

*Tender Fee: Rs. 1000/-.
(Non-Refundable)*

TENDER FORM

Tender # IT/23/19-20 End User Experience Management Solution

Date of Issue : June 15, 2020

Last Date of Submission : July 02, 2020 (3:00 PM)

Date of Opening of Tender : July 02, 2020 (3:30 PM)

Company Name: _____

NTN: _____

SRB / GST Registration Number: _____

Pay Order / Demand Draft # _____, Drawn on Bank _____

Amount of Rs. _____, Dated: _____

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1. Introduction

Dear Tenderer:

Thank you the interest you have shown in response to the IBA's advertisement which has floated in IBA & SSPRA websites and leading newspapers on June 15,2020 to "End User Experience Management Solution".

The Institute of Business Administration, Karachi (IBA) is the oldest business school outside North America. It was established in 1955 with initial technical support provided by the Wharton School of Finance, University of Pennsylvania. Later, the University of Southern California (USC) set up various facilities at the IBA & several prominent American professors were assigned to the IBA. The course contents, the curriculum, the pedagogical tools & the assessment & testing methods were developed under the guidance of reputed scholars from these two institutions. IBA has zealously guarded the high standards & academic traditions it had inherited from Wharton & USC while adapting and adjusting them with the passage of time.

We expect to avail services/works/items of high standards meet our prime & basic specifications through this transaction.

Please contact Purchase Executive on 38104700 ext: 2155 for any information and query

Thank you.

-sd-

Registrar

2. Instructions

(a) Sign & Stamp

The Institute of Business Administration, Karachi (IBA) expects that aspirant bidder contactor manufacturers / firms / supplier / companies / distributors / dealers should furnish all the required documents to ensure a transparent and genuine presentation. Therefore, it is necessary to fill in the Tender Form meticulously and sign & stamp each and every page. Moreover, attach required supporting document according to the requirement. The tender document will be accepted ONLY on the IBA's prescribed Tender Document available on IBA's Website.

(b) Filling of Tender Form

It is of utmost important to fill in the Tender Form in writing in ink or type. Do not leave any column/item blank. If you want to leave the item/column un-answered please, write 'Doesn't Apply/Doesn't Arise'. If you need more space please attach a paper & clearly mention item/column name or number etc that referred the column/item of the Tender Form.

(c) Collection of Tender

You can collect the Tender Document from the office of Sr. Manager Procurement & Stores, Ground Floor, Fauji Foundation IBA Main Campus, University Road, Karachi from June 15, 2020 to July 02, 2020 during working 9:00 AM to 3:00 PM.

(d) Submission of Tender

The last date of submit the Tender Document in sealed envelope in July 02, 2020 by 3:00 PM in the Office of the Sr. Manager Procurement & Stores, Ground Floor, Fauji Foundation IBA Main Campus, University Road, Karachi. The Tender will be opened on same day at 3:30 PM in the presence of representatives who may care to attend.

(e) Bid Security

Bid Security of 2% of total charges will be submitted along with Tender Documents in shape of PAY ORDER / DEMAND DRAFT only in the name of **Institute of Business Administration**. Bid Security should be enclosed in a separate envelope, labelled as 'Bid Security, and which should be sealed. Proof of Sales Tax registration and NTN numbers should also be provided. (Please provide photocopies of relevant documents).

(f) Performance Security

Successful bidder should provide 5% Performance Security of total value of Purchase Order / Work Order in the form of Pay Order or bank guarantee before submission of invoice. The Performance Security shall extend at least three months beyond the Date of Delivery/Completion of work / Contract.

Stamp & Signature

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(g) Tender Number

Please mention “Tender Number” at top left corner of the envelopes. IBA, Karachi may reject any bid subject to relevant provision of SPP Rules 2010 and may cancel the bidding Process at any time prior to acceptance of bid or proposal as per Rule-25(i) of said rules.

