

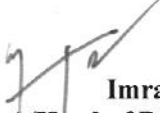
EVALUATION REPORT
(As Per Rule 35 of PP Rules, 2004)

1. Name of Procuring Agency: HQ NADRA Islamabad
2. Method of Procurement: Single Stage Two Envelope Method
3. Title of Procurement: Supply Installation and Commissioning of PAM Solution
4. Tender Inquiry No.: NADRA-HQ-RFB-109/2023
5. PPRA Ref. No. (TSE): TS511526E
6. Date & Time of Bid Closing: 15th June, 2023 At 11:00 hrs.
7. Date & Time of Bid Opening: 15th June, 2023 At 11:30 hrs.
8. No of Bids Received: 05x Bids
9. Criteria for Bid Evaluation: As per Eligibility & Technical Evaluation Criteria Mentioned in Tender Documents
10. Details of Bid(s) Evaluation: As under:-

Name of Bidder	Marks		Evaluated Cost	Rule/Regulation/SBD*/Policy/ Basis for Rejection / Acceptance as per Rule 35 of PP Rules, 2004.
	Technical (if applicable)	Financial (if applicable)		
M/s PMCL (Jazz)	Qualified	Only Technical qualification was required	Rs. 45,278,298/-	Five Bids M/s PMCL Jazz, M/s Emerging System, M/s National Engineers, M/s Computer Marketing & Co. and M/s Arwen Tech were received. Technical Bids were opened on 15 th June, 2023. Bids were forwarded to Technical evaluation Board and as per report M/s National Engineers and M/s Computer Marketing Co. were technically disqualified. Financial bids of the technically qualified firms were opened on 4 th September, 2023. As per financial evaluation bid of M/s PMCL Jazz was found most advantageous.
M/s Emerging System	Qualified		Rs. 135,446,699/-	
M/s Arwen Tech	Qualified		Rs.82,337,878/-	
M/s National Engineers	Technically Disqualified			
M/s Computer Marketing Co. (Pvt) Ltd	Technically Disqualified			

Most Advantageous Bidder: M/s PMCL (JAZZ)

11. Any other additional / supporting information, the procuring agency may like to share. Nil


Imran Hashim
A/Head of Department
NADRA Procurement
Dated 14 October, 2023

1 nadra 30/10/23. 0

Technical Evaluation Report for Supply of PAM Solution

Tender # NADRA-HQ-RFB/109/2023

1. NDW Directorate has received the bidding documents for technical evaluation from following five bidders in response of above-mentioned tender through ION (NADRA/Proc/NDW/109/2023 dated 15 June 2023 (attached as annexure D) from Procurement department, for supply of Privilege access management system (PAM) Solution.

- I. M/s National Engineers.
- II. M/s PMCL (Jazz).
- III. M/s Arwen Tech
- IV. M/s Emerging Systems
- V. M/s Computer Marketing & Co

2. Following board was constituted for the technical evaluation.

- | | |
|---|-----------------|
| (a) Mr. Arif Munir, Deputy Director, NDW Dte.- | Board President |
| (b) Mr. Haroon Hafeez Ahmed, Deputy Director, Technology Dte | Member |
| (c) Mr. Husham Yaqoob, Assistant Director, NDW Dte.- | Member |
| (d) Dr. Yahya Javeed, Threat Analyst/Scientist, Networks Dte. | Member |

3. The technical evaluation board thoroughly evaluated all the submitted technical proposals. After scrutinizing and comprehensively examining the necessary documents, as well as comparing the technical aspects of the proposed solutions in relation to the tender's Request for Proposal (RFP), the board has determined and decided that M/s PMCL (Jazz), MS Arwen Tech, and M/s Emerging Systems Pakistan are technically qualified. However, M/s National Engineers and M/s Computer Marketing & Co did not meet the technical qualification requirements. Thus, they are not qualified.

Details are as under.

