

# Request for Proposal

## Enterprise Backup Solution Procurement

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16th May 2024

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Proposals Submission Dead line Date:

30<sup>th</sup> May 2024 2:00 PM

Opening of Technical Bid:

30<sup>th</sup> May 2024 02:30 PM

## First Women Bank Limited

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## 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 proposal 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 will only be opened for bidders that met “Eligibility Criteria” and minimum requirement specification documented under section “Term of Reference” in this RFP document. Sealed financial bids will be returned to bidders that did not qualify for financial evaluation. Final date of opening of Financial Bids which will be communicated to all the bidders in advance.

Further final evaluation reports containing technical and financial evaluations will be published on FWBL website and PPRA.

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 Details

### Submission Deadline

All proposal submissions for responding to this request must be submitted on or before 30 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 30 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.

## **Bidder Eligibility Criteria**

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

- The Bidder should be a registered entity in Pakistan in the form of Public Ltd/Private Ltd or any other form permissible under Legal system of Pakistan and should be in business for a tenure of at least Five (5) years. Relevant proof of existence (Certificate of Incorporation, Memorandum of Association, Certificate of commencement of business, Extract from the Register of Firms maintained by the Registrar etc. confirming the incorporation of the commercial entity or other relevant documents where applicable depending on the type of entity as mentioned above, shall be provided with valid tax payment documentation (FBR, Sales Tax Returns, NTN individual, NTN Company, Provincial Tax) whichever is applicable depending on type of organization (Public Ltd/Private Ltd/Partnership firm or any other form permissible under Pakistan Law). (Documentation Proof must be provided with proper reference (page No) in the proposal)
- Bidder should have office/presence in any one of major cities of Pakistan (e.g. Karachi, Lahore or Islamabad). (Documentation Proof must be provided with proper reference (page No) in the proposal)
- The Bidder should have minimum annual turnover of Rs. 100 Million during each of the last three financial years and must submit their audited financial reports or Income Tax returns.
- Bidder should provide an undertaking on legal paper stating that "the bidder's company is not blacklisted by any Government entity in Pakistan for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices and also not involved in any kind of lawsuits either current or pending. "
- The Bidder should have experience of supplying, deploying and maintaining Server equipment for at least 3 clients with project engagement of at-least PKR 3 million per project, as on the date of submission of the bid. Relevant Purchase order, copy of signed contract or similar document that can provide evidence of such engagements must be submitted.
- Bidder must be OEM or authorized reseller of the proposed product for at least last 10 years, along with copies of purchase orders/work order OR contact details (i.e. Contact Person & Email address) of the provided reference
- Bidder should provide 3 CV's/profile of their proposed implementation and support team which should be employees of the company and must have relevant experience.
- Proposed bidder should have gold/platinum/titanium/expert/Advanced/tier-1 and or equivalent certification partnership level with the principal of proposed product. (Documentation Proof must be provided with proper reference (page No) in the proposal).
- Bidder must have Direct Partnership with the principal supplier of the proposed servers and also must provide latest Authorization Form from principal supplier as per the requirements (guarantee, warranty and maintenance).

## Terms of Reference

The successful bidder is required to perform the following tasks:

- Delivery of equipment as per BOQ items and associate related warranty in OEM’s portal.
- The proposed Backup Storage equipment shall include hardware replacement / repair warranty for 3 years. In-case the principle does not provide 3-years warranty, the bidder financial bid should include the cost of extended warranty and therefore providing FWBL equipment with at least one-year OEM warranty.
- Bidder to submit their detail quotation including all accessories with part # and any software / service / support licenses recurring price along with BOQ
- Bidders may propose specifications higher than specifications specified in this section (as per BOQ table).
- The Backup Server License, Backup Server warranties and Backup Server support services will be in the name of FWBL for all equipment and software loaded on the equipment delivered.
- The proposed Backup Server equipment should be compatible / integrated with each other if a vendor is proposing solution from multiple manufacturers.
- Bidder’s proposal for hardware must meet the stated requirements of the RFP in all respects without substitution or alteration of required functionality.
- **Bidder are responsible to provide end to end solution and ensure to configure the devices are per the FWBL requirement.**
- Bidder shall ensure that all BOQ Backup Server equipment are delivered within 16 weeks after issuance of PO.
- 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.**