(h) Communication

Any request for clarification regarding technical specification should be submitted in writing to:

Contact Person (IBA): Muhammad Umair Aslam
 Executive Procurement ICT
 Institute of Business Administration,
 Main Campus, University Road,
 Karachi
Tel # : 111-422-422 Ext 2155
Email : umairaslam@iba.edu.pk

(i) Submission of Documents and Address

Separate envelopes clearly labeled for ‘Original Document’, ‘Copy’ and ‘Bid Security’ must be submitted on or before last date to submit the tender documents. Tender Document can be dropped by hand or courier in Tender Box placed at the office of Sr. Manager Procurement & Stores, Ground Floor, Fauji Foundation IBA Main Campus, University Road, Karachi by the last date indicated for submission. **Tender Document received by fax or email will not be accepted.**

(j) Submission of Tender

The complete tender document should be submitted by 3:00 PM on July 02, 2020 at the office of Sr. Manager Procurement & Stores, Ground Floor, Fauji Foundation IBA Main Campus, University Road, Karachi

The manufacturer/firms/companies/distributors/suppliers shall deliver two copies of the bids which include IBA tender documents.

(k) Date of Opening of Tender

Bid will be opened on July 02, 2020 at 3:30 pm at Office of the Sr. Manager Procurement & Stores IBA Main Campus in presence of representative bidders who may care to attend.

Stamp & Signature

(l) Rights

Competent authorities reserve the rights to accept or reject any quotation / tender without any reason thereof.

(q) Mode of Deliveries

Supply will be delivered at IBA Store Main Campus University Road Karachi. IBA not liable to pay any Custom duty, Levies, Taxes, Demurrage or any other charges, Warehousing, Logistics etc.

(r) Clarification / Proof

Please submit copies of certificates of registration with Sales Tax and Income Tax departments. The manufacturer /firms/companies /distributors/ suppliers should also provide copy(ies) of certificate(s) etc as proof of their claim.

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3. Bidding Data

- (a) **Name of Procuring Agency:** Institute of Business Administration, Karachi
- (b) **Brief Description of Procurement :** End User Experience Management Solution
- (c) **Procuring Agency's Address:-**Main Campus, University Road, Karachi
- (d) **Amount of Bid Security:-** Bid Security of 2% of total amount/cost will be submitted along with Tender Documents in shape of PAY ORDER / DEMAND DRAFT only in the name of Institute of Business Administration, Karachi
- (e) **Period of Bid Validity (days):-** Ninety Days
- (f) **Deadline for Submission of Bids along with time :-** The last date of submit the Tender Document in sealed envelope in July 02, 2020 by 3:00 PM in the Office of the Sr. Manager Procurement & Stores, Ground Floor, Fauji Foundation IBA Main Campus, University Road, Karachi. The Tender will be opened on same day at 3:30 PM in the presence of representatives who may care to attend.
- (g) **Venue, Time, and Date of Bid Opening:-** Tender will be opened on July 02, 2020 on 3:30 PM at IBA Main Campus, University Road, Karachi.
- (h) **Time for Completion from Written Order of Commence:-** 60 days
- (i) **Liquidity Damages:-** Liquidity damages at the rate of 2% per month of the total contract amount will be imposed on delayed delivery.
- (j) **Deposit Receipt No: Date: Amount:(in words and figures) Pay Order / Demand Draft**
....., Amount :Rs.....Drawn on Bank..... Dated.....

Stamp & Signature

4. Terms & Conditions

a) Bid Security

Bid Security, in the shape of a bank draft / pay order in the name of “**Institute of Business Administration**” Karachi, equivalent to 2% of the total cost of bid, should be submitted along with the tender documents.

b) Validity of the Tender

All proposal and prices shall remain valid for a period of 90 days from the closing date of the submission of the proposal. However, the Manufacturer/firms/companies/distributors/suppliers is encouraged to state a longer period of validity for the proposal.

c) Currency

All currency in the proposal shall be quoted in Pakistan Rupees (PKR).

d) Delivery Time

The items should be delivered within 4 weeks from the date of acceptance of Purchase Order.

e) Ownership

The ownership of all products and services rendered under any contract arising as a result of this tender will be the sole property of IBA.