S#	Vendor Name	Technical Marks	Decision
1	M/s PMCL (Jazz)	75	Qualified
2	M/s Arwen Tech	75	Qualified

HR

(Bidder Eligibility Compliance Sheet Tender#109/2023)

S#	Area	Evaluation Matrix	M/s Arwen Tech	M/s PMCL JAZZ	M/s Emerging Systems	M/s National Engineers	M/s Computer Marketing & Co.
01	Compliance/ Not Compliance	I, on behalf of M/s_____ abide by all the terms and conditions as mentioned in the RFP; I also 100% comply with all Specification as stated in the BOQ. (Attach Confirmation letter on Company letter head as Annex "E1")	✓	✓	✓	✓	✓
02		Bidder has a Valid NTN Registration Annex "E2"	✓	✓	✓	✓	✓
03		Bidder has a Valid GST Registration Annex "E3"	✓	✓	✓	✓	✓
04		Bidder is active on ATL list of FBR Annex "E4"	✓	✓	✓	✓	✓
05		Bidder is Tier-1/Gold partner of OEM/Principal for PAM Solution (software & Hardware) Annex "E5"	✓	✓	✓	✓	✗
06		OEM/Principal authorization letter to bidder for this specific procurement "Annex "E6"	✓	✓	✓	✓	✗
07		Certificate that quoted solution is brand new and Country of origin is not India and Israel. Also online support is not originating from these countries. Annex "E7"	✓	✓	✓	✓	✗
08		OEM/Principal certificate that proposed equipment/solution must not be end of sale within next one year and must not be end of support by OEM/Principal within next 6 years. Annex "E8"	✓	✓	✓	✓	✗
09		Comprehensive maintenance and support services for the time period mentioned in RFP is fully backed by OEM/Principal, which includes faulty parts replacement and inclusive of all related firmware updates and patches. Letter from OEM/Principal as Annex "E9"	✓	✓	✓	✓	✗
10		During the past five (5) years, Bidder/Principal has successfully deployed Minimum two (02) projects of Proposed PAM Solution with in Pakistan (Attach documentary Proof like PO, client reference letter etc. as Annex "F1")	✓	✓	✓	✗	✓
11		Bidder's turnover according to Bank account statement(s) for the period 01-01-2022 to 31-12-2022 should not be less than 100 million PKR (Attach bank account statement as Annex "F2")	✓	✓	✓	✓	✓

(Bid Technical Requirements Evaluation Tender#109/2023)

<u>S#</u>	<u>Feature</u>	<u>Description/Specification</u>	M/s Arwen Tech	M/s PMCL JAZZ	M/s Emerging Systems	M/s National Engineers	M/s Computer Marketing & Co.
1	Architecture	a. A comprehensive solution including hardware, software and appliances shall be put forth as a complete solution. It is expected that the bidder shall furnish all necessary hardware and software components as part of their proposed solution. This include, but not limited to, all requisite systems, programs and applications required to successfully implement the proposed solution.	✓	✓	✓	N/A	Incomplete solution quoted. No Hardware Quoted
		b. The solution must not require the use of agents for managing sessions and passwords.	✓	✓	✓	N/A	N/A
		c. The solution should utilize an inbuilt database server for storing credentials, without relying on non-standard or proprietary components such as non-commercial databases or network protocols.	✓	✓	✓	N/A	N/A
		d. The solution should have built-in capabilities for high availability, disaster recovery, and backup and restore management, without requiring additional tools or licenses.	✓	✓	✓	N/A	N/A
		e. The interface for accessing privileged systems and managing user accounts should be user-friendly.	✓	✓	✓	N/A	N/A
		f. Administrators should be able to control all access activity through a web-based interface, which allows to manage the PAM solution, set policies, manage privileged accounts, generate reports, and monitor user activities from a single location.	✓	✓	✓	N/A	N/A
2	Multi-Factor Authentication	a. The proposed solution must incorporate Multi-factor authentication to ensure that privileged access is secure and exclusively granted to authorized users.	✓	✓	✓	N/A	N/A

S#	Vendor Name	Technical Marks	Decision
3	M/s Emerging Systems	70	Qualified
4	M/s National Engineers	0	<p>Not Qualified</p> <p>I. No reference has been provided against mandatory requirement against bidder eligibility criteria mentioned at Serial#10 (Relevant experience) of the RFP.</p>
5	M/s Computer Marketing & Co	0	<p>Not Qualified</p> <p>I. Incomplete solution proposed. No Hardware quoted in the bidding document.</p> <p>II. mandatory requirements of eligibility criteria as mentioned in the RFP at Serial#5,6,7,8,9 has not been provided for any hardware OEM.</p>

