



Request for Proposal

Procurement of Privileged Access Management Solution

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Proposal Submission deadline date & time: 13 June 2022 02:00 pm

Opening of technical bid date & time: 13 June 2022 02:30 pm

FIRST WOMEN BANK LIMITED (FWBL)

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Submission Details:

All proposal submissions for responding to this request must be submitted on or before 13 June 2022 02:00 pm in a single sealed envelope containing two separate sealed envelopes distinctly marked as Technical and Financial Proposal.

Submission will be valid if:

- Responses to RFP are submitted no later than 13 June 2022 02:00 pm at FWBL, Head Office GF-2 Reception Area, S.T.S.M Foundation Building, CL-10/20/2, Beaumont Road, Civil Line, Karachi.
- Bids are submitted in a Single sealed envelope containing two separate sealed envelopes with separate marking “Technical Proposal” & “Financial Proposal”.

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: Naveed Ali
Email: ali.naveed@fwbl.com.pk

FIRST WOMEN BANK LIMITED (FWBL)

FWBL is requesting proposals to acquire and implement secure, highly effective and configurable privileged access management solution that offers privileged account discovery, password/identity vault, session recording and full system event and user audit trails that can trigger notifications. This proposed solution will be deployed within FWBL data center and is expected to be agentless, capable to utilize Multi Factor Authentication (MFA) and accommodates multiple operating system platforms. The solution will protect the current data center hosts (physical and virtual), communication equipment (routers, switches, firewalls, etc.), and applications (commercial off-the-shelf applications).

The selected bidder is expected to provide the following software, installation, configuration, testing, integration services, knowledge transfer and training:

- The successful bidder (service provider) of the selected privileged access solution will setup and configure the solution on a VMWare based virtual server based on the high level scope defined in this RFP document followed by detailed implementation design finalized during analysis phase.
- The service provider will configure the proposed new privileged access solution to FWBL specifications fulfilling the requirements outlined in this RFP and subsequent project implementation meetings.
- The service provider will provide the final system setup as an as-built documentation in an electronic format, training and knowledge transfer which is highly specific to FWBL's environment.
- The service provider will provide best practices for the optimal operation of their proposed solution

Eligibility Criteria:

The bidder MUST comply with the following minimum criteria. The bid document shall be rejected if the vendor fails to meet the following minimum criteria and submission of the required documents.

- The bidder should be **NTN** and **Sales Tax** registered company in Pakistan.
- Bidder to provide an affidavit on a stamp paper confirming compliance with the following terms in order to be eligible for participation against this RFP.
 - Bidder or any of its associated Partner / Affiliated / Subsidiary company should not have been blacklisted from participating in any public sector bids / RFPs / tenders.
 - Bidder and/or its Owners, Directors, or Partners should not be listed in any of the International/Local Sanctions or ATA list, as required by the local regulator.
- The bidder should have minimum annual gross revenue of Rs. 10 M during the last year. Bidder is required to submit either Income Tax Returns or audited financial statements for last three financial years.
- The bidder must have been in operation for at least three years related to implementation of PAM solutions.

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- The proposed PAM solution must be listed in the latest “Gartner Magic Quadrant for PAM”.
- Bidder must be an authorized reseller of the of the proposed solution.
- Proposed solution must have been implemented (within Pakistan) with at-least two corporate entities providing services similar to scope of work defined in this RFP and with at-least 25 named user licenses. Bidder must provide customer references (along with their contact details) in their respective technical proposal.
- Proposed solution must have been implemented in at-least three commercial banks (within or outside of Pakistan) providing services similar to scope of work defined in this RFP and with at-least 25 named user licenses. Bidder must provide customer references (along with their contact details) in their respective technical proposal.
- Bidder is required to submit Purchase order(s) or work order or any other document demonstrating contractual engagement with respect to these criteria.

