

Request for Proposal

Hosting Services for FWBL Public Website

Published Date: 18th May 2022

FWBL\HO\IT\KK\2022\02

Proposals Submission Deadline Date: 2nd June 2022 11:00 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 2nd June 2022 11:00 AM 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 2nd June 2022 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 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 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: Naveed Ali
Email: ali.naveed@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

The request for proposal document is solely for the purpose of providing interested parties with sufficient information to enable them to prepare and submit a proposal for Consultancy Services for Development of FWBL Public Website.

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.
- Proposed solution must meet minimum technical specifications of all items requested in this RFP.
- The bidder should have providing similar services to minimum Six enterprise clients. A bidder must provide document evidence.
- Bidder must have been in business for at-least three years offering web hosting services.
- Bidder's annual revenue must be at-least PKR 10 million pe year during each of last three years.
- Bidder must submit Audited Financial Statements for last three years or Income Tax returns for last three years reflecting that the bidder meets the minimum annual requirement as specified in eligibility criteria.
- 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 it's Owners, Directors, or Partners should be not listed in any of the International/Local Sanctions or ATA list, as required by the local regulator.
- Bidder must comply will all the requirements defined in section "Terms of Reference". Any exception to the requirement must be clearly stated in the proposal document along with business/technical justification. FWBL technical committee will review the justification for further assessment.

Terms of Reference

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

- Service provider to provide uninterrupted services as per SLA to FWBL Customers globally and employees
- Service provider should have at-least two data centers within Pakistan (at-least 300 km apart) that have either one of the following certifications:
 - ISO 27001
 - ISO 27017
 - ISO 27018
- Service provider should have 24x7 Premium Support over Email, Chat and phone.
- Service provide should have capability to host website developed on following tool.
 - Supports PHP , .NET, Java,
 - WordPress (Bidders may send inquiry to FWBL for additional information on version)
 - MySQL Databases
 - SSH and SFTP access
- Service provider must have high performance storage to host the services to achieve high performance.
- Service provider must provide secure channel to access the hosted server.
- Proposed solution should include Secure Cpanel access with latest tools available
- Service provider must provide minimum 10MB dedicated internet with Dedicated IPs.
- Services provide must provide **server redundancy and Disaster recovery solution**.
- Service provider must ensure to provide 99.9% uptime.
- Service provider must provide cloud based security solution (similar to Cloudflare Business) to secure the website. Following features/functionality, including but not limited to, should be included in the proposed solution:
 - Web Application Firewall
 - DDoS Alerts
 - Unmetered DDoS Protection (Burst or Continuous)
 - Unmetered Network/web Traffic
 - CDN
 - Bot Mitigation
 - Network redundancyProposed solution must be listed on latest Gartner Magic Quadrant for WAF.
- Proposed solution must provide mechanism for automated “Daily Backup” of the website along with an option to restore website backup’s (as and when needed)
- Service provide should provide unlimited monthly bandwidth limit.
- Service provide should provide unmetered data transfer limit.
- Service provider to migrate FWBL’s existing website (on as-is basis) to proposed hosting service within service provider’s data center.

- Service provider to proposed following “Managed Service” that will be included in scope of this contract:
 - Initial Server Configuration
 - Patch/Updates Management
 - Web Server Optimization
 - Data sync between Primary and DR site (max RPO of 30 minutes)
 - 24/7 Monitoring (Server availability).
 - Support for customized configuration of the web server environment (if required)

Bidder’s must provide a detailed technical proposal on compliance with above mentioned requirements. FWBL may seek additional information from bidders to asses the quality of services being proposed against this RFP.

Server Specification (Based of Existing Size of Website)

- a. vCPUs = 2
- b. RAM = 8 GB
- c. High Performance Storage = 150 GB
- d. Operation System = (Linux/Unix)

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 from bidders that met eligibility criteria (including compliance with Terms of Reference) will be opened in front of bidders. Final date of opening of Financial Bids which will be communicated to all the bidders in advance.

Further final evaluation reports 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.

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, 2nd June 2022 11:00 AM 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	18th May 2022
RFP Bid Submission Date and Time	2nd June 2022 11:00 AM
Opening of Technical Bids	2nd June 2022 11:30 AM
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.

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 and provide the solution as per the above mentioned TORs.

This is contingent on the requirement that proposed solution **“MUST”** meet all the requirement specification documentation under section **“Term of Reference”** and bidder meets all condition required in **“Eligibility Criteria”** .

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
- Bidder / Consortium Member’s Profile
- List of Data Center and technical features in proposed solution
- Proposed platform detail with security features
- Technical Bid - Evidence of providing similar services to the Enterprise customers
- 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 A). 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 (As per format specified in this RFP document)
- Payment Terms

Note: - FWBL will use cost inclusive of applicable taxes to calculate the financial bid

Bid Currency and Validity

- All prices must be quoted in Pak Rupees including all applicable taxes.
- Bid validity will be 180 days after the submission of proposals

Payment Terms

- One time cost (if any) will be payable after Go Live of FWBL public website
- Annual hosting services cost will be invoiced and paid on quarterly basis.

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.

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 2019: FY 2020: FY 2021:
04.	Profit After Tax (in PKR)	FY 2019: FY 2020: FY 2021:
05.	Proposed role of the member in the project	
08.	Head Office Address	
09	Telephone No. (with country and area code)	
10	Fax No. (with country and area code)	
11	E-mail Address	
12	Name of the Key representative for this project	
13	Any accreditations / Certifications (e.g. CMM, ISO, ITIL etc.)	
14	Evidence to provide similar services to enterprise level client within Pakistan	Provide services to clients within last 2 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 A – Financial Bid Documentation

COMMERCIAL BID

Item DESCRIPTION	QTY	Unit Price (PKR)	Total Cost (PKR)
One Time Cost (if any)			
Web Hosting Services and Managed Services (Monthly Recurring)			
Applicable Tax (Amount)			
Total Amount with applicable tax			

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