

# Request for Proposal

## Renewal of Trend Micro Licenses and Procurement of Virtual Patching

Published Date: 10 March 2025  
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Proposals Submission Dead line Date: 25 March 2025 11:00 AM  
Opening of Technical Bid: 25 March 2025 11:30 AM

## First Women Bank Limited

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**Proposal – Section 1**

This is single stage two envelope bidding procedure as per PPRA rules. The bidders shall submit their proposals in one sealed envelope containing two different separate sealed envelopes marked as “Technical Proposal” and “Financial Proposal”. Only Technical proposal envelope will be opened in the presence of bidders and Financial proposal envelopes will stay in FWBL custody till the opening of Financial bids.

Financial proposals will only be opened for bidders that meet the “Eligibility Criteria”, meet the technical requirement and minimum requirement specification documented under section “Term of Reference” in this RFP document. Sealed financial bids will be returned to bidders that did not qualify or meet the Technical requirement for financial evaluation. Final date of opening of Financial Bids which will be communicated to all the bidders in advance.

Further final evaluation reports containing technical and financial evaluations will be published on FWBL website and PPRA.

The successful bidder, who meets the combined evaluation criteria, will have a meeting with FWBL's management to discuss the specific requirements and procedures for carrying out this assignment in detail.

After the finalization of combined evaluation, the qualifying organization will be issued “Letter of Intent” which will be followed by the Service agreement and Service order.

**Submission Details – Section 2****Submission Deadline**

All proposal submissions for responding to this request must be submitted on or before 25 March 2025 11:00 AM in a one sealed envelope containing two different separate sealed envelopes as described in the proposal section above. Submission will be valid if:

- Responses to RFP are submitted no later than 25 March 2025 11:00 AM at FWBL, Head Office GF-2 Reception Area, S.T.S.M Foundation Building, CL-10/20/2, Beaumont Road, Civil Line, Karachi.
- Bids shall be submitted in one sealed envelope containing two different separate sealed envelopes as described in the proposal section above.

**Submission Questions & Clarifications**

You may contact the following person if you have any questions or require clarification on any topics covered in this Request for Proposal:

Name: Muhammad Jawad Govani

Email: jawad.govani@fwbl.com.pk

All queries for the subject tender (if any) should be sent to above mentioned email address at least 03 working days prior to bid opening date.

### Bidder Eligibility Criteria- Section 3

Bidders of this RFP will be eligible only if they fulfill the following criteria at minimum.

	Criteria	Requirement	Proof of documents
1	Bidder Existence	Bidder term of existence in Pakistan must be at least 5 (Five) years	Relevant proof of existence (Certificate of Incorporation, Memorandum of Association, Certificate of commencement of business, Extract from the Register of Firms maintained by the Registrar etc. confirming the incorporation of the commercial entity or other relevant documents where applicable depending on the type of entity as mentioned above, shall be provided with valid tax payment documentation (FBR, Sales Tax Returns, NTN individual, NTN Company, Provincial Tax) whichever is applicable depending on type of organization (Public Ltd/Private Ltd/Partnership firm or any other form permissible under Pakistan Law). (Documentation Proof must be provided with proper reference (page No) in the proposal)
2	Bidder Turnover (PKR)	The Bidder should have minimum annual turnover of <b>Rs. 100 Million</b>	Last three financial years and must submit their audited financial reports or Income Tax returns.
3	OEM Presence	OEM existence must be of 10 (Ten) years Globally	Valid Proof
4	OEM Standing	OEM of the proposed equipment must be in the Gartner Magic Quadrant for Purposed Solution	Valid Proof
5	Bidder / OEM Support	OEM should have direct Support facilities of a day (24x7x 4) in major cities of Pakistan	Valid Proof
6	Bidder – OEM Partnership	Bidder must be OEM's Authorized Partner for last 02 (Two) consecutive years	Valid Agreement of Partnership with the OEM with Proof on Principal Website / OEM Letter Provide latest Authorization Form from principal supplier as per the requirements (guarantee / warranty / Support