Terms of Reference

FWBL's information security practices comply with the principle of least privilege concept. In this context, the staff must be able to access only the information and resources that are necessary for them to complete assigned task and duties for legitimate purposes. Since the PAM solution will be providing regulated access to mission critical systems and will become an essential part of FWBL IT operations, it must maintain at least "99.99%" availability. The following requirements are mandatory and all proposed solutions must comply with it:

- 1 Provide secure, audited, fine-grained access control for sensitive (privileged) accounts that enable authorized FWBL staff to manage diverse applications, communication devices and systems that currently reside in FWBL data centers.
- 2 All privileged access management operations and communications must adhere to maximum security standards and best industry practices. The proposed solution should not pose a security or operational risk to FWBL.
- 3 The solution should be immune to denial-of-service attacks or other types of security threats that may hinder or cease the operation of the proposed solution's functionality.
- 4 Must implement granular privileged access policies and enforce these policies on all FWBL systems from a single management platform independent of Microsoft Active Directory, local Linux security sub systems and other local authentication and authorization systems.
- 5 Must integrate with FWBL SIEM solution.
- 6 Log retention policy should be configurable for
- 7 extended period of time (minimum 12 months). Must natively integrate and interoperate with all Microsoft products and technologies including, but not limited to, Active Directory, MS SQL Server.
- 8 Must support all Microsoft and other enterprise authentication technologies and standards (i.e. Windows authentication, Kerberos, NTLM, SAML, TLS/SSL, DTLS, and credentials).
- 9 Must provide fine-grained privileged access for infrastructure management operations (network and communication systems and devices).
- 10 The proposed PAM solution must be extensible and scalable to accommodate FWBL's growing needs and keep up with complex operational requirements.
- 11 Must support on premises and cloud based multi factor authentication solutions.
- 12 Must offer capability to grant audited temporary access to critical FWBL systems in case of an emergency access required (Break Glass Procedure).
- 13 Must provide extensive analytics, reporting and notification functionality to alert FWBL staff about suspicious activities.
- 14 The OEM must provide regular software updates to the proposed system as part of its maintenance program.
- 15 The solution must provide a web management console for the management of the proposed solution.
- 16 Provide detailed activity auditing for privileged accounts, including service and shared/generic accounts.
- 17 Provide capability to log and record clicks, keystrokes and commands associated with a privileged account and provide a detailed audit log that shows these activities clearly when it is needed.

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- 18 All passwords in the password vault must be encrypted with a minimum of 256-bit AES encryption.
- 19 Ability to manage credentials for privileged, shared, generic, application and service accounts.
- 20 Must support password checkout with configurable timeouts and automatic password randomization and able to reset them after use.
- 21 Must fully support Windows Server 2012 through 2019 (hosted on premises and cloud), Windows 10 desktops, CentOS and Ubuntu Linux servers,.
- 22 Provide secure administrative host (i.e. jump server) capability to provide single point of access to the FWBL assets without being a single point of failure for this critical functionality.
- 23 The proposed solution should offer capability to limit the privileged access sessions based on duration, and time of access (time and day)
- 24 Allow for integration with Windows UAC and Linux SUDO for inline privilege escalation.
- 25 Provide privileged account discovery and reporting..
- 26 Ability to perform sequential screen capture and/or full video recording.
- 27 Ability to build comprehensive single and multi-level workflows. Must support open standards all leading network and security platforms and protocols.
- 28 The proposed solution(s) must address the technical requirements and design objectives delineated herein. The vendor is solely responsible to deliver a fully functional solution meeting the specifications described herein.

Deliverables

1. Design Document
2. Administration Guide
3. User Guide
4. Implementation of proposed solution and integration with FWBL Assets
5. Training for FWBL Team.
6. Solution Documentation and SOPs
7. Post Implementation Support - Annual Service Level Agreement with implementation partner and OEM

License Requirements

Named User Licenses - 25

Proposal

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 from bidders that met the minimum technical score will be opened in front of bidders. Final date of opening of Financial Bids which will be communicated to all the bidders in advance.

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Further final evaluation reports containing the combination of marks including technical and financials will be published on FWBL website and PPRA as well.

Successful bidder who qualifies with the combined evaluation, a meeting with the FWBL's management will be held to discuss in details the exact requirements and procedures to be followed in conducting this assignment.

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.

