

## Request for Proposal

**Procurement to hire Third Party Contractor for providing service provider workers with Supervisor for doing in and out door works, cleaning utensils, using telephone PABX (for telephone Operators), IT Service looking after records. to provide Support Staff (Non-Core Banking Works) for Head office & Regional Offices South, Central & North**

Published Date: **Friday 01<sup>st</sup> July, 2022 by 11:00AM**

FWBL\HO\HRD\2022\1

Proposals Submission Dead Line Date: **Friday 15<sup>th</sup> July, 2022 by 11:00AM**

**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 **Friday 15<sup>th</sup> July, 2022 by 11:00AM** 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 **Friday 15<sup>th</sup> July, 2022 by 11:00AM** at

- 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**”.

Submission will be valid if: • Responses to RFP are submitted no later than **Friday 15<sup>th</sup> July, 2022 by 11:00AM** 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 two sealed envelopes containing “Technical & Financial Proposal”

## Submission Timeline & Location

FWBL reserves the right to modify below timeline at any time. If 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 **Friday 15<sup>th</sup> July, 2022 by 11:00AM**

Only Technical proposal 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 & Time
RFP Released	Friday 01 <sup>st</sup> July, 2022 by 11:00AM
RFP Bid Submission Date and Time	Friday 15 <sup>th</sup> July, 2022 by 11:00AM
Opening of Technical Bids	Friday 15 <sup>th</sup> July, 2022 by 11:30AM
Opening of Financial Bids	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.

### Submission Question & Clarification

You may contact the following person if you have any questions or require clarification on any topics covered in this Request for Proposal:

Name: Shazia Rashdi  
Email: Shazia.rashdi@fwbl.com.pk  
UAN: 111-676-767 Ext: 357

### Introduction

Third party service provider workers with supervisors 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 helps 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 worker with supervisors to provide services of doing in and out door works, cleaning utensils, using telephone PABX (for telephone operators), IT Services looking after the records for non-core banking works of 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 certificates, EOBI and SS Registration.
2. The firm having minimum 07 years' experience of providing Services of to Public, private sector, commercial bank or multinational organization and past experience with well reputed employers in Pakistan.
3. At least 07 financial institutions as active clients with minimum 500 service provider workers and supervisors placed per client.
4. Bidder or any of its associated Parent / Affiliated / Subsidiary company should not have been blacklisted from participating in any public sector bids / RFPs / tenders.
5. Bidder and/or it's Owners, Directors, or Partners should be not listed in any of the International/Local Sanctions, as required by the local regulator.
6. The firms who have dispute with FWBL in the past; they are not allowed to participate.
7. The firm must have capacity of handling 10,000 service provider workers and supervisors
8. The firm must have well maintained HRIS application for maintaining service provider workers and supervisor's database and payroll related matters.
9. The firm must have (at minimum) regional offices in Karachi, Lahore and Islamabad.
10. The Bidding firm must have experience professionals in key management positions. Please provide details of these persons.
11. Must have strong financial standing with annual revenue of at least PKR 200 million generated from their business and submit their audited financial reports or Income Tax returns.

### Scope of Work

The work under this contract shall be using service provider workers with supervisors for non-core banking works of FWBL Head Office & Regional Offices South, Central & North i.e. doing in and out door works, cleaning utensils, using telephone PABX (for telephone operators), IT Services looking after the records.

The Contractor has to maintain;

- Management of TPC service provider workers and Supervisors database and personal files/record.
- Management of TPC service provider workers and supervisor's payroll through HRIS application.
- Management of service provider workers and supervisors benefits e.g. insurance, gratuity etc.
- Payment and record keeping of Govt. taxes / levies.
- Service provider workers and supervisor's verification (e.g. Background, Educational, previous employment and police/law enforcement agencies)

Financial proposal should be based on quotation of (contractor administrative fee and cost incurred for providing Service provider worker i.e. (Financial Bid = services charges including their all expenses, benefits, insurance, medical etc. etc. to be paid by contractor and their administration fee for providing such service provider worker to FWBL).

#### 1. Timing:

Required services must be provided during working hours of the Bank.

#### 2. Deployment of Staff:

Service provider workers with Supervisors in proper uniform with label cards showing their identity shall be deployed. List of all Service provider 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 Resource Division.