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			<p>maintenance). Authorized especially for this procurement</p> <p>Documentation Proof must be provided with proper reference (page No) in the proposal or on Principal Website</p>
7	OEM / Bidder Experience	OEM / Bidder should have experience of supplying, deploying and maintaining proposed solution for at least 5 Banks with project engagement , total of at-least PKR 50 million in Pakistan, as on the date of submission of the bid	Relevant Purchase order, copy of signed contract or similar document that can provide evidence of such engagements must be submitted
10	Bidder Certification	<p>Bidder should have technical of at least 3 (Three) OEM certified /trained below technical resources</p> <ol style="list-style-type: none"> <li>1. Expert Level of Purposed Solution</li> <li>2. Expert Level of Mail Exchange Certification</li> </ol>	Bidder should provide 3 CV's/profile of their proposed solution for implementation and support, the profiles should be employees of the company and must have relevant experience.
11	Bidder presence	Bidder should have office/presence in all major cities of Pakistan (e.g. Karachi, Lahore or Islamabad)	Documentation Proof must be provided with proper reference (page No) in the proposal)
12	Bidder Blacklisting	Bidder should not be blacklisted	Bidder should provide an undertaking on legal paper stating that "the bidder's company is not blacklisted by any Government entity in Pakistan for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices and also not involved in any kind of lawsuits either current or pending."
13	Bidder – Subcontract	Bidder should not subcontract the project or any part of the project during the project whole	Bidder should submit an Affidavit that bidder will not subcontract any part of the project/solution to any other vendor

	life cycle i.e. one from the date of execution	
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### Bidder Solution Criteria – Section 4

The bidder MUST meet the following to be a successful bidder

1	Bidder must submit details financial proposal as per BOQ
2	Bidder must offer a complete solution from a SINGLE OEM
3	Delivery of equipment as per BOQ items and associate related warranty in OEM's portal.
4	The proposed solution shall include warranty for 1 year.
5	Replacement/upgradation of any part / software / patches /equipment is within same business day
5	Bidder to submit their detail quotation including purpose solution license with part # and any software / service / support licenses recurring price along with BOQ, if applicable
6	The License, warranties and support services will be in the name of FWBL for all equipment or software loaded on the equipment delivered.
7	Bidder's proposal must meet the stated requirements of the RFP in all respects without substitution or alteration of required functionality.
8	Bidder is responsible to provide end to end solution and ensure to configure the purpose solution are as per the FWBL requirement.
9	Bidder is responsible for migration and upgradation from the current setup to newly proposed solution
10	Bidders must ensure the installation, configuration and testing from existing (if any) to newly proposed solution and ensure smooth cutover without any downtime.
11	Proposed solution must not be in the list of End of Sale / End of Life / End of Support from OEM and it should be supported be at-least 3 Years from the date of publication of this RFP.
12	Bidders must propose specifications as specified as per BOQ table
13	Bidder shall ensure that all BOQ of purposed solution should delivered within 04 weeks after issuance of PO.
15	Submission of bid bond equivalent <b>of 5%</b> of the service bid (inclusive of applicable taxes).

### Bidder Technical Requirement– Section 5

The deliverables of the assignment as required by the FWBL are mentioned below:

On Perm & Cloud Endpoint Security Specification		
1	Trend Micro Apex One On-premises License (Renewal)	Total Number of Five Hundred Eighty-Five (585) users for 12 Months
2	Trend Micro Apex One Server Protect Linux License (Renewal)	Total Number of Fifteen (15) users for 12 Months
3	Virtual Patching	Total Number of Eight production (80) servers for 12 Months
4	On Prem / Cloud Based Single OEM	Proposed solution must be single platform for complete server protection over physical, virtual (server/desktop) users.
5	On Prem / Cloud Based Supported OS	Proposed solution must have support for Windows Server 2003, 2008, 2016 & 2019 as well as Windows 10 and 11.
6	On Prem / Cloud Based Examine Vulnerabilities	Proposed solution must provide layered defense against advanced attacks and virtual defense layer against vulnerabilities on OS level and application level
7	On Prem / Cloud Based Virtual Patch Features	Proposed solution must be able to provide virtual patch against WebSphere Application Server, Oracle Web Logic and SQL Server.
8	On Prem / Cloud Based Advance Protection	<p>The proposed solution should be able to identify use of PSEXEC tool through SMB share as well as detect and alert if executable file is being uploaded on a SMB share.</p> <p>Should be able to detect and alert batch file upload on network share, to identify and alert on suspicious remote desktop protocol (RDP) brute force attempt</p> <p>Should be able to prevent access to administration share, detect OneDrive, Dropbox, BOX traffic, download of a file over FTP and traffic remote applications like VNC and TeamViewer</p>
09	On Prem / Cloud Based Monitoring Features for 80 production servers	The proposed solution must provide feature of firewall, application control, IPS / IDS, alert on administrator log-ins, hosts file modification on Windows, detect file attribute changes in /usr/bin and /user/sbin on Unix, detect PowerShell command execution, must be detect "ftpd" events on Solaris, AIX, Windows and Linux
10	On Prem / Cloud Based Monitoring Features for 80 production servers	The proposed solution must provide able to detect removable devices on Linux, detect installation of root certificate, alert when command history is cleared, identify create and delete activity of users and groups, when task scheduler entries are

