

***TENDER NOTICE FOR PURCHASE OF SECURITY INCIDENT AND  
EVENT MANAGEMENT SOLUTION***

SME Bank Ltd. intends to invites tender for purchase of *Security Incident and Event Management Solution*. Companies/firms who are registered with income tax and sales tax department & who are on Active Tax Payers list of FBR are eligible for provision of services to SME Bank Ltd. TORs containing the details and other terms & conditions can be downloaded from the public tender section of PPRA website & tender section of SME Bank's website as given below:

[www.ppra.org.pk](http://www.ppra.org.pk) & [www.smebank.org](http://www.smebank.org)

Last date for submission of sealed tender is 28.09.2017 up to 3:30 p.m and will be opened on the same day at 4:00 pm. In the presence of bidders who wish to attend.

The complete proposal should reach at the following address on or before 28.09.2017

Hafiz Muhammad Ashfaq  
Head Services Division  
SME Bank Ltd.  
Head Office,  
56-F, Nazimuddin Road, F-6/1, Blue Area,  
Islamabad. P.O. Box No. 1587 Postal Code 44000  
Ph # 051- 922-1918, 921-7000 UAN # 111-11-00-11  
Cell # 0334-4178119, Fax # 051-921-7001

Organization Name	:	SME Bank Ltd.
Address	:	56-F, Nazim-ud-din Road, F/6/1, Blue Area
City	:	Islamabad
Tel No.	:	051-9217000
Fax No.	:	051-9217001
Receipt No	:	Xxxxxx
Tender No	:	SME- 2017007
Description	:	<i>Security Incident And Event Management</i> Solution
Remarks	:	
Advertisement Date	:	13.09.2017
Closing Date	:	28.09.2017
Closing Time	:	3:30 pm
Opening Time	:	4:00 pm
Tender Documents	:	
Estimated Cost	:	
Tender Nature	:	National
	:	
Earnest Money	:	2%
	:	
Bid Validity	:	90 days
Remarks	:	

## **Tender Document**

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### *Purchase of Security Incident and Event Management Solution*

#### **A brief introduction of the SME Bank Ltd.**

SME Bank Ltd. is Government owned bank & working under the Ministry of Finance, Government of Pakistan. The SME Bank was formed and incorporated as a public limited company under the Companies Ordinance 1984. The Government of Pakistan is the major Shareholder of the bank. As part of financial sector restructuring program of Government of Pakistan, Regional Development Finance Corporation (RDFC) and small Business Finance Corporation (SBFC) were amalgamated into SME Bank Ltd effective January 1, 2002.

SME bank Ltd was established to exclusively cater to the needs of the SME sector. It was created to address the needs of this niche market with specialized financial products and services that will help stimulate SME development and pro poor growth in the country.

It is intimated that only registered suppliers, who are on Active Taxpayer List (ATL) of FBR, are eligible to supply the goods/services to Government Departments.

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## **Security Incident and Event Management:**

### **Introduction:**

SME Bank intends to deploy a Security Incident and Event Management Solution for enterprise wide security visibility to ensure centralized collection and management of security events, detection of incident through correlation, effective alert mechanism and meeting the compliance requirements of Payment Card Industry etc.

The SIEM should have Data Management; Security and Retention capability; and support for forensic analysis (optional). It should be scalable with high throughput. The SIEM should be compatible with renowned Threat Intelligence solutions.

### **1) Invitation to bid**

SME Bank Ltd., intends to purchase Security Incident and Event Management solution. Companies/firms/individuals who are registered with income tax and sales tax department & who are on Active Tax Payers list of FBR are eligible for provision of services to SME Bank Ltd.

### **2) Instructions to bidders**

- a. Income Tax, Sales Tax and all other applicable taxes shall be deducted in accordance with the law.
- b. Bids once submitted cannot be withdrawn. If a bidder withdraws from the bidding process after submission of bid the Bank reserves the right to forfeit the earnest money.
- c. Bidder shall be responsible to treat this Tender Document and information gathered during bidding process as “Private” and “Strictly Confidential”. The bidder shall not publish or disclose any information concerning the task without seeking special written permission of SME Bank Limited.
- d. Any bidder submitting incomplete information shall be disqualified from the bidding process.
- e. Any bidder submitting false, incorrect or inaccurate information shall be automatically disqualified from the bidding process.
- f. Any effort by the bidder to influence SME Bank Ltd., directly or indirectly may result in the rejection of the bidder's offer.

- g. Pages of every section of the bid must be numbered and signed by the Bidders nominated authorized signatory. The representative of the bidding firm shall furnish a proof of authorization to sign the bids, in the form of a written Power-of-Attorney, which shall accompany the Bid.
- h. SME Bank reserves the right to reject any or all quotations, without assigning any reason thereof.
- i. The Bank will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.
- j. The proposal without earnest money will not be entertained and rejected straightaway.

### **3) Pre-requisite**

- a) Authorized Distributor/wholesaler/Partner/Retailer of SIEM product. Certificate required.
- b) Presence in Islamabad is a must.
- c) Proposed SIEM should be operational in a commercial bank or mid-size (IT Driven) organization for more than six months.
- d) Preventive Maintenance/Service shall be provided by the bidder during warranty period (1 year minimum)
- e) Documents specified in bidding document must be submitted

### **4) Language of the Bids**

The bids prepared by the Tenderer and all correspondence and documents relating to the bids exchanged by the Tenderer, shall be written in English language, provided that any printed literature furnished by the Tenderer may be written in another language so long as accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

### **5) Bidders Experience**

The bidder must have the requisite experience and expertise in deployment of Security Incident and Event Management Solution. The bidder must submit following information in the proposal:

- a) Company Profile.

