



Institute of
Business Administration
Karachi

Leadership and Ideas for Tomorrow

Tender # IT/15/20-21

Tender Fee: Rs. 2,000/-.
(Non-Refundable)

TENDER FORM

Tender # IT/15/20-21

Services for Security Operations Center

Date of Issue : June 10, 2021

Last Date of Submission : June 30, 2021 (3:00 PM)

Date of Opening of Tender : June 30, 2021 (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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Notice Invitation Tender (NIT)

Tender Notice

The Institute of Business Administration, Karachi (IBA) invites sealed bids from active taxpayers of manufacturers / firms / companies / distributors / suppliers registered with relevant tax authorities (whichever is applicable) for the following tender.

Tender Title (Ref. No.)	Procedure	Bid Security
1.Services for Security Operations Center (IT/15/20-21)	Singe Stage One Envelope	2%
Tender Fee & Dates		
Fee: Rs.2,000/-		
Issuance start date: June 10, 2021 at 9am		
Issuance end date & time: June 30, 2021 at 3pm		
Submission date & time: June 10, 2021 to June 30, 2021 at 3pm		
Opening date & time: June 30, 2021 at 3:30pm		

Tender Document may be collected after submission of paid fee challan from the Office of **Head of Procurement, Fauji Foundation Building, IBA Main Campus, University Enclave, Karachi** on any working day (Monday to Friday). Alternatively, the tender document can be downloaded from the website. The Tender fee challan is to be generated from the IBA website <https://www.iba.edu.pk/tenders/> which may be deposited in any branch of Meezan Bank Ltd. Sealed bids should be dropped in Tender Box placed at the Security Office, Gate # 4, IBA Main Campus University Enclave Karachi and will be opened on same date & venue in the presence of the bidders representatives who may wish to attend. In case of holiday the tender shall be opened / received on the next working day at same place and time. Bid Security in form of Pay Order or Demand Draft, in favor of "IBA Karachi" along with the Tender Documents have to be submitted.

Kindly mention "Tender Number" at top left corner of the envelope.

N.B. IBA Karachi reserves the right to reject any bid or cancel the bidding process subject to relevant provision of SPP Rules 2010.

REGISTRAR

IBA, Main Campus, Univeristy Enclave, Karachi 75270

111-422-422 Fax (92-21) 99261508

Contact Person Sr. Executive Purchase on 38104700 ext: 2150

Email tenders@iba.edu.pk Website <https://www.iba.edu.pk/tenders/>



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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 & SPPRA websites and leading newspapers on June 10, 2021 to "Services for Security Operations Center".

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- ICT on 38104700 ext: 2155 for any information and query

Thank you.

-sd-

Registrar



2. Instructions

(a) Sign & Stamp

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 Head of Procurement, Ground Floor, Fauji Foundation IBA Main Campus, University Enclave, Karachi from June 10, 2021 to June 30, 2021 during working 9:00 AM to 3:00.

(d) Submission of Tender

The last date of submit the Tender Document in sealed envelope in June 30, 2021 by 3pm in the Office of the Head of Procurement, Ground Floor, Fauji Foundation IBA Main Campus, University Enclave, Karachi. The Tender will be opened on same day at 3:30 PM in the presence of representatives who may care to attend.

(e) 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 any may cancel the bidding Process at any time prior to acceptance of bid or proposal as per Rule-25(i) of said rules.

(f) Communication

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

Contact Person (IBA):	Executive Procurement - ICT Institute of Business Administration, Main Campus, University Enclave, Karachi
Tel #	: 021 38104700; Ext 2155
Email	: tenders@iba.edu.pk



Stamp & Signature
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(g) 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 Head of Procurement, Ground Floor, Fauji Foundation IBA Main Campus, University Enclave, Karachi by the last date indicated for submission. **Tender Document received by fax or email will not be accepted.**

(h) Submission of Tender

The complete tender document should be submitted by 3:00PM on June 30, 2021 at the Office of Head of Procurement, Ground Floor, Fauji Foundation IBA Main Campus, University Enclave, Karachi

(i) Date of Opening of Tender

Bid will be opened on June 30, 2021 at 3:30 hours at Office of the Head of Procurement IBA Main Campus in presence of representative bidders who may care to attend.

