Following format must to used;

- Total Premium for Group Life Insurance for total 50 employees =PKR_____
- Total premium for Hospitalization for total 50 employees (as per TORs) =PKR_____
- Total EOBI and ESSI charges as per prevailing Govt. rates =PKR_____
- Social Security cost (province wise as prevailing rates) =PKR_____
- Total Educational Cess Cost as per prevailing Govt. rates =PKR_____
- Sub Total =PKR_____
- Administrative Fee =PKR_____
- All applicable taxes / Exemption (if any) =PKR_____
- Billing Amount / Financial Bid =PKR_____

- Bidders who have Tax Exemption Certificate (if any) must attach a copy of such certificate for reference.
- Total bid amount must be quoted in Pak Rupees and strictly as per the format illustrated above.
- Bank will not be making any other payment except those mentioned in the commercial bid or terminal benefits as per labor laws.

Name: _____

Location: _____

Date: _____

Company Seal & Bidder’s Signature

AFFIDAVIT FORM
(To be given on Judicial Stamp Paper)

I/ We ----- resident of ----- holding CNIC No. ----- do hereby solemnly affirm and declare as under:

- I. That, I am the sole proprietor of the firm established in the name of M/s -----located at -----.
- II. That, M/s ----- have never black-listed, disqualified or debarred from any Govt. Department, Semi Govt. Organization, Private Company or Corporation.
- III. That, M/s ----- has never been or is involved in litigation, arbitration with any Department.
- IV. That, there is no other partner in the above said firm and there is no case against our firm.
- V. That, all the dated submitted with Bid Documents is complete and accurate.

It is certified that declaration given above is true to the best of my knowledge and belief and nothing has been kept hidden.

Dated: _____

Name of Bidder/ Firm/ Contractor: _____

DEPONENT

For an behalf of

M/s -----