f) Arbitration and Governing Law

This tender and any contract executed pursuant to this tender shall be governed by and construed in accordance with the laws of Pakistan. The IBA and all Manufacturer / firms / companies / distributors / suppliers responding to this tender and parties to any contract executed pursuant to this tender shall submit to the exclusive jurisdiction of the Pakistani Courts. The arbitration proceeding will be governed by the Arbitration Act, 1940, and the substantive and procedural law of Pakistan. The venue shall be Karachi.

g) Acceptance of Tender

The IBA reserves the right not to accept the lowest or any tender and to annul the bidding process without assigning any reason whatsoever. IBA Karachi may ask to provide demo unit which Service Provider quoted in the tender. After the final inspection of the unit the decision will be made.

Bidder MUST quote prices as per requirement mentioned in the Tender Document.

h) Material

Material of this order is subject to final inspection from Competent Authority Technical Team at the time of delivery.

Stamp & Signature

i) Cancellation

IBA reserves the right to cancel any or all of the above items if material is not in accordance with its specifications or if the delivery is delayed.

j) Performance Security

Successful bidder should provide 5% Performance Security of total value of Purchase Order / Work Order in the form of Pay Order or bank guarantee before submission of invoice. The Performance Security shall extend at least three months beyond the Date of Delivery/Completion of contract.

k) GST

GST will be paid on applicable items only.

l) Liquidity Damages

Liquidity damages at the rate of 2% per month of the total contract amount will be imposed on delayed delivery or work up to 10% of the total contract value.

m) Increase in Price

No increase in the value of above mentioned items will be accepted on account of either unit price, total price, any or all other charges, duties, taxes, scope of supply and or any other head of account shall be allowed.

n) Increase in Taxes

Any increase in taxes, the IBA should not be responsible, but, if any taxes are reduced, the IBA should get its benefit.

o) Quantity

Competent Authority reserves the right to change / alter / remove any item or article or reduce / enhance quantity without assigning any reason thereof.

p) Invoice

Invoice / bill should be submitted to Purchase & Store Department.

q) Stamp Duty

Stamp duty 0.35% against total value of Purchase Order will be levied accordingly.

Stamp & Signature

5. Integrity Pact

- (a) Its intention not to obtain the Provide & Supply work of any Contract, right, interest, privilege, or other obligation or benefit from the IBA or any administrative or financial offices thereof or any other department under the control of the IBA through any corrupt practice(s).
- (b) Without limiting the generality of the forgoing the Bidder represents and warrants that it has fully declared the charges, fees, commission, taxes, levies etc, paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within the IBA directly or indirectly through any means any commission, gratification, bribe, gifts, kickback whether described as consultation fee or otherwise, with the object of obtaining or including the Provide & Supply or service contract or order or other obligations whatsoever from the IBA, except that which has been expressly declared pursuant hereto.
- (c) The Bidder accepts full responsibility and strict liability for making any false declaration/statement, not making full disclosure, misrepresenting facts or taking any action likely to degrade the purpose of declaration, representation and warranty. It agrees that any contract/order obtained aforesaid shall without prejudice to any other right & remedies available to the IBA under any law, contract, or other instrument, be stand void at the discretion of the IBA.
- (d) Notwithstanding any right and remedies exercised by the IBA in this regard, Bidder agrees to indemnify the IBA for any loss or damage incurred by it on account of its corrupt business practice & further pay compensation to the IBA in any amount equivalent to the loss of any commission, gratification, bribe, gifts, kickback given by the company/firm/supplier/agency/bidder as aforesaid for the purpose of obtaining or inducing Provide & Supply/work/service or other obligation or benefit in whatsoever from the IBA.

Note:

This integrity pact is mandatory requirement other than auxiliary services / works.

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6. Solution Requirements

The following requirement is to implement, configure and provide training around User Digital Experience Management solution that is able to:

Proposed solution should gives us the ability to be proactive in how we support our end users and the endpoints they use while ensuring compliance with the standards set at the [Company]. The score-based approach with rapid remediation/self-healing allows us to safeguard our endpoint infrastructure continuously.

Focused on the end-user experience, including getting employee user feedback, and quality of service, all IT departments will be able to understand/predict in real-time, what needs to be improved to help employees become more productive.