(j) Rights

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

(k) Mode of Deliveries

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

(l) 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.



Stamp & Signature

3. Bidding Data

- (a) **Name of Procuring Agency:** Institute of Business Administration, Karachi.
- (b) **Brief Description of Works:** Services for Security Operations Center
- (c) **Procuring Agency's Address:** Main Campus, University Enclave, 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) **Performance Security Deposit:** Successful bidder should provide 5% Performance Security of total value of 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.
- (g) **Deadline for Submission of Bids along with time :-** The last date of submit the Tender Document in sealed envelope in June 30, 2021 by 3:00PM in the Office of the Head of Procurement , Ground Floor, Fauji Foundation IBA Main Campus, University Enclave, Karachi. The Tender will be opened on same day at 3:30 PM in the presence of representatives who may care to attend.
- (h) **Venue, Time, and Date of Bid Opening:** - Tender will be opened on June 30, 2021 on 3:30 PM at IBA Main Campus, University Enclave, Karachi.
- (i) **Time for Completion from written order of commence:** - 60 days.
- (j) **Liquidity damages:** - Liquidity damages at the rate of 2% per month of the total contract amount will be imposed on delayed delivery.
- (k) **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) 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.

c) 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.

d) Currency

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

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 and to annul the bidding process without assigning any reason whatsoever. IBA Karachi may ask to provide demo unit which supplier quoted in the tender. After the final inspection of the unit the decision will be made.

h) Support Capabilities

The Manufacturer / Firms / Companies / Distributors / Suppliers should indicate the support capabilities for all the hardware provided during the course of the warranty.

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i) Compliance to Specifications

The manufacturer/firms/companies/distributors/suppliers shall provide information as per requirements given in BoQ. However, manufacturer / firms / companies / distributors / suppliers can submit multiple solutions. Manufacturer/firms/companies/distributors/suppliers may not propose / supply any kind of refurbished hardware equipment's / components in their proposals.

j) Material

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

k) 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.

l) GST

GST will be paid on applicable items only.

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) Quantity

Competent Authority reserves the right to remove any item or article or reduce / enhance quantity.

o) Invoice

Invoice / bill should be submitted to Purchase Department.

p) Stamp Duty

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

q) Delivery Timelines

Successful bidder should install the software and start delivering the satisfactory services within four weeks after receiving of Purchase / Work Order.

r) Conditional /Optional / Alternate Bids

Such bids will not be accepted.



Stamp & Signature

5. Integrity Pact

Declaration of Charges, Fees, Commission, Taxes, Levies etc payable by the manufacturer/supplier/distributor works;

M/s. _____, the manufacturer / supplier / distributor hereby declares that:

- (a) Its intention not to obtain the Provide & Supply t 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 manufacturer/supplier/distributor 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 t or service contract or order or other obligations whatsoever from the IBA, except that which has been expressly declared pursuant hereto.
- (c) The manufacturer/supplier/distributor 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, manufacturer/supplier/distributor 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/service provider as aforesaid for the purpose of obtaining or inducing Provide & Supply t/work/service or other obligation or benefit in whatsoever from the IBA.

Note:

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



Stamp & Signature

6. Project Summary

The Institute of Business Administration (IBA) seeks the services of Security Operations Center (SOC) being managed, operated and maintained by third party service provider to enable IBA to prevent, detect, respond and recover from cyber security threats and events.

SIEM & SOC solution up to 100 Assets, including of Vulnerability Scanning, Log Ingestion, Threat feed, 24x7 SOC, Asset discovery

7. Project Objectives

- i) Develop related processes and procedures for IBA in order to effectively manage the operations of Security Operations Center (SOC). The processes and procedures should be detailed and easy to understand and follow.
- ii) Study IBA's environment to identify attack surface areas.
- iii) Review and analyze already established use cases for identification of any anomaly or incompleteness in-respect of threats and identified attack surface areas. Fine tuning and establishment of new use cases should be carried out where necessary.
- iv) Monitor and analyze the security event data to reveal / identify any anomaly or incident that can lead to jeopardizing availability, integrity and confidentiality of data.
- v) Service provider should have robust threat intelligence mechanism that should be leveraged during detecting and remediating an incident.
- vi) Periodic reporting including daily report of events / incidents / attack(s) to the management and desired audiences as per agreed criteria.
- vii) In-depth analysis and investigation of an event(s) / incident(s) for forensic analysis.
- viii) Perform periodic table top blue team exercises to test the response and resilience level.
- ix) SOC services are required for 24 hours per day, 7 days a week and 365 days a year (24x7x365).