(President of Board)

Name: Mr. Arif Munir

Designation: Deputy Director (NDW,Dte)

ERP#

Signature with Date:  22-08-2023

(Board Member)

Name: Mr. Haroon Hafeez

Designation: Deputy Director (Technology Dte)

ERP# 20890

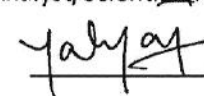
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(Board Member)

Name: Dr. Yahya Javeed

Designation: Threat Analyst/Scientist (Networks Dte)

ERP# 66235

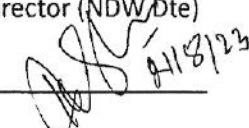
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(Board Member)

Name: Mr. Husham Yaqoob

Designation: Assistant director (NDW,Dte)

ERP#15922

Signature with Date:  21/8/23

(Bidder Eligibility Compliance Sheet Tender#109/2023)

S#	Area	Evaluation Matrix		M/s Arwen Tech	M/s PMCL JAZZ	M/s Emerging Systems	M/s National Engineers	M/s Computer Marketing & Co.	
12		Bidder has at least Three (03) Technically Qualified HR with relevant to quoted/proposed DWH solution (Attach valid Certificates as Annex "F3")		✓	✓	✓	N/A	N/A	
Note: A firm not full filling any of above will be rejected.									
01	Relevant Experience	During the past five (5) years, how many successful projects of Proposed PAM Solution at comparable scale, were completed in Pakistan? (Attach document Proof (PO) as Annex "F1")	15	Equal or more than 5 = 15 Marks Less than 5 but equal or more than 3 = 10 Marks Less than 3 but equal or more than 2 = 05 Marks	05	05	05	0	N/A
02	Financial worth	Bidder's turnover according to Bank account statement(s) for the period 01-01-2022 to 31-12-2022. (Attach bank account statement as Annex "F2")	15	Equal or more than 300 million PKR= 15 Marks Less than 300 million but equal or more than 200 million PKR = 10 Marks Less than 200 million but equal or more than 100 million PKR = 05 Marks	05	10	05	N/A	N/A
03	Technical Support Qualification	Number of Technically Qualified HR with relevant to quoted/proposed PAM solution. (copy of the certification, experienced certificates or training are required to be attached with technical proposal) (Attach valid Certificates as Annex "F3")	10	Equal or more than 7 = 10 Marks Less than 7 but more than 5 = 05 Marks Equal to 3= 03 Marks	10	05	05	N/A	N/A
04	Relationship with Principal	Type of Affiliation with PAM solution OEM/Principal Authorization Letter: Attach authorization Letter from the OEM/Principal (OEM/Principal should directly authorize a partner available in Pakistan. (Attach document Proof as Annex "F3")	10	OEM/Principal directly participating = 10 Marks Through Tier-1 Partner = 05 Marks	05	05	05	N/A	N/A

(Technical Compliance Sheet Tender#109/2023)

S#	Feature	Description/Specification	M/s Arwen Tech	M/s PMCL JAZZ	M/s Emerging Systems	M/s National Engineers	M/s Computer Marketing & Co.
		b. Multi-factor authentication must encompass various options, such as One-time-passcodes (OTP) delivered through SMS or email, as well as hardware and software tokens.	✓	✓	✓	N/A	N/A
3	Privileged Session Management	a. The proposed solution must offer a secure and traceable platform for privileged sessions, incorporating essential features such as live session monitoring, keystroke logging, and the capability to terminate sessions remotely.	✓	✓	✓	N/A	N/A
		b. The solution should enable the direct upload/download and transfer of file(s) from the managed systems to the user's workstation, via RDP and SSH sessions, while ensuring the complete elimination of any residual file(s) from the solution after the transfer process.	✓	✓	✓	N/A	N/A
4	Access Control	a. The solution should implement role-based access control, allowing administrators to define roles and assign privileges based on job functions, to ensure that privileged access is properly controlled.	✓	✓	✓	N/A	N/A
		b. Must operate with the principle of least privilege, providing users with the minimum level of access required to perform their job duties, to reduce the risk of unauthorized access or misuse of privileged accounts.	✓	✓	✓	N/A	N/A
5	Integration and compatibility of functional privileged accounts	a. The proposed solution must possess the capability of seamless integration with the current systems and applications. Moreover, it should demonstrate compatibility with the following range of operating systems, hypervisors & virtual environments, databases, security appliances, network devices, directories, remote control and monitoring systems, storage, and backup solutions: -	✓	✓	✓	N/A	N/A
		b. Operating Systems: Windows 10 and above, Windows Server 2019 and above, and Linux distributions such as CentOS, Ubuntu, RHEL and OEL	✓	✓	✓	N/A	N/A

