Tender Fee: Rs. 2000/-.
(Non-Refundable)

TENDER FORM

Tender # IT/13/19-20

Provision of Unified Security Management Solution

Date of Issue	:	**January 21, 2020**
Last Date of Submission	:	**February 06, 2020 (3:00 PM)**
Date of Opening of Tender	:	**February 06, 2020 (3:30 PM)**

Company Name:_____

NTN: _____

SRB / GST Registration Number: _____

Pay Order / Demand Draft # _____, **Drawn on Bank_____**

Amount of Rs. _____, **Dated:** _____

C O N T E N T S

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 January 21, 2020 to "Provision of Unified Security 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-ICT on 38104700 ext: 2155 for any information and query

Thank you.

 -sd-

Registrar

2. <u>Instructions</u>

(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 January 21, 2020 to February 06, 2020 during working 9:00 AM to 3pm.

(d) Submission of Tender

The last date of submit the Tender Document in sealed envelope in February 06, 2020 by 3pm 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

(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 <u>in writing</u> 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	:	<u>umairaslam@iba.edu.pk</u>

(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 3pm on February 06, 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 February 06, 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.

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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 Stores, Main Campus, and University Road, Karachi. IBA Karachi is not liable to pay any Custom duty, Levies, Taxes, Demurrage or any other charges, Warehousing, Logistics etc.

(r) Certification / 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 Procurement:- Provision of Unified Security 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 February 06, 2020 by 3pm 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 February 06, 2020 on 3:30 PM at IBA Main Campus, University Road, Karachi.

(h) Time for Completion from Written Order of Commence:- 60 days

(i) Liquidated Damages: - Liquidated 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 tender document . 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 12 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 supplier 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 Procurement Department Team at the time of delivery.

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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) Liquidated 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 work 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 remove any item.

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

q) Payment Terms
Payment would be made at the end of each quarter. Invoice / bill should be submitted to Purchase & Store Department.

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

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Stamp & Signature

s) Experience of Similar Supplies and Installation

Please attach copies of contract/Purchase orders or customer reference letter or any other reference document that can substantially prove the above.

t) Validity of License:

Free software updates and upgrades during licensing period. Valid for (03) Three Years.

u) Training:

Bidder should provide training to at least two staff members of IBA for the proposed solution on Principal aggradation centre.

v) Restriction:

The software must not be produced / integrated / configured / developed in the country India or Israel.

w) Patent Rights:

The bidder shall indemnify & hold the IBA harmless against all the third party(ies) claim(s) of infringement of patents, trademark or industrial decision rights arising from use of the service(s) or any part thereof.

x) Operational Maintenance:

The bidder shall be responsible for installation configuration integration of the software to the IBA provided servers. The bidder shall make it sure and convenient that newly deployed software were properly with existing setup. Software installation, configuration and integration will be free of cost. Moreover, for any upgradation / change in IBA network during the contract period, the bidder will provide support and maintenance related to the provided software without any additional cost.

y) Severability:

If any terms covenant or condition of this agreement shall be deemed invalid or unenforceable in a court of law or equity, the remainder of this agreement shall be valid & enforced to the fullest extent permitted by prevailing law.

Stamp & Signature

5. **Integrity Pact**

Declaration of Charges, Fees, Commission, Taxes, Levies etc payable by the Bidder;

M/s. _____, the Bidder hereby declares that:

(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, contact, 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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Stamp & Signature

6. Technical Specifications & BOQ:

Scope of Services
(a) End to end deployment of the procured product.
(b) The necessary service support should be provided by Bidder during the agreement period.
(c) Training of two IBA resources on the purchased product from OEM authorized training Center.
(d) 3 years' comprehensive onsite warranty including maintenance.
(e) 24x7 on-site support with 2 hrs. Initial response time & 4 hrs. turnaround time

Architectural and Deployment Requirements

IBA is looking for a Unified Security Management solution, with below features and set of capabilities.