The solution should helps us to generate measurable business benefits on three main areas; Quality of Service, Compliance & Transformation.

Post-implementation IT will be able to gain business outcomes on the main areas of operations, which would help in minimizing end-user disruption, reduce operational risk, accelerate digitalization projects and comply with regulations.

The platform should be able to:

- a. Analyze, track in real-time all the information from the physical and virtual endpoints.
- b. Engage with end-users collecting feedback and executing targeted, personalized and interactive targeted campaigns for continuous improvement, education and notification.
- c. Automate resolution actions via PowerShell closing the loop on experience optimization with automated remediation, one-click fix and self-help/healing.
- d. Enhance threat intelligence through comprehensive real-time analytics at the endpoints.
- e. Integrate with different tools at the [Company] ecosystem, including similar tools such as and not limited to Microsoft SCCM, ITSM for incident management and CMDB.

Monitor in real time local workstations and Laptop computers, inside and outside the domain in order to allow a continuous audit of all permanent systems in the following areas and not limited to: security, risk & compliance, quality of service, standardization, dynamic end user asset management, applications Quality of Service.

Solution Description and Performance impact requirements

The end user analytics platform should be easy to implement, capable of providing real-time visibility of the usage of workstations, laptop computers, including local and network activity of all applications and executables on the desktops or laptops.

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The solution should have the following requirements:

- a. Real time detection of user / application suspicious behavior.
- b. **UDP protocol** communication for activity monitoring with less than **0.20Kbps** network impact per workstation.
- c. Ability to generate metrics and KPIs on a web portal without scripting or coding.
- d. Ability to run investigations, to schedule alerts without coding or scripting
- e. Continuous Audit of the workstations / Laptop from the end user perspective.
- f. Malware and non-compliant applications detection in real-time.
- g. Allow the research and identification of malware (e.g. Conficker)
- h. New applications (installed and/or executed) compliance monitoring.
- i. Real time detection and alert of removable drive usage.
- j. Support and integration of metrics defined by the IT team.
- k. All information should be collected all the time from all workstations without interaction with the driver installed on the machines.
- l. Mapping user's / applications interaction with the internal infrastructure.
- m. Providing information over time of how the infrastructure is used.
- n. Decision support for new IT projects through metrics.
- o. No action to be taken by the platform

The solution should be able to support 3000+ workstations and support future growth.

The platform should have a simple architecture, non-intrusive and capable of interacting / integrating if needed with third-party solutions. Such as and not limited to (Desktop Management solution, ticketing platform, antivirus, CMDB and IT infrastructure monitoring platform to provide full visibility ,etc.) It is required that the monitoring is carried passively on the workstations via collector driver rather than the implementation of an agent that may interfere with operations and impacting the performance.

In order to be able to measure accurately the users and systems behavior and define management strategies, the solution should be able to create and visualize metrics to support strategic decisions in the following areas:

Project Implementation Strategy

The solution enables [Company] to transition current IT operations from a reactive to proactive function, which will operate more efficiently and effectively, proactively preventing incidents from occurring and optimizing the use of IT assets.

- a. Understand the impact of changes on end-user estate
- b. Full end-to-end visibility to all user devices and user experience
- c. Increase End-User satisfaction and improve productivity
- d. Review current IT and Service Desk operations
- e. Review third party manage service delivery (e.g. usage reporting validation)
- f. Proactive Problem Management (eliminating repeating L1 incidents and resolving L2, L3 incidents)

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Project Measurable Goals and KPIs

- a. Improve business productivity & compliance
- b. Reduce end-user incidents
- c. Reduce IT support costs
- d. Reduce Mean Time to Repair of IT incidents
- e. Reduce Ticket Escalations
- f. Reduce offshore support costs
- g. Reduce end-user complaints
- h. Improve perception of IT Services
- i. Increase ticket resolution automation
- j. Increase IT Security Compliance
- k. Increase IT Quality of Service
- l. Increase Experience Level Agreement
- m. Increase Company Digital Experience Score

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7. Technical Specifications & Bill of Quantity:

Bidder must respond to each compliance requirement

- 1000 End user licenses are required, proposed solution should have following feature set.