- b) Company Incorporation Certificate.
- c) Article/Memorandum of association/Partnership deed.
- d) National Tax and Sales Tax Registration Certificates.
- e) Clients' reference letters.
- f) Details of Branch offices along with mailing address, telephone numbers and branch resource persons details.

**6) Bidder must submit an affidavit on stamp paper that the:**

- a) Bidder/Company/Firm has never adjudged an insolvent services/advisory/consultancy.
- b) Bidder/Company/Firm or its directors/partners or individuals have never been declared bankrupt by any court of law.
- c) Bidder/Firm has never been blacklisted or involved in litigation with any client/organization/government/semi-government/autonomous body.
- d) Bidder/Company/Firm its directors/partners or individual always fulfilled/obeyed execution of degree or order of any court decree never been dissatisfied against them.
- e) Bidder/Company/Firm its directors/partners or individuals have not been convicted of a financial crime, banking frauds mortgage frauds, forgery, embezzlement, cheque frauds, credit cards frauds, etc.
- f) Bidder/Company meets the financial integrity requirement as per applicable Laws & Regulations.

**7) Earnest Money**

- a) Earnest money of 2% of the quoted amount shall be submitted by the bidders at the time of submission of the bids, in the shape of call deposit / demand draft / pay order in the name of SME Bank Ltd. Earnest money of unsuccessful bidders shall be returned upon awarding contract to the successful bidder. Earnest money of successful bidder shall be returned after awarding of contract.
- b) Prices / Quotes should have a validity of not less than 90 days.

**8) Payment**

After successful completion of the project.

**9) Clarification for Tender**

In case of any clarification is needed to the meaning of any portion of the specification, vendor may contact Syed Muhammad Fakhruzzaman, Assistant Manager IS at +92 -051-9206731 during office hours.

**10) Acceptance of Bids**

The bidder with the lowest evaluated bid ,confirming fully to the technical requirements; meeting the pre-requisites and complying to instructions, if not in conflict with any other law, rules, regulations or policy of the Federal Government, shall be awarded the procurement contract, within the original or extended period of bid validity.

**11) TAX**

Quoted rates must be inclusive of all acceptable taxes.

**12) Confidentiality**

All bids submitted to SME Bank and subsequent correspondence and discussion shall be kept confidential and will not be revealed directly or indirectly to any other party, except in the case of any government query by department/ organizations monitoring Banks and the Federal Government.

**13) Closing Date**

The last date for receipt of bids is 28.09.2017 by 3:30 pm. Bid will be opened on the same day at 4:00 pm at the SME Bank Head Office in the presence of those bidders who may wish to attend.

**14) Bid Submission**

The Bid proposal should be submitted as follows along with Annexure A& B

One Outer sealed envelope, clearly marked as

**SECURITY INCIDENT AND EVENT MANAGEMENT SOLUTION**

Head Services Division  
SME Bank Ltd., Head Office,  
56-F, Nazim ud din Road,  
F-6/1, Blue Area, Islamabad  
Islamabad.  
Name of Bidder: \_\_\_\_\_

Bid Earnest money in the shape of a demand draft/pay order, in favour of SME Bank Ltd. Islamabad should be attached with the Proposal.

We agree to abide by the terms and conditions of the Tender.

**Signature:** \_\_\_\_\_ **in the capacity of** \_\_\_\_\_ **duly authorized to sign the Tender for and on behalf of**

\_\_\_\_\_  
**(NAME OF FIRM IN BLOCK CAPITALS)**

**Complete Address:** \_\_\_\_\_

**Fax No:** \_\_\_\_\_ **Telephone No.:** \_\_\_\_\_

**Witness:-**

1. \_\_\_\_\_

2. \_\_\_\_\_



## Technical Requirements

SIEM		
#	Feature	Available Yes /No
1.	Advance Data Collection, Aggregation and Normalization (CAN) from various log and non-log data sources with full packet capture capability. (Data Enrichment)	
2.	Correlation preferably based on advanced policies (pre-built, user defined, behavioral, machine learning) and host criticality information inclusion.	
3.	Upward scalability option for big data style analytics based on advanced security style analytic methods	
4.	Pre-built and custom reporting and alerting capabilities (GUI, email, SMS) with integration into external reporting and workflow tools. (Reporting and Alerting)	
5.	Advanced query capabilities with pre-built and custom drill down support (ad hoc search across real time & historical data, Distributed search).	
6.	Granular access controls to system data, system access monitoring, storage integration and data compression (Data Management Security and Retention)	
7.	Security Threat Intelligence feed integration with ability to update multiple uses and control updating behaviors (Threat Intelligence) (Optional)  Pivot parsing and event session reconstruction support. (Optional)	
8.	Pre-built and customizable remediation capabilities, integration into workflow system, optional automatic remediation (Incident Management and Remediation)	
9.	Capability to detect meaningful pattern in data regardless data with single click	
10.	The product's ability to scale horizontally and vertically without causing latency impact from CAN activities. (Scalability and Network Performance)	
11.	Easy to use graphical User interface, with visualization / dashboard	
12.	Solution should provide Self-health check and online backup	
13.	Expected uncompressed Data Size is 1GB/Day. Software should support nGB/Day initially 1GB per day	

**Instructions**

1.	SIEM should be integrated with SME Bank`s SMS Portal by the bidder.
2.	Implementation shall be done by the bidder.
3.	Training shall be provided to SME Bank`s team (3 Personnel).
4.	Bidder may be asked (if required) to deploy a 30 day evaluation copy during bid evaluation process.
5.	One year support price should be included in the Bid