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

Enterprise Backup Solution Spec's	
Enterprise Backup Solution for Primary and DR	
Architecture	Purpose built disk-based backup appliance with native capability of data deduplication equivalent or higher.
Capacity	Must be offered with Minimum of 24TB of Usable Capacity with 2 simultaneous drive failure tolerance and must be configured with at-least one hot spare disk equivalent or higher.

Scalability	Should provide scalability to 100TB post-RAID capacity equivalent or higher.
Protection and Fault Tolerance	<p>Must have robust FT and self-healing mechanism. E.g. RAID with hot spare, end-to-end verification without performance degradation, NVRAM, snapshots to protect against physical and logical failures.</p> <p>System should be able to survive double disk failure equivalent or higher.</p> <p>or</p> <p>Proposed model should support to be deployed/upgraded to redundant controller for High Availability equivalent or higher.</p>
Deduplication Technology	Offered device shall have integrated de-duplication license, low bandwidth replication license so that only unique non duplicated block transfers to remote / DR location.
Connectivity	Required Minimum of 2 x 10Gbps SFP+ IP ports. Should support 16gbps / 32gbps FC connectivity equivalent or higher.
Protocols	Should support multiple backup protocols (VTL, NFS, CIFS) equivalent or higher.
Power Supply	Dual, Hot-Plug, Fully Redundant Power Supply equivalent or higher.
Throughput	Can handle 20TB/hr equivalent or higher
Backup Software Support	Should support integration with industry leading backup software's and native utilities equivalent or higher.
Security and Encryption	<p>Must support encryption functionality equivalent or higher</p> <p>OR</p> <p>Support strong encryption of data-at-rest/in replication. Required license should be included and must meet compliance standards for data, including SEC 17a-4 equivalent or higher.</p> <p>OR</p> <p>Support locking the data from deletion and forging to make it immutable equivalent or higher.</p>
Replication	Proposed solution Must support Remote replication equivalent or higher.
Industry Rating and References	Should be well known brand in market space and have 05 local deployments of the product in last 05yr.

Warranty & Service Level Agreement	3 Years Warranty with SLA (24 x 7 x 4 x 365) for the complete solution  Hardware & Software support must be provided by OEM Throughout the contracted period
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<b>Trainings – Quantity (02 resources)</b>	
<b>Trainings</b>	Bidder to provide official expert level training from certified trainer of the Backup Solution to at least 02 resources leading to certifications & training.

<b>Implementation of Backup Solution in Primary and DR Site</b>	
<b>Implementation of Backup Solution in Primary and DR Site</b>	Bidder should be able to perform the task of Implementation of Backup Solution in Primary and DR Site in existing environment.

<b>Infrastructure Partner Competencies</b>	
<b>Infrastructure Partner Competencies</b>	Vendor must have Certified Resources

Product Description	Quantity	Warranty Period
Enterprise Backup Solution	2	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 **27 May 2024 04:00 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	16th May 2024
Proposal Submission Due Date	30 May 2024 2:00 PM
Opening of Technical and Financial Bids	30 May 2024 2:30 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. 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 and Tier-1 partner of the mentioned product for at least last 3 years.
- Should have minimum two (2) Backup Storage Certified Resource
- 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. 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 Servers
- Bid Security
- Payment Terms

### 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
PO Issuance	20%
Hardware Delivery	50%
Completion of Configuration as Per Agreed upon design	30%

### 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

Bidders are requested to provide quotation for a 3-years warranty terms.

Item Description	Qty.	Cost (USD)	Applicable Tax (USD)	Total Cost (USD)
Enterprise Backup Solution ( <b>Warranty for 3 years</b> )	2			

- 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