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Submission Timeline and Location

FWBL reserves the right to modify below timeline at any time. Should the due date for proposals be changed, all prospective respondents shall be notified. The proposal must follow as per the following high level schedule.

Location and Timing

Bids/Proposals must be delivered to the FWBL, on or before, 13 June 2022 02:00 pm and only technical proposals will be opened 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.

Milestone	Date & Time
RFP Released	28 May 2022
RFP Bid Submission Date and Time	13 June 2022 02:00 pm
Opening of Technical Bids	13 June 2022 02:30 pm
Opening of Financial Bids	To be decided

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.

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Proposal Evaluation Criteria

- Evaluation of the firms shall be based on information provided in Proposals.
- On the basis of technical evaluation, the financial proposal of only technically responsive bidders (qualified bidders) will be opened in the presence of their Representatives who choose to attend.
- Financial proposals of technically non-responsive vendors will be returned unopened.
- Proposals will be evaluated on the basis of 50 – 50 i.e.
 - 50% of the proposal strength will be measured in Technical evaluation
 - 50% of the proposal strength will be measured in Financial evaluation

Technical Score

Technical evaluation of the proposals will be given weight through the below mentioned factors based on the below formula.

$$\frac{\text{Bidders Technical Score}}{\text{Total Technical Score}} \times \text{Weight}$$

Minimum score of 70% on evaluation criteria specified in “Annexure A” is required to qualify for financial evaluation.

Financial Score

Bid Price will be calculated as:
One time delivery cost of proposed consultancy services.

Please note that Annual Recurring Charge must include all charges including but not limited to service based recurring charges and support fees.

$$\frac{\text{Lowest Bid Price}}{\text{Bidder's Price}} \times \text{Weight}$$

Combined Evaluation will be calculated by adding the Technical and Financial Evaluation as below:

$$\left[\frac{\text{Bidders Technical Score}}{\text{Total Technical Score}} \times \text{Weight} \right] + \left[\frac{\text{Lowest Bid Price}}{\text{Bidder's Price}} \times \text{Weight} \right]$$

Format for Financial Bid

The financial bid should be quoted as per the format. The financial bid should be accompanied by Financial bid cover letter. 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, the financial bid shall include the following:

- Financial Bid - Commercial Bid Cover Letter
- Financial Bid - Commercial Bid As per Format specified in this document
- Bid Security
- Payment Terms

Bid currency and Validity

- All prices must be quoted in Pak Rupees including all applicable taxes.
- Bid validity will be 180 days after the submission of proposals

Bid Security

All bids must be accompanied by a pay order of Five percent (5%) of “Total Bid Amount” in Favor of First Women Bank Ltd enclosed in the sealed financial envelope and must be delivered to Information Security Division, GF-2 Reception Area S.T.S.M. Foundation Building, CL/10/20/2, Beaumont Road Civil Lines, Karachi – 75530 on or before 13 June 2022 02:00 pm

Pre-Award presentation

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.

Format for Technical Bid

Technical Bids must be made in an organized and structure manner in the following form.

1. Table of Contents
2. Technical Bid Cover letter
3. Executive Summary
4. Company Profile
5. Project Management Approach
6. Proposed Solution Delivery Approach
7. Technical Specifications - Compliance of Proposed Solution as required in this proposal
8. Proposed Implementation Timelines
9. Implementation/Technical Team Composition
10. Customer Reference information should include, but not limited to:
 - a. Name of Customer
 - b. Service Provided
 - c. Scope of work provided by bidder
 - d. Customer Reference Contact Name
 - e. Customer Reference Contact Number (Office and Mobile). Office number is mandatory
 - f. Designation of the Customer Reference Contact Person
 - g. Year service was provided for this reference
11. Annexure – Documentary Evidences
 - a. GST/NTN Certificate
 - b. Organization's establishment
 - c. Similar Assignments and References
 - d. Team Certificates
 - e. Audited Statement (Profit and Loss, Balance Sheet and Cash Flow Statements) or Income Tax Returns

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Payment Terms

- Invoices will be cleared upon receiving the invoice along with necessary documentations and project milestones. Incomplete claims shall be returned to vendor.
- Taxes will be deducted at source as per government rules at the time of payment.
- If the progress of the work is not to the satisfaction of the FWBL Management, FWBL Management has the right to cancel the order, get the work done from third party selected accordance with the PPRA rules.