### Introduction to Bidders

1. 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 **Friday 15<sup>th</sup> July, 2022 by 11:00 AM.**
3. Technical Bid will be opened on same day i.e. **Friday 15<sup>th</sup> July, 2022 by 11:30 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. Financial Bid will be opened later (date will be communicated) in the presence of the Tender Committee & those contractors or their representatives who wish to attend. Only one individual per firm/company can attend.
5. Successful bidder has to furnish bid security not exceeding 5% of the bid price.
6. Proposal shall contain no interlineations or overwriting and submitted accordingly. Any alteration & modification in tender documents will not be allowed.
7. The offers will be scrutinized by the Tender Committee and decision of the committee will be final.
8. Firm/ contractor having Head Office or a major office in Karachi will be preferred.
9. The bidders shall bear all costs associated with the bid preparation & submission. FWBL in no case will be responsible for any costs incurred regardless of the conduct or outcome of the bidding process.
10. FWBL has enclosed contract agreement which would be sent 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.
11. 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.
12. The tender is also uploaded on PPRA & FWBL web sites: [www.fwbl.com.pk](http://www.fwbl.com.pk) , [www.ppra.org.pk](http://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 on annual basis for a total period of Five 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 their services before one year, if appointed/ selected bidder wants to terminate his services, FWBL reserve right to withheld Bid Security 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 of anything of value to influence the action of a public official or the supplier or contractor in the procurement process

## Request for Proposal – Hiring of Support and non-core banking staff

or in contract execution to the detriment of the procuring agencies; or misrepresentation of facts in order to influence a procurement process or the execution of a contract, collusive practices among bidders (prior to or after bid submission) designed to establish bid prices at artificial, non-competitive levels and to deprive the procuring agencies of the benefits of free and open competition and any request for, or solicitation of anything of value by any public official in the course of the exercise of his duty.

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's service provider workers or supervisors.
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. 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.
10. Overtime: Additional payment for work in excess 08 hours in a day or 48 hours in a week will be paid to the contractors as per FWBL rules.

### 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 Proposal envelopes will be opened in the presence of bidders / their representatives and Financial proposal envelopes will stay in FWBL custody till the opening of Financial bids. The Bidders who are not technically qualified their sealed Financial Proposal envelopes along with Bid Security will be returned.

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 at least 10 days prior to the awarding of procurement contract

Successful bidder who qualifies with the combined evaluation, a meeting with the FWBL's management will be held to discuss in details the methodology, work plan, staffing and special conditions of contract without changing the cost and scope of work / services.

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 / Announcement of Evaluation Report

Should be most advantageous bid as per criteria set in Final Evaluation Report.

**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 A and B.

1. Executive Summary
2. Company Profile
3. Proposed Contractual Services and Approach
4. Contract Management Approach
5. Deliverables
6. Annexure – Evidences
  - a) GST/NTN Certificate.
  - 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).
  - f) Reference letter or recommendation letter or other documentary evidence from their clients.
  - g) The bidding firm must have minimum bank balance or running finance facility of PKR 10 million, (Ten million). for that please provide banker’s certificate as document evidence.
  - h) Profile / details of their Legal advisors / lawyers to advice regarding legal matter with relevant document. (Evidence).
  - i) Must have strong financial standing with annual revenue of at least PKR 200 million generated from their business and submit their audited financial reports or Income Tax returns.

<u>Service required</u>	<u>Approx. service providers required</u>	<u>Amt.</u>
a. Rider	Per person required	Bidder will Quote
b. Cctv Technician	Per person required	Bidder will Quote
c. Driver	Per person required	Bidder will Quote
d. Electrician	Per person required	Bidder will Quote
e. Janitorial	Per person required	Bidder will Quote

**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.

**Annexure - A**

**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: **Friday 15<sup>th</sup> July, 2022 by 11:00**
13. Date of Technical Bid Opening: **Friday 15<sup>th</sup> July, 2022 by 11:30**
14. Date of Financial Bid Opening: Will be decided later
15. 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. Client's Reference letter or recommendation letter or other documentary evidence from their clients.**

**E. Running Finance Evidence**

The bidding firm must have minimum bank balance or running finance facility of PKR 10 million, (Ten million). For that please provide banker's certificate as document evidence.

**F. Legal Advisor Profile / details of their Legal advisors / lawyers to advice regarding legal matter with relevant document. (Evidence).**

**G. Must have strong financial standing with annual revenue of at least PKR 200 million generated from their business and submit their audited financial reports or Income Tax returns.**

**H. 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.

-----  
**Company Seal & Bidder's Signature**

----- Date

**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)	<b>FY 2019:</b> <b>FY 2020:</b> <b>FY 2021:</b>
04.	Profit After Tax (in PKR)	<b>FY 2019:</b> <b>FY 2020:</b> <b>FY 2021:</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	
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

**Annexure – Evidences**

**DETAILS OF PRIOR EXPERIENCE**

Please provide details of prior experience of the Bidder / Owner / Authorized Partner / other Consortium members in TPC services to provide Service provider workers and supervisors for non-core banking works to 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:**

<u>Service required</u>	<u>Approx. service providers required</u>	<u>Amt.</u>
a. Rider	Per person required	Bidder will Quote
b. Cctv Technician	Per person required	Bidder will Quote
c. Driver	Per person required	Bidder will Quote
d. Electrician	Per person required	Bidder will Quote
e. Janitorial	Per person required	Bidder will Quote

- 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.
- Bid amount quoted should be as per specification mentioned in para 3 of scope of work.

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 a behalf of

M/s -----