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		<p>modified, when Windows startup programs are modified, detect files created by Oracle Be WebLogic Server when modified.</p> <p>Must be able to monitor critical operating system and application files, such as directories, registry keys and values, to detect and report malicious and unexpected changes in real-time</p> <p>Must provide hypervisor integrity monitoring, extend security and compliance of virtualized systems to hypervisor</p>
11	On Prem / Cloud Based Monitoring Features for 80 production servers	The proposed solution must provide information on the server and process associated with launching of executable, provide a way to block suspicious list of hashes on Linux, list down the vulnerabilities being protected with relevant CVE and CVSS score.
12	On Prem / Cloud Based Monitoring Features for 80 production servers	<p>Proposed solution must Should be able to provide a mechanism to block suspicious web traffic with XDR platform for investigation and root cause analysis</p> <p>Proposed solution must have capability to provide prevention, detection and response on endpoint, Email, Network, cloud and servers</p> <p>Proposed solution must have advanced detection technologies Machine Learning, AI and behavior monitoring.</p>
13	On Prem / Cloud Based Monitoring Features for 80 production servers	<p>Proposed solution must have threat intelligence platform, and IOCs can be scanned on servers automatically and manually.</p> <p>Proposed solution must have cloud offering to monitor all production servers.</p> <p>Proposed solution must have support for Windows, Linux and AIX.</p>
14	On Prem / Cloud Based SIEM Features	The proposed solution must provide integration with Syslog or SIEM server for centralized log storage and monitoring.
15	Warranty	The vendor should provide one (01) year warranty with 24 x 7 x 365 support with 4/8 hours SLA response time.

**Warranty & Service Level Agreement**

<b>Warranty &amp; Service Level Agreement</b>	One Year Warranty with SLA (24 x 7 x 365 x 4) for the complete solution
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	Software support must be provided by OEM throughout the contracted period.
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Trainings – Quantity (01 resource)	
Trainings	Bidder to provide official expert level training from certified trainer on OEM Premises to at least 01 resource leading to certifications & training.

**BOQ – Section 6**

Product Description	Quantity	Warranty Period
Trend Micro Apex One On-premises License	585	1 Year
Trend Micro Apex One Server Protect Linux License	15	1 Year
Virtual Patching	80	1 Year

**Submission Timeline & Location – Section 7****Location and Timing**

Bids/Proposals must be delivered to the FWBL, on or before **25 March 2025 11:00 AM**. **Technical** proposal will be open on the same date at FWBL, Head Office GF-2 Reception Area, S.T.S.M Foundation Building, CL-10/20/2, Beaumont Road, Civil Lines, Karachi.

The proposal must follow as per the following high level schedule.

Milestone	Date
RFP Released	10 March 2025
Proposal Submission Due Date	25 March 2025 11:00 AM
Opening of Technical Bids	25 March 2025 11:30 AM

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Opening of Financial Bids	To be decided later
Publishing of Combined Evaluation Report	To be decided later

FWBL reserves the right to modify below timeline at any time. For any reason if the due date for proposals needs to be changed, all prospective respondents shall be notified as per PPRA rule.

**Proposals Evaluation Criteria - Section 8**

Bidders who meets all the requirement as per section 3, 4 and 5 will be eligible for the financial bids opening and financial bids opening date will be announced to them.