Project Phases	Payment Plan (%age of Software Solution License and Implementation Services Cost)
Advance at the time of contract signing	20%
Delivery of the solution in UAT Environment for Testing	20%
UAT Sign off	30%
Completion of the engagement	20%
Completion of 3 Months (implementation) in Live Environment (After Go-Live)	10%

- Post Go Live OEM SLA and Implementation Services SLA will be payable at the time of renewal of such contracts.

Complete Pricing

The respondent / bidder should mention all the charges in financial bid deem necessary to complete the scope of work, 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.

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Annexure A: Evaluation Score Criteria

This section includes vendor evaluation criteria. The bidder must score at-least 70% in the following evaluation criteria to be eligible for successful bidding:

No	Evaluation Factors and Description	Total Marks	Max Marks	Total Marks and Distribution ranking
1	Experience of proposed Technical Team with proofs and certificates.	20	20	To be assigned by Technical Evaluation Committee
2	Organization Financial Strength	15	15	Firm has more than Rs. 60 million annual gross revenue for last Three (03) years
			10	Firm has more than Rs. 30 million annual gross revenue for last Three (03) years
			5	Firm has at least Rs. 10 million annual gross revenue for last Three (03) years
3	PAM projects completed along with proof and reference within last 3 years.	15	15	Firm has completed at-least six similar implementations.
			10	Firm has completed at-least three similar implementations.
			5	Firm has completed at-least two similar implementations.
4	Implementation of Proposed PAM solution within Commercial banks (Within and Outside of Pakistan) during the last 3 years.	15	15	At-least 8 implementations
			10	At-least 5 implementations
			5	At-least 3 implementations
4	Technical Bid Completeness (documentary Proof, brochures, diagrams, non-deviation material, relativity etc.)	10	10	To be assigned by Technical Evaluation Committee
6	Technical(Compliance) Evaluation of Proposed PAM Solution	50	50	To be assigned by Technical Evaluation Committee

Annexure B: Technical Bid Documentation

Technical Bid Cover Letter

Tender Reference No:

Date:

FWBL.

Head Office, Mezzanine Floor,
STSM Foundation Building,
Civil Lines, Dr.Zia-ud-Din Ahmed Road,
Karachi.

Dear Sir,

Sub: your RFP for “Procurement of Privileged Access Management Solution” dated DD-MM-YYYY.

With reference to your subject RFP, we have examined and understood the instructions including all annexure, terms and conditions, project scope forming part of the RFP, we hereby enclose our Technical Bid for “Procurement of Privileged Access Management Solution” as mentioned in the RFP documents.

In the event of acceptance of our bid by The Bank (FWBL) we undertake the “Procurement of Privileged Access Management Solution” as per your purchase orders.

We agree to abide by the terms and conditions of this bid offer till 180 days from the date of opening of bids and our offer shall remain binding upon us which may be accepted by the Bank any time before expiry of 180 days.

Until a formal contract is executed, this tender offer, together with The Bank’s written acceptance thereof and Bank’s notification of award, shall constitute a binding contract between us.

Dated this day of _____ 2022

Signature: (In the Capacity of) _____

Duly authorized to sign the tender offer for and on behalf of

FIRST WOMEN BANK LIMITED (FWBL)



Bid Particulars

Name of the Bidder.	
Is the Bidder the OEM of the solution or an Authorized Partner / Re-seller	
Registered Address of the Bidder.	
Name and 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 & Bidder's Signature

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Bidder/OEM Owner/ Authorized Partner/ Other Consortium Member Profile:

S. No.	Name of the Company	
01.	Indicate whether the Company is the lead Bidder and whether the Company is the OEM Owner, Authorized Partner or Other consortium member	
02.	Year Established	
03.	Turnover (in PKR)	FY 2019: FY 2020: FY 2021:
04.	Profit After Tax (in PKR)	FY 2019: FY 2020: FY 2021:
05.	Proposed role of the member in the project	
07.	Head Office Address	
08	Telephone No. (with country and area code)	
09	Fax No. (with country and area code)	
10	E-mail Address	
11	Name of the Key representative for this project	
12	Any accreditations / Certifications of organization and resources	

The Bidder should fill this Annexure for the Bidder and any other member of the consortium separately (including the OEM Owner, Partner and any other member of the consortium)

As of this Date, the information furnished in all parts of this form is accurate and true to the best of my knowledge.

