

# Request for Proposal

## Privileged Access Management Solution Renewal

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Proposals Submission Dead line Date: 29 May 2024 02:00 PM

Opening of Technical & Financial Bid: 29 May 2024 02:30 PM

## First Women Bank Limited

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## Proposal

This is single stage one envelope bidding procedure as per PPRA rules. The bidders shall submit their proposals in one sealed envelope “Technical Proposal” and “Financial Proposal”.

Technical and Financial proposals will only be opened for bidders that met “Eligibility Criteria” and minimum requirement specification documented under section “Term of Reference” in this RFP document.

Further final evaluation reports will be published on FWBL website and PPRA as well.

Successful bidder who qualifies as the successful bidder, 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 Details

### Submission Deadline

All proposal submissions for responding to this request must be submitted on or before 29 May 2024 02:00 PM in a single sealed envelope containing one sealed envelope.

Submission will be valid if:

- Responses to RFP are submitted no later than 29 May 2024 02:00 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: Muhammad Jawad Govani  
Email: jawad.govani@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.

## Eligibility Criteria

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

- The bidder should be registered with Federal / Provincial Tax authorities in Pakistan.
- Bidder must be OEM or authorized reseller of the proposed product for at least last 2 years.
- Bidder to provide an affidavit on a stamp paper confirming compliance with the following terms in order to be eligible for participation against this RFP
  - Bidder or any of its associated Parent / Affiliated / Subsidiary company should not have been blacklisted from participating in any public sector bids / RFPs / tenders.
  - Bidder and/or its Owners, Directors, or Partners should be not listed in any of the International/Local Sanctions or ATA list, as required by the local regulator.
  - Affidavit that bidder will not subcontract any part of the project to any other vendor.
- Bidder should have their registered office in Karachi.

## • Terms of Reference

The deliverables of the assignment as required by the FWBL are mentioned below:

- Complete health check of the existing PAM deployment done, do the necessary configurations and customizations to solve the existing issues on an urgent basis so that customers will have a better user experience.
- onsite support for the following.
  - ✓ Functional support on the usage of the system
  - ✓ Technical support in Identifying and fixing issues in the system
  - ✓ Technical support in troubleshooting the issues and coordinating with the
- PAM Support team for quick resolution (if PAM R&D support is required)
- In case of identified errors, based on the criticality, provide a permanent solution along with support from the PAM Customer Success team if required on behalf of the customer. If a permanent solution is not available immediately, provide a temporary solution and apply the permanent solution when it is available.
- Functional support / Training on the usage of the system will be done as per the request from FIRST WOMEN BANK LTD team.
- No limit on the number of hours spent on identifying, fixing, and implementing bug fixes on technical or functional issues.
- Support Ticket Management of Wallix PAM will be done on behalf of the customer as per the requirement (Raising the ticket, collecting the logs and details as requested, to be available on the call on behalf of customer for troubleshooting the issues when Wallix Support is involved).

- Technical and functional support is limited only to the Wallix application and does not cover any other application, third party services connected to the application, operating system or hardware related.
- Support will be provided in Applying updates, and patch updates
- Support will be provided in the Upgradation of system once in a year with new releases and models and ensuring security and efficiency of IT infrastructure.
- Collaborate / coordinate with backend teams in identifying / resolving customer issues.
- Facilitate calls with customers to explain/resolve/address the issues raised to Wallix technical support team
- Resolve major incidents and technical escalations along with WALLIX Support Team.
- Problem Management: Perform root cause analysis for problems and major incidents, provide workarounds to ensure business continuity and prepare RCA (Root Cause Analysis) reports.
- Helps in documentation of the entire process done during troubleshooting the issue of PAM.

Product Description	Quantity	Period
Renewal for WALLIX Gold Maintenance Bastion and Trustelem	1	1 & 3 Years
Onsite Functional and Technical Support	1	1 & 3 Years
Total User Licenses	25	1 & 3 Years
Local Training with Proven Certificate	3	
Concurrent connections to targets	500	1 & 3 Years
Protected resources	500	1 & 3 Years
License Pack Premium	1	1 & 3 Years

## 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 **29 May 2024 02:00 PM**. **Technical and financial** proposals will be open 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	15 <sup>th</sup> May 2024
Proposal Submission Due Date	29 May 2024 02:00 PM
Opening of Technical and Financial Bids	29 May 2024 02:30 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**

The bidder with lowest financial bid (inclusive of applicable taxes) will be considered as the lowest bidder for further evaluation of documents.

## **FORMAT FOR TECHNICAL BID**

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

- Table of Contents
- Technical Bid / Bid Particular for Tenders
- Documentation indicating that bidder is an Authorized reseller of the proposed product for at least last 2 years.
- Bidder / Consortium Member's Profile
- Annexure
  - GST and NTN Certificate
  - 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 **Annexure B**.

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.

### Bid Currency and Validity

- Given the current volatility in USD/PKR exchange rate, bidders are requested to quote prices in USD.
- Bidder will provide invoice based on the USD/PKR currency exchange rate on the date of Purchase Order issuance date will be considered as the ceiling for conversion of FCY amount billed to FWBL. In case, currency exchange rate is below the ceiling amount (at the time of invoice), payments will be made as per prevailing currency exchange rate
- Bid validity will be 90 days after the submission of proposals

### Payment Terms:

Payment schedules is as below

Project Phase	Payment Plan
Delivery of Licenses	100%

### 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 – Technical Bid Documentation

### 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

**Annexure B – Financial Bid Documentation**

**COMMERCIAL BID**

Item Description	Qty.	Cost (USD)	Applicable Tax (USD)	Total Cost (USD)
Renewal for WALLIX Gold Maintenance Bastion and Trustelem	1			
onsite Functional and Technical Support	1			
Total User Licenses	25			
Local Training with Certificate	3			
Concurrent connections to targets	500			
Protected resources	500			
License Pack Premium	1			

**\* License renewal period 1 & 3 year.**

- Given the current volatility in USD/PKR exchange rate, bidders are requested to quote prices in USD.
- All payments against invoices submitted during the course of the project will be made in PKR.
- USD/PKR currency exchange rate on the date of Purchase Order issuance date will be considered as the ceiling for conversion of FCY amount billed to FWBL. In case, currency exchange rate is below the ceiling amount (at the time of invoice), payments will be made as per prevailing currency exchange rate.
- Successful bidder will be required to open a deposit account with FWBL that will be used to credit payments against invoices submitted by successful bidder.

Rates should be quoted in USD 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