The bidder with lowest financial bid (inclusive of applicable taxes) will be considered as the lowest bidder for further evaluation of documents.

As a result of this Request for Proposal, FWBL may do one of the following at its discretion:

1. Award a contract for this Request for Proposal on the basis of prescribed evaluation criteria.
2. Cancel the whole process.

**Format for Technical BID Submission – Section 9**

Bidder should submit

- 1- Technical bid submission cover letter
- 2- Bidder Technical Bids must be made in an organized and structured manner as mentioned in section 3,4 and 5 by adding a column referring their evidences / documents to each point, for example

OEM Presence	OEM existence must be of 10 (Ten) years Globally	Valid Proof	Proof document attached refer to Section XX , Bidder Document page # yy
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**BID PARTICULARS**

Name of the Bidder.	
Is the Bidder the Principal Owner of the solution or an Authorized Partner / Re-seller.	
Registered Address of the Bidder.	
Name of the person to whom all references shall be made regarding this tender.	
Designation of the person to whom all references shall be made regarding this tender.	
Address of the person to whom all references shall be made regarding this tender.	
Telephone No. (With country and area code).	
E-Mail of the contact person:	
Fax No. (With country and area code).	

Name: \_\_\_\_\_

Location: \_\_\_\_\_

Date: \_\_\_\_\_

Company Seal &amp; Bidder's Signature: \_\_\_\_\_

**Format for Financial BID Submission– Section 10**

The financial bid should be accompanied by

1. Financial Bid - Commercial Bid Cover Letter
2. Bid Security
3. Payment Terms

The Bidder shall bear all costs associated with the preparation and submission of its bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the Bank. The Bank will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.

**Bid Currency and Validity**

- Given the current volatility in USD/PKR exchange rate, bidders are requested to quote prices in USD.
- Bidder will provide invoice based on the USD/PKR currency exchange rate on the date of Purchase Order issuance date will be considered as the ceiling for conversion of FCY amount billed to FWBL. In case, currency exchange rate is below the ceiling amount (at the time of invoice), payments will be made as per prevailing currency exchange rate
- Bid validity will be 90 days after the submission of proposals

## Payment Terms

Payment schedules is as below

Project Phase	Payment Plan
PO Issuance	20%
Hardware Delivery	50%
Completion of Configuration as Per Agreed design / Project Completion	30%

## Pre-award Presentations

The FWBL reserves the right to require presentations and/or demonstrations/ Interview from any or all of the bidders, in which they may be asked to provide additional information.

## Complete Pricing

The respondent should include all incidental expenses in the project pricing. This includes travel expenses, printing or reproduction, communications, etc. Any invoices for expenses beyond those **itemized (listed)** in the RFP response will not be entertained by FWBL.

## COMMERCIAL BID

Bidders are requested to provide quotation for a 1-year warranty terms.

Item Description	Total Qty.	Cost (USD)	Applicable Tax (USD)	Total Cost (USD)
Trend Micro Apex One On-premises License <b>(Warranty for 1 year)</b>	<b>585</b>			
Trend Micro Apex One Server Protect Linux License <b>(Warranty for 1 year)</b>	<b>15</b>			
Virtual Patching <b>(Warranty for 1 year)</b>	<b>80</b>			

- Given the current volatility in USD/PKR exchange rate, bidders are requested to quote prices in USD.
- All payments against invoices submitted during the course of the project will be made in PKR.
- USD/PKR currency exchange rate on the date of Purchase Order issuance date will be considered as the ceiling for conversion of FCY amount billed to FWBL. In case, currency exchange rate is below the ceiling amount (at the time of invoice), payments will be made as per prevailing currency exchange rate.
- Successful bidder will be required to open a deposit account with FWBL that will be used to credit payments against invoices submitted by successful bidder.

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Rates should be quoted in USD and strictly as per the format illustrated above. Bids quoted in formats other than the illustrated format will be rejected. Applicable local taxes shall be paid over and above on actual basis on production of documentary evidence. Bank will not be making any other payment except those mentioned in the commercial bid.

Name: \_\_\_\_\_

Location: \_\_\_\_\_

\_\_\_\_\_  
Company Seal & Bidder's Signature & Date