

Request for Proposal

Procurement of Services for Mailer Daemon Upgradation and Licenses or Similar Solution

Published Date: 02 November 2018

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Proposals Submission Dead line Date: 16 November 2018 11:00 AM

Opening of Technical & Financial Bid: 16 November 2018 11:30 AM

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 16 November 2018 11:00 AM in a single sealed envelope containing one sealed envelope.

Submission will be valid if:

- Responses to RFP are submitted no later than 16 November 2018 11:00 AM 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: Mudassar Lakhani
Email: mudassar.lakhani@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.

Introduction

First Women Bank Ltd. a commercial bank caters to public at large, especially 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 request for proposal document is solely for the purpose of procuring services to upgrade Mailer Daemon to latest version or similar solution

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.
- Submission of audited financial statements for last three years.
- Bidder's annual revenue must be at-least PKR 5 million during last financial year.
- Bidder must have the following partnership level
 - Mailer Daemon (Altn) certified Authorized Partner
- The bidder must have completed at-least three projects with similar solution
- Implementations with a minimum of more than 300 users will be considered for eligibility
- Implementation experience must include at-least two (2) migration from Mailer Daemon to latest version
- Bidder must have a registered office in Karachi. Proposed team members for implementation of the solution must be from the same office as well.
- Bidder not have been blacklisted from participating in any public sector bids / RFPs / tenders.

Terms of Reference

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

Deliverables must include the following:

- Active Sync licenses for 500 users
- Migration must include security features, encryption and cluster
- Proposed Project Plan along with total-man days

- Design Documentation of complete Pre-Migration and Post-Migration (Step by Step). This should include deployment procedure
 - Administration Guide
 - End User Guide
 - Proposed design must ensure Seamless up gradation and installation from existing version to proposed solution.
 - Security Certificates, if required, will be provided by FWBL, but it will be the responsibility of the vendor to deploy and configure the certificate
 - FWBL Network routing configuration will be the responsibility of FWBL IT
 - Bidder will be responsible to gather technical information required for up gradation and seamless migration.
 - Bidder must have certified Mailer Daemon (Altn) resource for migration
 - Successful bidder will work with FWBL IT for migration of Mailer Daemon to latest version. If and when required, vendor will provide deployment, migration (or similar scripts) to FWBL. In case of reported issues, FWBL IT will coordinate with vendor for resolution. If required vendor will be required to open a ticket with Mailer Daemon Support portal for identification and resolution
 - Bidder to provide three months of support to FWBL after migration
 - Bidder to implement security controls as per FWB Land regulatory guidelines.
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- Up gradation and installation of Mailer Daemon to latest version
 - Active Sync license for mobile devices
 - One Year technical support
 - Bidder will be responsible to gather technical information for seamless migration
 - If you have any queries related to current version please contact to mudassar.lakhani@fwbl.com.pk

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 **16 November 2018 11:00 AM**. **Technical and financial** 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
RFP Released	02 November 2018
Proposal Submission Due Date	16 November 2018 11:00 AM
Opening of Technical and Financial Bids	16 November 2018 11:30 AM
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 of the proposed product
- 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 – Procurement of Services for Mailer Daemon upgradation and licenses or similar solution

- Payment Terms

Bid Currency and Validity

- All prices must be quoted in Pak Rupees including all applicable taxes.
- Bid validity will be 90 days after the submission of proposals

Payment Terms

Payment schedules is as below

Project Phase	Payment Plan (%age of Contract Value)
Contract Sign off	20%
Delivery of Mailer Daemon License	30%
Upgradation of Mailer Daemon as per TOR	30%
Warranty of 3 months	20%

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

BIDDER / PRINCIPAL 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 Principal 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	
06.	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 (e.g. CMM, ISO, ITIL etc.)	
13.	Previous experience in implementation, Installation and maintenance of related Mail solution at local & Foreign commercial banks.	Implementations in the last 5 years and before last five years:

The Bidder should fill this Annexure for the Bidder and any other member of the consortium separately (including the Principal Owner, Authorized Reseller / 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

Annexure B – Financial Bid Documentation

COMMERCIAL BID

Item DESCRIPTION	COST (PKR)COST (PKR)	APPLICABLE TAX (PKR)	Total Cost (PKR)
Procurement of Mailer Daemon Licenses (Version Upgradation and Active sync) Includes Principal support			
Services installation and migration			

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