Sr. No	Feature	Compliant (Yes/No)	Comments
Performance Impact Requirements			
1	Agent impact on devices should not exceed more than 0.05% CPU		
2	The agent shouldn't consume more than an average of 40 MB RAM		
3	Information from the devices should be collected without any scans or configuration.		
4	Capacity to collect on-demand data from devices		
5	Ability to generate metrics and KPIs on web portal without scripting and coding.		
6	Ability to run investigations without coding or scripting		
7	Ability to schedule alerts without coding or scripting		
8	Continuous Auditing of devices from end-user perspective according and not limited to the ministry IT governance policy, ISO 27002...		
9	Real-time detection of User/ Application suspicious behavior		
10	Malware and Non-compliant applications detection in real-time		
11	Allow research and identification of malware		
12	Applications compliance monitoring		
13	Real-time detection and Alert of removable drive usage		
14	Import and export data to other applications		
15	No databases should be installed on any end-user device		
16	Each server should support at least 8000 devices		
Performance and Availability			
17	Measure Average response times of applications from end-user perspective		
18	Measure response times of servers from end-users perspective		
19	Measure Availability of servers from end-users perspective		
20	Measure number of connections accepted or rejected by applications/server from end-user perspective		
21	Real-time Global view - Capacity to see in real-time all devices data from a central location		
22	Correlate information in real-time, with no configuration		
23	Automation capabilities to self-heal problems on devices		
User Engagement Capabilities			
24	The collector should be capable of engaging in real-time and interacting with the end-user on Windows and MAC OS devices.		
25	Capacity to launch targeted campaigns to educate employees without email, measure and improve end-user satisfaction with IT services via an on-screen pop-up interactive interface		

26	Capacity to provide self-help options to users when problems are detected on their devices		
27	Ability to notify users about spear-phishing attacks, prompt users to review administration privileges, proactively encourage users to change passwords. Notify users immediately deliver and manually trigger screen notifications		
28	Ability maintain direct communication with employees during breach containment to ensure an optimal experience		
Software Metering			
29	Identify the usage of corporate software applications		
30	Identify users with under usage of software licenses		
31	Thresholds and alerts definition for the usage of software licenses		
32	Capacity to identify software usage within packages like Microsoft office		
Software Transformation Projects (e.g. Windows 10 Migration, Office 365 – Not limited to)			
33	Identify machines and categorize the readiness of desktops for windows 10 migration by CPU, RAM, Disk Space		
34	Identify all the applications to migrate and their compatibility with the Microsoft Windows 10		
35	Follow up real-time with Microsoft Windows 10 migrations		
36	Post Migration preventive problem identification		
37	Provide static and dynamic assessments for a holistic view		
38	Real-time live endpoint and end-user data of all the organization from a central point		
39	Understand user adoption, usage and consumption		
40	Solve problems rapidly with quick issue diagnostics and automate problem resolution.		
41	Rapidly identify user satisfaction and productivity issues		
42	Ability to inform users about new features and capabilities and how to use them without emails.		
43	Ability to Identify and build clear segmentation of user populations.		
Digital Employee Experience			
44	Capacity to measure technical metrics and user sentiment for a more complete and holistic view of the organization Digital Employee score and also by device, department or location		
45	Obtain user sentiment, including the Workplace Promoter Score to understand whether employees are satisfied and engaged.		
46	Create a baseline to understand our Digital Experience Maturity level		
47	Capacity to compare Digital Employee scores across various industries		
48	Capacity to customize scores		
Quality of Service			
49	Reduce the time to identify and solve problems by helpdesk teams		
50	A flexible solution capable of providing support teams with 360 problem		