The solution should be based on "on premises" virtual environment, and not on any cloud based platform

The solution offered should be OPEX based model and not CAPEX based solution.

The unified pricing (on monthly subscription) basis, should be for unlimited number of Assets (Unique IP Address), and Not based on any EPS (Events per second), or TPS (Transaction per second).

Should have a distributed mode of deployment options with localized asset scanning, device event collection, vulnerability scanning features combined in remote probe/sensor for remote branches with integration on centralized management server

1. Software Solution

Sr. No.	Requirements	Bidder's Assessment (Y/N)
1	Solution Should support High availability and distributed environment that can show multiple sites threats in one GUI	
2	Solution should support multiple deployment options (on-premises, all-in-one appliances, virtual appliances)	
3	The solution architecture support heavy load from disparate IT assets for logs collection with no major performance degradation	
4	The solution must provide a mechanism for offline updates of software, signatures' and configuration information with minimal user intervention	
5	Ensure the integrity of the information collected from sources.	
6	Solution must and Integrated Threat Intelligence for events analyzing and correlation	
7	Provision of flexible and ease of integration, filtering, searching, correlation and analysis of events, logs or data across all distributed components.	

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8	The solution must supports file integrity monitoring for endpoints	
9	The solution must have capability of vulnerability scanning.	
10	The solution must have ability to identify network intrusions.	

2. <u>Operational Requirements (Administration & Configuration)</u>

Sr. No.	Requirements	Bidder's Assessment (Y/N)
1	Friendly and Ease of use interfaces (i.e. icons, menu bar, tips & help, drill downs, wizards etc.)	
2	Support both manual and automatic update of configuration information For example, security taxonomy updates, rule updates, device supported plugins, upgrades etc.	
3	Support protected web-based GUI to perform central management of all components, monitored assets, system administration, analysis and reporting tasks.	
4	Backup/recovery process for configuration.	
5	Real time dashboard of proposed system, security events, event category, network traffic etc. and notify the system administrator when problems arise.	
6	The solution must provide the ability to deliver multiple dashboards for management with security visibility.	
7	The solution deliver customizable dashboards (i.e. for Security Operation Center, threat management, compliance management, privileged users monitoring, monitored assets view, top security events view, network activities and attacks view)	
8	The solution support versatile and diversified built-in rules for policies / scenarios implementation	
9	The solution must provide the ability to store/retain both normalized and the original raw format of the event log for forensic purposes.	
10	The solution must provide the ability to normalize and aggregate event fields that are not represented by the out-of-the-box normalized fields.	
11	The solution is able to use the same management console to restore the archived logs to be re-processed, re-normalized and re-classified.	
12	The solution supports file integrity monitoring across monitored assets.	

3. Logs/Events/Use Management Requirements

- OEM should give way forward for unsupported log source or application without any cost

Sr. No.	Requirements	Bidder's Assessment (Y/N)
1	Log collection that supports both short-term (online) and long-term (offline) event storage.	
2	The solution must support Industry log collection methods	
3	The solution provides agent-less collection of event logs whenever possible.	
4	The solution must normalize common event fields (i.e. username, IP addresses, hostnames, and log source device, etc.) from disparate devices across a multi-vendor network.	
5	The solution supports built-in use cases as per threat detection, network & application behavioral analysis, incident etc.	
6	The solution must provide long term trend analysis of events	
7	The solution normalizes common event fields (i.e. usernames, IP addresses, hostnames, log source device, commands, time and date stamping etc.) from disparate devices across a multi-OEM network. Specialized parsing/normalization requirements also be supported.	
8	The solution provides GUIs and wizards for to support the integration of unsupported data sources.	
9	The solution provides common taxonomy /categories of events.	
10	The solution provides the ability to store/retain both normalized and the original raw format of the event log for forensic purposes.	
11	The solution provides the ability to normalize and aggregate event fields.	
12	The solution supports the collector/agent send the log over TCP and encrypted from remote locations or secure zone.	