8. Technical Specifications

S.No.	Platform Capabilities	Technical Details	Particular Detail Reference Page in Bid	Bidder's Assessment (Y/N)	Alternate Solution (If any)
1	Next Generation SIEM	NG-SIEM Services for servers and Workstation (Solution should equipped with latest feature set like AI, Machine Learning (ML), Network Traffic Analytics (NTA) and User Behavior Analytics (UBA)			
		Flat per Asset Licensing (Not EPS, MPS/TPS, Log Volume based)			
		Cloud SIEM (O365/G-Suite/ AWS & Azure Active Directory)			
		Big data backend, Data Lake			



		Should have inbuilt Entity Behavior Analytics (EBA) capability			
		Should possess Network Detection and Response (NDR) with up to 1Gbps Traffic Ingestion			
		Should be an XDR based platform			
		Cyber Kill Chain mapping with detection playbooks (New detections should added continuously by the solution provider)			
		Integrated Threat Intelligence			
		Correlation Engine			
		AI/Machine Learning for anomaly detections			
		Log enrichment, Drill Down, Threat Context of Alerts			
		Threat Hunting Module			
		Agents Sensor for Windows, Linux, VMware, Containers, Hyper-V			
		Syslog forwarding			
		Asset discovery (Approved vs Unapproved Assets detections)			
		Services Discovery and Analytics			
		Applications and Protocol Discovery and Analytics			
		Network deep packet inspection			
		One Year full log retention			
		Support Off-Site log Archiving and should be part of solution with no additional cost			
2	Vulnerability Management	The Solution Should be a specialized solution of VA, and have presence in Gartner Magic Quadrant, rather than any simple built-in module.			
		Vulnerability Risk Scoring			
		Active, Passive scanning with real-time visibility of environment changes			
		Policy Assessment (e.g NIST, CIS)			
		Remediation Reports			
		NIST Vulnerability Database			
		Asset Compliance Dashboard (SCAP)			
3	Environment Hardening during Installation Phase	The solution must have Minimum 30 Days handholding/Consultancy as part of proposed solution			
		IBA Environment Hardening (Help reducing attack surface), based on the guidelines of NIST Cybersecurity Framework (NIST-800)			
		Assurance of CIS Top 20 Controls Mapping (Reduces Risks) before handing over			
		Project Supervision by at least CISSP Certified consultant			
		Use case Development relevant to IBA			



		SIEM Integration, Data point identification			
		Best Practice Recommendations and Anomalies correction guidelines			
		Vulnerability Management System Deployment			
4	SOC Monitoring Services	Solution should have Tiered SOC Monitoring (Global SOC + Regional SOC)			
		24x7x365 SOC threat, event and incident alerting			
		24x7x365 SOC analysis, recommendations, and escalations			
		Vulnerability Remediation Assistance			
		Pervasive Security Visibility via Real-time Dashboards			
		Scheduled vulnerability scanning			
		Weekly vulnerability reporting vetted by Security Experts			
		On-demand Custom Reports			
		CIS20 SOC reports, should be provided on monthly basis			
5	SOC Procedures & Policies	The solution should be based on NIST Cybersecurity Framework (NIST-800)			

Total (Per Year)	
SST	
Grand Total Amount (Per Year)	

Grand Total Rupees (in words) _____



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9. Bidder Qualification Criteria

S.No.	Mandatory Eligibility Criteria (Attach Supporting Document)	Remarks Yes / No
1.	Last 3 years (at least) relevant experience.	
2.	Last 3 years' financial statements minimum 18 million turnover (per year) in terms of financial statement or bank statement.	
3.	"Sales tax registration certificate with last month return copy both FBR and / or SRB" and NTN certificates.	
4.	Standard Compliance: ISO 9001-2015 Certified	
5.	CISSP/CISM Certified resource by principal or partner.	

 Stamp & Signature


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 _____



Stamp & Signature