	visibility		
51	Automatic identification of desktop problems and helpdesk notifications		
52	Identify early warnings and stop issues from spreading		
53	Uncover devices exposed to known issues and remediate before they occur		
54	Automatically detect and fix issues on endpoints		
55	Uphold the expected status of a healthy digital workplace		
56	Automatic device diagnosis with instant user notification		
57	Resolve issues with 1-click user-assisted remediation		
58	Out-of-the-box real-time checklists that pinpoint critical issues		
59	Capacity to customize and create new real-time checklists that pinpoint critical issues		
60	Execute remote actions on any device—instantaneously		
61	Access detailed and device-specific information with ease		
62	Identify and measure end-user satisfaction and endpoint performance		
63	Ask targeted questions to the right person on a specific device		
64	Measure and compare user feedback with technical data from the same device;		
65	Monitor automatically all business applications without any configuration		
66	Identify service failures and outages in real-time		
67	Monitor service adoption and consumption in real-time		
68	Engage with employees to improve IT services		
69	Identify and measure hard metrics, such as device logon duration, web browser crashes, critical business application freezes, Microsoft OneDrive connectivity and Antivirus signatures status		
70	Capacity to measure Experience Level Agreements (XLAs)		
71	Capacity to create categories based on CSV files or Active Directory integration		
72	Monitor web applications, browsers usage without browser plugins		
73	Ability to define Business services to follow an application or an IT service in a specific way		
74	Capacity to see in real-time all connections, URL domains, ports from any application		
Ensuring Compliance			
75	Continuously monitor endpoint compliance		
76	Automatically detect and fix violations, in real-time		
77	Monitor all executables used and activities carried out on systems		
78	Monitor all local and network activity from all users, devices and executables		
79	Monitor applications running from USB drives, temp folder, etc		
80	Identify and quantify the network traffic to the internet, inbound and outbound		
81	Identifying P2P, VOIP, Remote Applications and other unallowed software		
82	Identify the applications accessing the internet		
83	Monitor all the software active on workstations and laptops		
84	Monitor and isolate systems that are not running security software		
85	Monitor and block systems that are running unauthorized software		

86	Monitor systems that are not using corporate proxy and using direct connections to the internet		
87	Automatic identify local users, Domain Users and Systems Users		
88	Portal for technical and non-technical users		
89	Security measures to ensure the privacy of collected information		
90	Identify all URLs used by users, devices and applications when they are inside or outside the company network		
91	Identify end-user behaviors that pose risks to the organization		
92	Assess and engage with the employee for compliance knowledge and awareness regarding general security		
93	Segment high-risk users and target for security awareness training		
94	A platform capable of educating users to understand better their level of control and risk related to access levels		
95	Continuously collect endpoint controls for audits(e.g. PCI DSS, ISO 27002)		
96	Validate, in real-time, critical patch applications		
97	Assess the impact of patch deployment and software upgrades (CPU, Memory, disk usage)		
98	Detect non-compliant license usage in real time		
99	Automatically trigger uninstalls of non-compliant software		
100	Remote retrieval of memory dump for post-breach analysis		
101	Capacity to define indicators to identify abnormal endpoint/application behaviors		
102	Real-time access to device activity, including built-in 3rd part intelligence and external sources		
103	Real-time alerts when abnormalities are detected		
104	Detect frequent connection attempts to suspicious URLs		
105	Detect device, user, application high activity during irregular hours		
Automation and Remote Actions Capabilities			
106	User-friendly interface to import, configure and schedule scripts to be executed on the endpoints		
107	Automatic execution of resolution scripts with configurable frequency (up to 1 minute)		
108	Seamless integration with 3rd party ticketing systems and CMDB		
109	Automatic alerts to inform key stakeholders (e.g. users) when scripts are executed		
110	APIs to invoke scripts and NXQL queries from third-party tools		
111	Audit logs to keep track of who executed what resolution actions and when		
112	Role-based execution of scripts to define fine-grained policies		
113	Built-in catalog of remote automation and resolution scripts		
114	Capacity to define custom fields populated by the scripts to further enrich the central database		
115	Manual triggering option to remediate issues or retrieve pieces of information from one specific endpoint or thousands of selected endpoints in seconds		
116	Capacity to enable support agents and operations teams to remediate problems quickly by pinpointing problems across the entire endpoint population, assess the impact and take actions with one click during a		