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4. <u>Security Intelligence (Real-time monitoring, Event Correlation, Analytics and Alerting / Alarms)</u>

Sr. No.	Requirements	Bidder's Assessment (Y/N)
1	The solution support and provide real-time monitoring of users and data access, intrusion, threats and attacks detection, behavioral profiling, suspicious/malicious activities, malware/virus proliferation, affected/compromised hosts, use cases anomalies, monitored assets anomalies, IPs and hostnames reputation, geo locations sessions, advanced persistent threats etc.	
2	The solution provides alerting based on observed security events, threats, indicators of compromise from monitored devices.	
3	The solution provides the ability to correlate information across potentially disparate devices.	
4	The solution should support a distributed database for event and network activity collection such that all information can be accessed from a single UI	
5	The solution should support a distributed database for event and network activity collection such that all information can be accessed from a single UI	

5. <u>Advanced Threat Exchange</u>

Sr. No.	Requirements	Bidder's Assessment (Y/N)
1	The solution supports and provides threat exchange feeds	
2	The solution allows integration with the threat exchange feeds and provide real time visibility of global threat landscape automatically as per critical and severity ratings of threat.	
4	The solution must support the ability to correlate against 3rd party security data feeds (geographic mapping, known botnet channels, known hostile networks, etc.). These 3rd party data feeds should be updated automatically by the solution.	
5	The solution supports IP and domain reputation, geo-location monitoring.	
6	The solution should dynamically learn behavioral norms and expose changes as they occur.	

Stamp & Signature

6. <u>Database Security Events and Application Monitoring</u>

Sr. No.	Requirements	Bidder's Assessment (Y/N)
1	User based activity analysis support	
2	Support for auditing / monitoring of DBMS including session monitoring/analysis; the solution should be able to capture DB audit trail without enabling it on DB (bidder can offer SIEM solution along with some additional tool to meet this requirement)	
3	Support for Parsing of DBMS for security analysis	
4	Database audit trail's performance hit must be less than 6%	
5	Database audit logs should contain all information which is available in the standard audit trail logs of database	
6	Customized monitoring and analysis on DB	
7	Solution should be able to integrate with customized business critical systems (Logs parsing and reports configuration should be possible)	
8	GUI base event logs parsing for custom/non supported devices.	
9	Alert or block against rule violation on DB	
10	Device/system access monitoring and analysis	
11	Data monitoring (for access and other defined operations) and analysis	
13	Ability to detect access and leakage of sensitive data	
14	Ability to detect policy violations as per defined rules	

Stamp & Signature

7. <u>Reporting</u>

Sr. No.	Requirements	Bidder's Assessment (Y/N)
1	The solution must support the ability to schedule reports.	
2	The solution must provide templates for the easy creation and delivery of reports at multiple levels ranging from operations to business issues.	
3	The solution should provide 'canned' out-of-the-box reports for typical business and operational Issues	
4	The solution should provide tanned' out-of-the-box reports for specific compliance regulations (PCI, SOX, FISMA) and control frameworks including (NIST, COBIT, ISO).	
5	The solution must support the automated distribution of reports.	
6	The solution must support the capability to provide historical trend reports.	

	One Time Charges for Deployment (OTC) If any	Monthly Recurring Charges (MRC)
Total		
SST		
Total Amount		
Grand Total per Annum		

Grand Total Amount per Annum Rupees (in words) _____

_____

_____

Stamp & Signature

7. **Bidder Qualification Criteria:**

S. No	Mandatory Eligibility Criteria (Attach Supporting Document)	Remarks Yes / No
1	Minimum 3 years of relevant experience	
2	Last 3 years' financial statements minimum 12 million (per year) in terms of bank statement or financial statement.	
3	Bidder s must provide "Sales tax registration certificate with FBR and / or SRB" and NTN certificates at the time of submission of bidding document.	
4	Deployed at least 2 similar projects (network security) in Pakistan	
5	At least one certified engineer on proposed product	
6	Bidder is an authorized dealer / partner by the Principal in Pakistan.	

_____
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