(Bidder Eligibility Compliance Sheet Tender#109/2023)

S#	Area	Evaluation Matrix	M/s Arwen Tech	M/s PMCL JAZZ	M/s Emerging Systems	M/s National Engineers	M/s Computer Marketing & Co.		
05	Compliance	Proposed solution must comply all required specifications/features mentioned in the Compliance Sheet/BOQ. Partial Comply or Not-Comply or Blank Spaces shall be considered as Not-Comply	50	100% Fully Compliance = 50 Any Single Non-Compliance = 0	50	50	50	0	0
		Column (Document Reference) of Compliance Sheet: Vendor must provide OEM/Principal datasheet reference against each required feature and specifications. (Document Name, Section, and page number is mandatory)		0 marks will be given for overall compliance sheet (0x50) and Vendor will be disqualified directly, If Vendor fails to provide document reference as required					
Minimum passing marks			70		75	75	70	0	0
Total Marks			100						
Qualified/ Not Qualified					Qualified	Qualified	Qualified	Not Qualified	Not Qualified

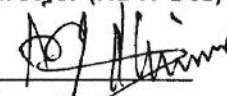
Note: A firm not achieving Minimum technical passing marks (70) will be rejected.

(President of Board)

Name: Mr. Arif Munir

Designation: Deputy Director (NDW Dte)

ERP#

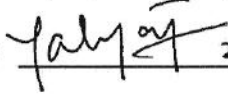
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(Board Member)

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Designation: Threat Analyst / Scientist (Networks Dte)

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(Technical Compliance Sheet Tender#109/2023)

S#	Feature	Description/Specification	M/s Arwen Tech	M/s PMCL JAZZ	M/s Emerging Systems	M/s National Engineers	M/s Computer Marketing & Co.
		c. Hypervisors & Virtual Environments: VMware vSphere ESX/ESXI, Kubernetes, and Docker.	✓	✓	✓	N/A	N/A
		d. Databases: Oracle (using Toad, SQL Developer), MSSQL (using SQL Management Studio), MySQL, Teradata and any ODBC compliant databases.	✓	✓	✓	N/A	N/A
		e. Security Appliances: Fortinet and Hillstone etc.	✓	✓	✓	N/A	N/A
		f. Network Devices: Cisco, Brocade, and Huawei. Directories: Microsoft Active Directory etc.	✓	✓	✓	N/A	N/A
		g. Remote Control and Monitoring: IBM, HP Integrated Lights-Out Manager (iLOM), Dell Integrated Dell Remote Access Controller (iDRAC) and Oracle Exadata (iLOM).	✓	✓	✓	N/A	N/A
		h. Storage: Dell Unity and IBM v3700.	✓	✓	✓	N/A	N/A
		i. Backup Solutions: EMS Networker, veritas NetBackup, Veeam etc.	✓	✓	✓	N/A	N/A
6	Password Vaulting	a. The proposed solution must incorporate a secure password vaulting mechanism for privileged accounts, which includes encrypted storage of passwords and automatic password rotation at regular intervals. Additionally, the solution should include support for a "break the glass" feature that can be activated in the event of an emergency or PAM server outage.	✓	✓	✓	N/A	N/A
7	Disaster Recovery	a. The proposed solution must possess a sturdy disaster recovery plan that encompasses data backups and a disaster recovery site. This is necessary to ensure that critical systems and data can be recovered and reinstated in the event of a catastrophe or disaster.	✓	✓	✓	N/A	N/A
8	Network Resilience	a. The proposed solution must feature a robust network architecture that incorporates duplicate network connections, in order to guarantee that the network remains operational in the event of a network failure.	✓	✓	✓	N/A	N/A

