

Request for Proposal

SAN Storage Procurement

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Proposals Submission Dead line Date: 28 May 2024 4:00 PM
Opening of Technical Bid: 28 May 2024 04:30 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 28 May 2024 04:00 PM in a single sealed envelope containing one sealed envelope.

Submission will be valid if:

- Responses to RFP are submitted no later than 28 May 2024 04:00 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 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 storage License, storage warranties and storage support services will be in the name of FWBL for all equipment and software loaded on the equipment delivered.
- The proposed 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 Storage 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:

Storage Spec's	
Required TWO SAN Storage	
Storage Array	30 TB Flash useable capacity without compression and deduplication 30 TB SAS 10K useable. Total 60 TB useable required.

Controller	Minimum of dual redundant controllers or higher. Or Storage should have intel/AMD based CPU.
Front End Ports	Support a minimum of 4 x 32Gbps FC ports and 4 x10 GbE ports per controller The proposed should be provide scalable, dedicated connectivity to hosts and remote replication.
Components Redundancy	All hardware components must be redundant with dual active-active mechanism. (i.e. controllers, cache battery, power supply etc.) with hot swappable part replacement
Drive Type	Solution should be of (All-Flash) / (SAS) or equivalent highest performance drive type as per industry standards.
RAID Level	As per latest recommendation / best practices storage must be built on RAID 6 redundant Management Hardware/Modules
Storage Pools	Should be configured with a minimum of 2 Pools on RAID 6 and 2 Hot Spare for each pool i.e All Flash and SAS
Multi pathing	Storage environment must be supported for multi-pathing mechanism (i.e. dual SAN switches, dual controllers, etc.) Both components must be in active / active mode.
Cache Memory	Must be capable to manage high performing workloads for large environments (i.e. minimum 192 GB per array) equivalent or higher per array.
Expandable Read & Write SSD Cache	Should provide 400 GB Read and Write SSDs cache. OR Should provide additional 256GB DRAM cache per array
SAN Storage Management	Portal-based management interface having comprehensive dashboard with dynamic monitoring tools having graphical utilization status of key components and their performance (i.e. system utilization, volume based etc.) real-time and historic logs, User role-based management. i.e. admin, security, monitoring etc.
License & accessories	Bidder will be responsible to provide all relevant licenses of solution including management console and/or with complete accessories.
Features	Must have all basic functionalities compression: <ol style="list-style-type: none"> 1. Thin provision (Mandatory) 2. Volume copy (Mandatory) 3. Compression & De-duplication (Mandatory) 4. Must support replication with SAN to SAN, including both synchronous and asynchronous

	<p>replication features, along with Continuous Data Protection (CDP) technology.</p> <p>5. MFA on administrative login (Optional)</p>
Snapshots	The storage system should support secure replication & Snapshot
Hardware Compatibility & Integration	Proposed Storage must comply with up-to-date Backup Appliance hardware or Software compatibility.
Protocols	Must support all host protocols that provide standard connectivity with all market leading platforms (e.g.HPE, Intel, Dell EMC, IBM, Huawei, Hitachi etc.)
Scalability	The storage solution must be scalable up to petabyte without any downtime and supports plug n play mechanism. It should be capable of extending the capacity to (minimum) 30% for future expansion including supporting hardware components i.e. fillers & enclosures etc.
Notification/Alerts	Solution should have alerts, email notifications and call home service mechanism about hardware failure, potentially serious configuration problems, crossing defined threshold limits or any other SAN environmental issue etc.
Firmware Upgradation	Firmware / Patches upgrade of Storage and San switches must be included throughout Contract period.
Product Life Cycle	The bidder must provide the proposed solution's life cycle within technical support tenure.
Performance	Must be scalable up to 0.5 million IOPS with the evidence from OEM
Security Standards	PCI-DSS Certification and Encryption for Data at Rest in compliance with NIST FIPS 140-2 certification
Configuration Guide	Bidder must ensure that proposed solution have provision of OEM's secure configuration guide.
Scanning Tools	Bidder must ensure that proposed solution should be compatible with known VA scanning tools e.g. Nexpose, Nessus or equivalent.
Implementation Services	Complete Installation and configuration services for the proposed solution.

SAN Switches	
SAN Switches	Dual power SAN switches (24 FC ports) (min 32GB FC/Port) with Fiber cables and SFP's for 16 ports with

	<p>enabled licenses for each switch that need to installed having key features i.e NPIV, Fiber Vision, Fabric Extension, Trunking.</p> <p>SAN Switch should be from same OEM/storage vendor or equivalent.</p>
Cables	5Mtr LC/LC Multi Mode Fiber Cable (QTY as per solution requirements)
Power Cords	QTY 2 C13 Power Cord NEMA5-15P plugs 2Mtr - TH, Ph
Warranty/Support	All the warranties & support must be covered in the proposed solution throughout the contracted period.
Implementation Services	Complete Installation and configuration services for the proposed solution.

Warranty & Service Level Agreement (SAN Storage + Switches)	
Warranty & Service Level Agreement	<p>3 Years Warranty with SLA (24 x 7 x 365 x 4) for the complete solution</p> <p>Hardware & Software support must be provided by OEM throughout the contracted period.</p>

Migration of Existing Storage Environment with DR	
Migration of Existing Storage Environment with DR	Bidder should be able to perform the task of Migration of storage, as well as DR Testing of existing environment to newly procured appliance.

Trainings – Quantity (02 resources)	
Trainings	Bidder to provide official expert level training from certified trainer to at least 02 resources leading to certifications & training.

Product Description	Quantity	Warranty Period
60 TB SAN STORAGE	2	3 Years
SAN Switches	4	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 **28 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	14th May 2024
Proposal Submission Due Date	28 May 2024 4:00 PM
Opening of Technical and Financial Bids	28 May 2024 4:30 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 one (1) SAN 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 SAN Storage
- 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)
SAN Storage (Warranty for 3 years)	2			
SAN Switches (Warranty for 3 years)	4			

- 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