	troubleshooting session		
117	Ability to improve proactivity by identifying and bringing issues to the attention of users and enabling them to take action to remediate.		
118	Ensure that the desired state of computing is continuously maintained by fully automating and resolving problems, in real-time, without user impact.		
119	On-Demand Analytics: flexible and highly scalable custom, personalized data collection at the endpoint, instead of from a fixed set of metrics.		
120	Ability to define customized Powershell scripts to run on any device.		
Reporting and Alerting Capabilities			
121	Role-base view of reports and dashboards		
122	Live dashboards measuring and comparing user feedback on IT services to actual technical measurements and metrics on the same screen		
123	Automatic Alerts by Email and SMS		
124	Reports and alerts have to be customizable easily by the user in terms of content and format		
125	Web portal with Customizable dashboard and metrics that are refreshed automatically		
126	Isolate device to prevent further infection of leakage		
Reporting Services			
127	Daily, Weekly, Quarterly, annual reports of Digital Employee Experience per device or location		
128	Daily, Weekly, Quarterly, Annual Reports on Findings and Investigations		
129	Quarterly Customization of Dashboard configurations		
130	Quarterly Review of System Health and maintenance		
Integration Capabilities			
131	Open API to insert and extract/fetch data from the solution to/from 3 rd party's solutions		
132	Ability to Integrate with Microsoft SCCM through Custom Actions for Software Distribution Tasks		
133	Ability to Integrate with any Service Desk solution – Automated Ticket Generation through Emails/ Alerts		
134	Automatic remediation to fix the SCCM agent regularly failing on endpoints		
135	Capacity to populate CMDB with real-time endpoint analytics and user feedback.		
136	Ability to Integrate with Microsoft SCCM through Custom Actions for Software Distribution Tasks		
137	Ability to integrate with ServiceDesk solutions through ticket population in real-time;		

Stamp & Signature

Sr. No.	Requirements	Bidder's Assessment (Y/N)
	IT Governance, Risk and Compliance	
1	Validation of the application security policies and real-time detection non-compliance with these policies	
	a. Monitor all executables used and activities carried out on systems	
	b. Monitor the local and network activity of all executables	
	c. Monitor applications running from unconventional locations (e.g. USB drives, temporary folder).	
2	Management of the Acceptable Use Policies Compliance	
	a. Identify and quantify the network traffic to the internet, inbound and outbound.	
	b. Identifying P2P, VOIP, remote applications and other non-allowed software.	
	c. Identify the applications that access the Internet.	
3	Define and evaluate the compliance of users and desktops	
	a. Monitor all the software active on workstations and laptops;	
	b. Monitor systems that are not running security software;	
	c. Monitor systems that are running unauthorized software (e.g. mobile 3G USB);	
	d. Monitor systems that are not using the corporate proxy and/or using direct connections to the internet.	
4	Audit and control the usage of system, network and local accounts	
	a. Automatically identify local users;	
	b. Automatically identify domain users;	
	c. Automatically identify system users.	
5	Access to information and access control.	
	a. Portal for technical and non-technical users;	
	b. Web Portal customization;	
	c. Granular access control;	
	d. Security measures to ensure the privacy of the collected information.	
	Dynamic Inventory	
1	Planning and change management in order to cause the least impact on users and workstations and / or laptops.	
	a. Identify which users will be affected by the migration of a particular server;	

	b. Identify the various versions of software installed on workstations and locations.	
2	Monitoring the usage of IT resources (licenses, bandwidth, computers not used).	
	a. Identify and quantify the number of users of each software to optimize the management of licenses;	
	b. The identification must be made for all applications and not by request;	
	c. Identify the different Operating system on the Desktops.	
3	Monitoring the hardware and usage of physical assets	
	a. Identify Desktop hardware specifications like CPU, Memory RAM, Disks, Computer Model and Chassis Number;	
	b. Real-time Monitoring of Memory RAM usage;	
	c. Identify the number of active desktops vs known desktops.	
4	Application and Updates Monitoring	
	a. Identify the number of Machines with or without Applications and Updates;	
	b. Identify all the desktop installations and uninstallations activities;	
	c. Identify usage, distribution, load and QoS of servers responsible for software deployment.	
5	Export data to and from other applications.	
	a. Interact and export data with applications from vendors such as HP EMC, Microsoft, IBM and others.	
	Performance and Availability	
1	Permanent performance and availability visibility from the end user's perspective	
	a. Measure the average response times of applications.	
	b. Measure the response times of servers from the end user perspective (local computer or laptop).	
	c. Measure the availability of servers from the end user perspective (local computer or laptop).	
	d. Measure the response times of applications from the end user perspective (local computer or laptop).	
	e. Measuring the number of connections accepted or rejected by application/server from the end user perspective (local computer or laptop).	
	Software Metering	
1	Permanent visibility of the software licenses usage	
	a. Identify the usage of the corporate software usage;	
	b. Identify users with under-usage of the software licenses;	