(Technical Compliance Sheet Tender#109/2023)

S#	Feature	Description/Specification	M/s Arwen Tech	M/s PMCL JAZZ	M/s Emerging Systems	M/s National Engineers	M/s Computer Marketing & Co.
9	Monitoring Alerting and reporting	a. The proposed solution must possess resilient monitoring and alerting functionalities that can generate instantaneous notifications in case of any system failure.	✓	✓	✓	N/A	N/A
		b. Additionally, the solution must include the following reporting features to enable effective utilization: Entitlements Reports, Users' activities, Privileged Accounts inventory, Applications inventory, and Compliance Report.	✓	✓	✓	N/A	N/A
10	Testing and Validation	a. The solution should have a comprehensive testing and validation process, accompanied by periodic assessments to guarantee that all high availability functions are operating as expected.	✓	✓	✓	N/A	N/A
11	Scalability	a. The solution proposed must be capable of scalability to accommodate the expanding requirements of the organization, as well as any shifts in business needs, and possess the ability to incorporate additional resources as required. This may entail horizontal scaling, which involves augmenting the number of servers within the solution, or vertical scaling, which entails upgrading the existing hardware.	✓	✓	✓	N/A	N/A
12	Licensing & support	a. The license agreement for PAM (Privileged Access Management) should be perpetual and tied to the number of users rather than assets.	✓	✓	✓	N/A	
		b. The suggested PAM solution and associated licenses must be able to support an unlimited number of devices and accounts.	✓	✓	✓	N/A	N/A
		c. There should be 24x7 support available with a guaranteed initial response time.	✓	✓	✓	N/A	N/A
		d. On-site initial support for deployment/installation, according to the user requirement, should also be provided.	✓	✓	✓	N/A	N/A



(Technical Compliance Sheet Tender#109/2023)

S#	Feature	Description/Specification	M/s Arwen Tech	M/s PMCL JAZZ	M/s Emerging Systems	M/s National Engineers	M/s Computer Marketing & Co.
13	Training (Abroad) (3 X NADRA Officials)	a. OEM/Principal Certified face-to-face (Classroom) training for Design, Installation, Configuration and Operational Requirements of PAM Solution. All expenses covered including boarding lodging along with TA/DA as per NADRA NTL rules, Training dates can be decided after issuance of purchase order as per convenience of the user-department.	✓	✓	✓	N/A	N/A
		b. The vendor should also provide a list of electronic and printed documentation for the installation, operation, use, and administration of the entire solution.	✓	✓	✓	N/A	N/A
		c. In addition to formal training, it is necessary for the vendor to provide on-site, hands-on training for key concepts that are specific to the proposed solution.	✓	✓	✓	N/A	N/A

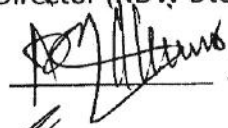
(President of Board)

Name: Mr. Arif Munir

Designation: Deputy Director (NDW Dte)

ERP#

Signature with Date:

 22-08-2023

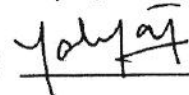
(Board Member)

Name: Mr. Dr. Yahya Javeed

Designation: Threat Analyst / Scientist (Networks Dte)

ERP# 66235

Signature with Date:

 22/08/2023

(Board Member)

Name: Mr. Haroon Hafeez

Designation: Deputy Director (Technology Dte)

ERP# 20890

Signature with Date:

 21/08/2023

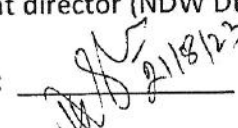
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Name: Mr. Husham Yaqoob

Designation: Assistant director (NDW Dte)

ERP#15922

Signature with Date:

 21/8/23