Name: _____

Location: _____

Date: _____

Company Seal & Bidder's Signature

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Details of Prior Experience

Please provide details of prior experience of the Bidder / OEM Owner / Authorized Partner / other Consortium members in implementation of Privilege Access Management Solution.

For each prior experience reference that the Bidder wants to highlight, one sheet in the below template should be submitted in the proposal and should be supported by a copy of the purchase order as documentary evidence in **“Annexure – Documentary Evidences”** of the proposal.

Name of the client bank:	
Country:	
Client address:	
Assignment Type	
Description of the assignment and the scope of services delivered by the Bidder to the clients	
Description of the solution. Also indicate whether it is the same as the solution proposed to the bank	
Assignment Duration (in months)	
Assignment Start Date and End Date (Month & Year)	
Total No. of staff in the assignment	
Approximate value of contract (PKR or USD)	PKR / USD
Client Reference 1	Name: Designation: Address: Phone No. Mobile No. Email Address:
	Name: Designation: Address: Phone No. Mobile No. Email Address:
Client Reference 2	Name: Designation: Address: Phone No. Mobile No. Email Address:

Name: _____

Location: _____

Date: _____

Company Seal & Bidder’s Signature

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Annexure C: Financial Bid Documentation

Financial Bid Cover Letter

Tender Reference No:

Date:

FWBL,
Head Office, Mezzanine Floor, STSM Foundation Building,
Civil Lines, Dr. Zia-ud-Din Ahmed Road,
Karachi, Pakistan

Dear Sir,

Sub: your RFP for “Procurement of Privileged Access Management Solution” dated DD -MM-YYYY.

Having examined the RFP including all mention requirements, we, the undersigned, offer to deliver services in conformity with the said RFP and in accordance with our proposal and total cost indicated in the enclosed Commercial Bid for Procurement of Privileged Access Management Solution mentioned in the RFP document.

All the prices mentioned in our bid are in accordance with the terms as specified in the bidding documents. We agree to abide by this bid for the period of 180 days from the date of bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in bidding documents.

If our bid is accepted, FWBL will retain BID Security (as requirement in RFP document and submitted along financial proposal) for a period of engagement (implementation phase) in favor of First Women Bank Ltd. for the due performance of the Contract.

Until a formal contract is prepared and executed, this bid, together with the bank’s written acceptance thereof and bank’s notification of award, shall constitute a binding Contract between us.

Dated this day of _____ 2022

Signature: (In the Capacity of) _____

Duly authorized to sign the tender offer for and on behalf of

Name: _____

Location: _____

Company Seal & Bidder’s Signature & Date

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Financial Bid

Bidder's must use the following format to provide financial proposals:

Item DESCRIPTION	COST (PKR)	APPLICABLE TAX (PKR)	Total Cost
Commercial Bid For proposed PAM Solution Licenses			
One-time implementation services cost			
Annual Software SLA Support from OEM (which includes but not limited to OEM Incident support ,patches) ¹			
Implementation services SLA support post completion of GO Live warranty by bidder			
Total Bid Amount			

- Bidders are requested to include additional third party software and solution Database, licenses prices shall include which are necessary to deploy the solution in FWBL environment. Bidder's may send inquiries to FWBL to check availability of third party licenses in existing environment that may be re-used for this implementation

In case OEM provides this quotation/invoice in a foreign currency, bidders may provide equivalent PKR value of this cost component. FWBL will use prevailing USD/PKR exchange rate at the time of issuance for the said purchase order. Please note that this adjustment will only be applicable to this cost component. All other quotations must be in PKR and not subject to any adjustment in financial proposal due to fluctuation in USD/PKR exchange rate.

Rates should be quoted in Pak Rupees 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