	c. Thresholds and alerts definition for the usage of the corporate licenses;	
	d. Capacity to identify in detail the software used inside software packages like Microsoft Office (e.g. user1 using only Word and Excel).	
	Software Migration Projects, (such as and not limited to)	
1	Microsoft Windows 7, 8 or 10 Migration	
	a. Identify machines and categorize the readiness of desktops for the Microsoft Window Migration by CPU, Memory RAM, Disk Space;	
	b. Identify all the applications to migrate and their compatibility with the Microsoft Windows.	
	c. Follow-up on real time the Microsoft Windows migrations;	
	d. Post-Migration preventive problem identification;	
	Helpdesk Support	
	Helpdesk teams support	
	a. Reduce the time to identify and solve problems by helpdesk teams;	
	b. Flexible solution capable of providing support teams with 360° problem visibility;	
	c. Automatic identification of desktops problems and Helpdesk notification;	
	d. One solution capable of monitoring problems from desktop, users, applications and servers.	
	Reporting & Alerts capabilities:	
	i. Automatic scheduled reports: The solution has to have the capability to generate and send automatic reports for any chosen subject and investigation object. These reports have to be configurable by users.	
	ii. Automatic Alerts by email: The solution has to have the capability to send alert by Email. The alert has to be configurable by users, the subject and the text should be configurable	
	iii. Reports and Alert Customization: Reports and alerts have to be customizable easily by user in terms of content and format	
	iv. Dashboard and metrics: The solution has to have a web portal with customizable dashboards and metrics that are refreshed automatically.	

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In Scope Activities

- a. Installation and configuration of the solution on two different sites i.e. IBA Main & City Campus
- b. Installation of agents on desktops
- c. Management Portal Configuration
- d. Agent Package Creation
- e. Dashboards and Reports creation
- f. Alerts Creation
- g. Testing & Fine tuning
- h. User Acceptance Test
- i. Project Sign-off & Closing Meeting

Item	Unit Price	Qty	Total (Rs)
User Digital Experience Management		1000	
Total (Rs)			
SST			
Total Amount with SST (Rs)			

General Compliance.

- a) Solution Should come with 1 year access to solution library (report templates, predefined investigation.
- b) Solution should initially come with 1-year support and maintenance which can be further extended.
- c) Provide comprehensive On-site Training to end users.
- d) Company should have at least two Certified resource on the proposed solution.
- e) Bidder should quote the support & maintenance price for second and third year.

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8. Bidder Qualification Criteria:

Only those bidders can apply in this tender who fulfil the mandatory criteria. Please attach supporting documents / evidence of your claim(s)

S. No	Mandatory Eligibility Criteria (Attach Supporting Document)	Remarks Yes / No
1	Minimum 3 years of relevant experience	
2	Bidder should have at least three deployments in Pakistan	
3	Last 3 years' turn over with minimum 5 million (per year) as bank statement or financial statement.	
4	Service Providers must provide "Sales tax registration certificate with last month return copy both FBR and / or SRB" and NTN certificates at the time of submission of bid.	
5	The bidder must be authorized dealer / partner in Pakistan.	

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It is hereby certified that the terms and conditions have been read, agreed upon and signed.

M/s _____

Contact Person _____

Address _____

Tel # _____ Fax _____

Mobile _____ email _____

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